



## MOTORIZATION INSTRUCTION GUIDE

### NEW GENERATION MAXX MOTOR

#### Table of Contents

Safety Guidelines .....	2
Solo A-1 .....	3
Cool Motion & Domlux, HWM-10 & HWM-20 .....	6
2" Wood & Faux Wood Horizontal Blinds .....	14
Solar Panel .....	18
Wall Remote Control Systems .....	19
MaxxLink & Home Automation .....	25
Bluetooth .....	26

#### MAXXMAR WINDOW FASHIONS

150 Bartor Road, Toronto, Ontario M9M 1H1

Tel: 416-742-6299 - Toll Free: 1-866-916-6299 - Fax: 416-742-1772

[www.maxxmar.com](http://www.maxxmar.com)



#### **WARNING** STRANGULATION HAZARD

Young children can be strangled by cords. Immediately remove this product if a cord longer than 22 cm or a loop exceeding 44 cm around becomes accessible.

#### **MISE EN GARDE** RISQUE D'ÉTRANGLEMENT

Les enfants en bas âge peuvent s'étrangler avec des cordes. Enlevez immédiatement ce produit si une corde mesurant plus de 22 cm devient accessible ou si le contour d'une boucle de plus de 44 cm devient accessible.

### IMPORTANT Motorization Cords & Wires Installation & Usage Guidelines

Upon installation of any motorized products, wiring/cords must be covered, stapled or concealed. This installation rule must be followed at all times. All wiring/cords must fall in compliance with the warning stated below. The use of wire covers, raceway, staples or another concealment or securing method must be used. Depending on the application, additional concealment or securing supplies may be required, which can be found at your local hardware store. A product cannot be considered properly installed unless these installation guidelines are followed.

#### **⚠ WARNING STRANGULATION HAZARD**

Young children can be strangled by cords. Immediately remove this product if a cord longer than 22 cm or a loop exceeding 44 cm around becomes accessible.

#### **⚠ MISE EN GARDE RISQUE D'ÉTRANGLEMENT**

Les enfants en bas âge peuvent s'étrangler avec des cordes. Enlevez immédiatement ce produit si une corde mesurant plus de 22 cm devient accessible ou si le contour d'une boucle de plus de 44 cm devient accessible.

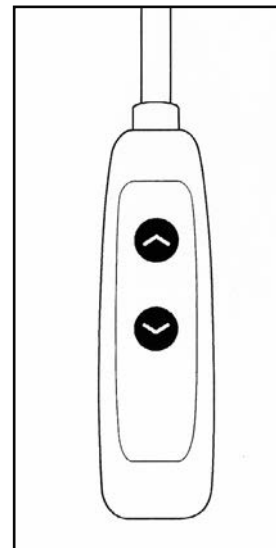


## Maxx Motor New Generation Solo-A1 (with Bluetooth) Rechargeable Wand Control System with Internal Battery Motor

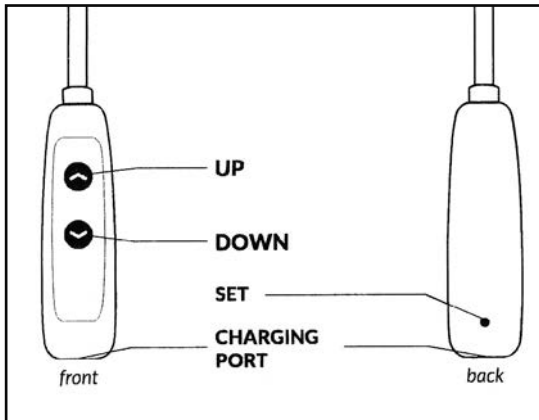
12V DC with Battery Charger

### Battery Charging

- Plug the micro USB cable into the charging port located at the bottom of the wand
- Please recharge motor battery when motor alarm sounds off (DI, DI-DI) or motor begins to falter
- Charging time: 7 hours - please take the charger away when charging is complete



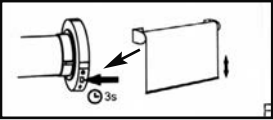
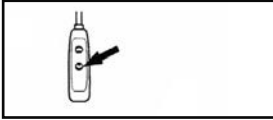
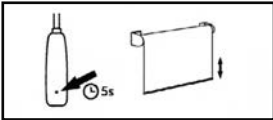
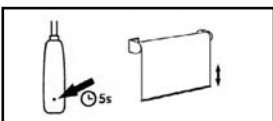
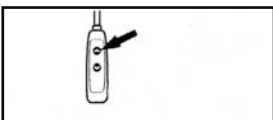
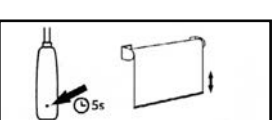
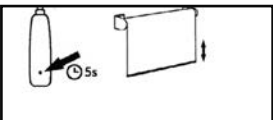
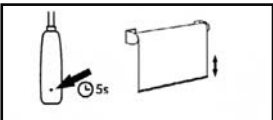
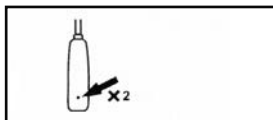
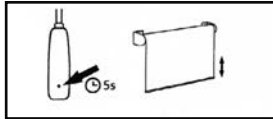
### Solo-A1: Basic Operation & Troubleshooting

Command	Key Combination	Description	Illustration
Go Up	Hold <b>UP</b> for <b>1 second</b>	The blind will jog up and down <sup>1</sup>	
Go Down	Hold <b>DOWN</b> for <b>1 second</b>	Move all the way to the lower limit <sup>1</sup>	
Stop	Press <b>Up or Down</b>	Stop ongoing motion	
Step Up	Press <b>Up</b>	Move the motor up in small increments	
Step Down	Press <b>DOWN</b>	Move the motor down in small increments	
Go to Favourite Position #1	Double press <b>UP</b>	Move the motor to favourite position number one <sup>1</sup> .	
Go to Favourite Position #2	Double press <b>DOWN</b>	Move the motor to favourite position number two <sup>2</sup>	


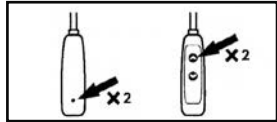
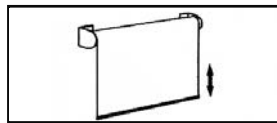

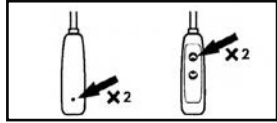
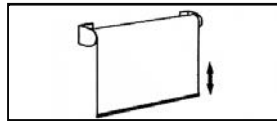
**Note:**

1. The motor will stop on button release if the limit is not yet set.
2. The motor will take no action if the favourite position is not yet set.

## Solo-A1: Basic Operation & Troubleshooting Continued

Command	Item	Key Combination	Description	Illustration
Setting the Upper and Lower Limits	1	Press the <b>OPERATION</b> button on back of wand for <b>5 seconds</b>	The blind will jog up and down	1 
	2	Press the <b>DOWN</b> button on the wand	Keep pressing until the blind reaches the lower limit	2 
	3	Press and release the <b>SET</b> button on the back of the wand	The blind will jog: this sets the lower limit of the blind	3 
	4	Press the <b>SET</b> button on the back of the wand again for <b>5 seconds</b>	The blind will jog	4 
	5	Press the <b>UP</b> button on the wand	Keep pressing until the blind reaches the upper limit	5 
	6	Press and release the <b>SET</b> button on the back of the wand	The blind will jog: this sets the upper limit of the blind	6 
Reverse Direction	If you press the <b>DOWN</b> button on the wand and the blind moves up, proceed to the Reverse Direction instructions below:			
	1	Hold the <b>SET</b> button on the back of wand for <b>5 seconds</b>	The motor will move up and down to indicate the process has started	1 
	2	Then, hold the <b>SET</b> button on the back of wand for <b>5 seconds</b> again	The motor will move up and down to indicate the blind had its direction reversed	2 
Deleting Limits & Favourite Positions	<b>Attention:</b> This procedure deletes the upper and lower limits and the favourite positions 1 & 2. A blind without upper and lower limits will only move a small amount when <b>UP</b> or <b>DOWN</b> is pressed or held down.			
	1	Press the <b>SET</b> button twice on the back of the wand	The LED light on the motor's head will turn on to indicate the process has started	1 
	2	Hold the <b>SET</b> button for <b>5 seconds</b>	The motor moves up and down	2 

## Solo-A1: Basic Operation & Troubleshooting Continued

Command	Item	Key Combination	Description	Illustration
Setting Favourite Position 1	<b>Note:</b> Once the upper and lower limits are set, the motor can store two favourite positions. After setting the favourite positions, double press the <b>UP or DOWN</b> button to send the motor to favourite position 1 or 2. If you also use the <b>Neo Smart Blinds Blue App</b> the bottom of this page first.			
	1	Use <b>UP or DOWN</b> buttons to go to desired favourite Position 1	The motor will move up or down to indicate the process has started. Confirm blind is in desired position.	1 
	2	Double press the <b>SET</b> button, then double press <b>UP</b> button	This entire sequence must be completed within <b>2 seconds</b>	2 
	3		The motor will move up and down to confirm that favourite Position 1 was saved	3 
Setting Favourite Position 2	1	Use <b>UP or DOWN</b> buttons to go to desired favourite Position 2	The motor will move up or down to indicate the process has started. Confirm blind is in desired position.	1 
	2	Double press the <b>SET</b> button, then double press <b>DOWN</b> button	This entire sequence must be completed within <b>2 seconds</b>	2 
	3		The motor will move up and down to confirm that favourite Position 2 was saved	3 

## Troubleshooting

### If nothing works, please check:

- whether the battery wand and motor are connected properly;
- whether the battery is charged - if not, recharge motor through wand

If the motor continues to run in one direction, please check the limit setting which may have to be reset again.

## Favourite Position in Neo Smart Blinds Blue App

None of the favourite positions set via wand are accessible to the **Neo Smart Blinds Blue Link App**, however you can easily set up a favourite position in the app.

### Deleting Favourite Position

Delete a favourite position by setting it at the same position.

Go to the desired favourite position to delete. Then, set the same favourite position using the above instructions.

The motor will move up and down to confirm the favourite position was deleted.

### New Wand Motor Specifications

Electrical parameters: 8.4V DC built-in rechargeable lithium battery

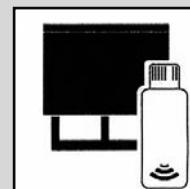
Power sources: 5V/1A Micro-USB charger or 2W/11V solar panel

Operational parameters: 1.1Nm, 30rpm

### Compatible Product to Automate your Home - Blue Link

Local control of your motorized blinds using your phone or tablet. Set schedules to auto mate your home.

No need to connect to your Wi-fi or router. For more information about our motors, remote controls and compatible products please visit our website. To buy one of these products, please contact your dealer.



## 1 and 5 Channel Remote Control Specifications

(Models: RC-215, RC-230)

Transmission power: 10dBm

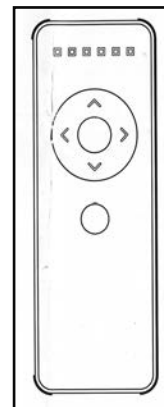
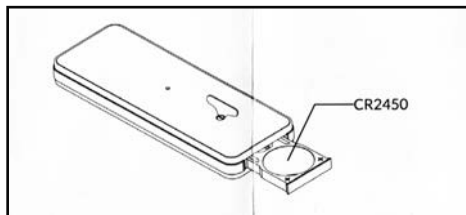
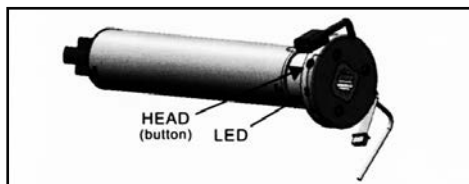
ASK 433.92MHz wireless transmission

Outdoor transmission distance: 200m

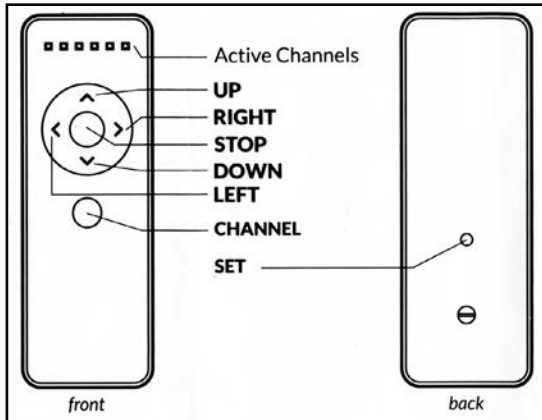
Indoor transmission distance: 35m

Working temperature: -20°C- +55°C

Battery model: CR2450




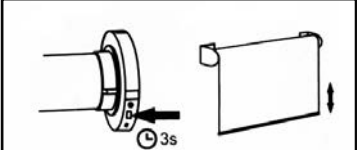
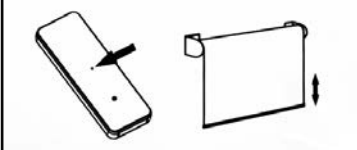
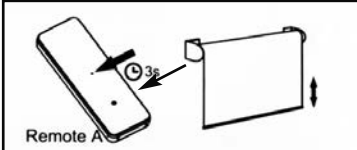
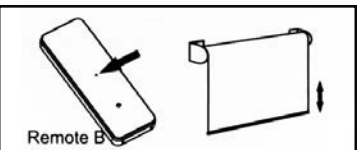
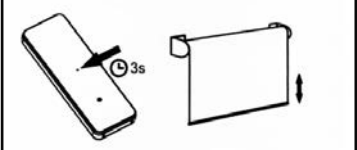
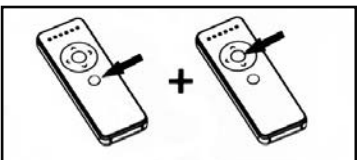
## Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 1 & 5 Channel Remote Controls

Command	Key Combination	Description	Illustration
<b>Go Up</b>	Press <b>UP</b>	Move all the way to the upper limit <sup>1</sup>	<p><b>Note:</b> Unless noted, all commands are sent from a remote control to a motor, and will only have effect if the remote control's active channel has been paired with the desired motor.</p> 
<b>Go Down</b>	Press <b>DOWN</b>	Move all the way to the lower limit <sup>1</sup>	
<b>Stop</b>	Press <b>STOP</b>	Stop ongoing motion	
<b>Step Up</b>	Press <b>LEFT</b>	Move the motor up in small increments	
<b>Step Down</b>	Press <b>RIGHT</b>	Move the motor down in small increments	
<b>Go to Favourite Position #1</b>	Hold <b>LEFT</b> for 2 seconds	Move the motor to favourite position number 1	
<b>Go to Favourite Position #2</b>	Hold <b>RIGHT</b> for 2 seconds	Move the motor to favourite position number 2	
<b>Next Channel<sup>2</sup></b>	Press <b>CHANNEL</b>	Cycle to the next channel (or group of channels) on the remote, making it active	

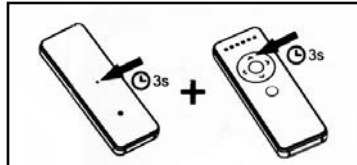
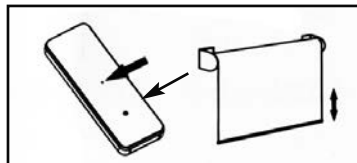
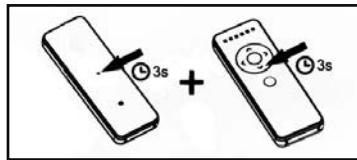
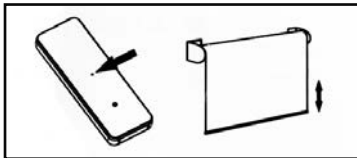
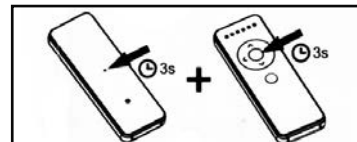
1. The motor will stop on button release if the limit is not yet set.

2. This command is not sent to the motor, and affects only the remote control on which it is executed.

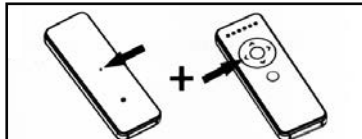
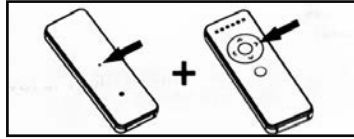
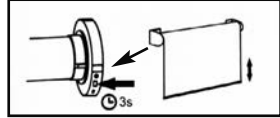
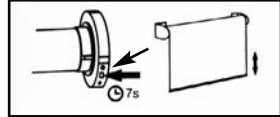
# Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 1 & 5 Channel Remote Controls Cont'd

Command	Item	Key Combination	Description	Illustration
Choosing a Channel	In order for a remote control to execute commands on a motor, its active channel must be paired with that motor. Use the instructions below to choose a channel, then proceed to the pairing process.			1 
	1	Press the <b>CHANNEL</b> button as many times as needed	To select the desired channel to pair with the motor	
Pairing Process Set Remote Control Channel	1	Hold the <b>HEAD</b> button for <b>3 seconds</b>	The motor will move up and down	1 
	2	Press the <b>SET</b> button on the back of the remote control	Motor will move up and down to confirm the operation	2 
Pairing Process Copy Remote Control Channel	1	Using a previously programmed remote control (A), hold the <b>SET</b> button on the back of the remote control for <b>3 seconds</b>	Motor will move up and down	1 
	2	Press the <b>SET</b> button on the back of the remote control	Motor will move up and down to confirm the pairing process	2 
Reverse Direction	1	Hold the <b>SET</b> button on the back of the remote control for <b>3 seconds</b>	Motor will move up and down to indicate the process has started	1 
	2	Press the <b>CHANNEL + STOP</b> buttons at the same time	Motor will move up and down to confirm the operation	2 

## Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 1 & 5 Channel Remote Controls Cont'd

Command	Item	Key Combination	Description	Illustration
Upper Limit Setting	<b>Setting or Adjusting Limits</b> The motor's upper and lower rotational limits are set individually. <b>Don't forget to always select the correct channel of the motor you want to adjust.</b>			
	1	Hold the <b>SET + UP</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the process to set up the upper limit has started	<div>1</div>  <div>3</div> 
	2	Use <b>UP, STOP and DOWN</b> buttons	To go to the desired upper position	
	3	Press and release <b>SET</b> button on the back of the remote control	The motor will move up and down to confirm that the new upper limit position has been saved	
Lower Limit Setting	1	Hold the <b>SET + DOWN</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the process to set up the lower limit has started	<div>1</div>  <div>3</div> 
	2	Use <b>UP, STOP and DOWN</b> buttons	To go to the desired lower position	
	3	Press and release <b>SET</b> button on the back of the remote control	The motor will move up and down to confirm that the new lower limit position has been saved	
Deleting Limits	<b>Attention:</b> This procedure deletes the upper and lower limits and the favourite positions 1 & 2. A blind without upper and lower limits will only move a small amount when <b>UP or DOWN</b> is pressed or held down.			
	1	Hold the <b>SET + STOP</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the limits have been deleted	<div>1</div> 

## Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 1 & 5 Channel Remote Controls Cont'd

Command	Item	Key Combination	Description	Illustration
Setting Favourite Position 1	<b>Note:</b> Once the upper and lower limits are set, the motor can store two favourite positions. After setting the favourite positions, hold the <b>LEFT</b> or <b>RIGHT</b> button to send the motor to favourite position 1 or 2. If you also use the <b>Neo Smart Blinds app</b> or the <b>Neo Smart Blinds Blue app</b> to control your blinds, please read the related topic in the bottom of this page first.			
	1	Use <b>UP, STOP and DOWN</b> buttons	The motor will move up, down or stop accordingly to go to desired favourite Position 1	
	2	Press the <b>SET + LEFT</b> buttons at the same time for 3 seconds	The motor will move up and down to confirm the favourite Position 1 was saved	
Setting Favourite Position 2	1	Use <b>UP, STOP and DOWN</b> buttons	The motor will move up, down or stop accordingly to go to desired favourite Position 2	
	2	Press the <b>SET + RIGHT</b> buttons at the same time for 3 seconds	The motor will move up and down to confirm the favourite Position 2 was saved	
Delete all Remote Controls	<b>Attention:</b> this procedure does not delete upper and lower limits or the favourite Positions 1 and 2.			 
	1	Hold the <b>HEAD</b> button for <b>3 seconds</b>	The motor will move up and down	
	2	Hold the <b>HEAD</b> button for <b>7 seconds</b>	The motor will move up and down	

### Favourite Position in the MaxxLink and Bluetooth

Only the favorite position 1 (left button) is accessible to the **Smart Controller app**. None of the favorite positions set via remote control are accessible to the **Blue Link app**, however, you can easily set up a favorite position in the app.



### Compatible Products to Automate your Home

#### MaxxLink

Control your blinds from anywhere using your phone or tablet. Voice commands are available if integrated with **Amazon Alexa or Google Home (Google Assistant)**.

#### Bluetooth

Local control of your motorized blinds using your phone or tablet. Set schedules to automate your home. No need to connect to your Wi-fi or router.

For more information about our motors, remote controls and compatible products please visit our website: **neosmartblinds.com**

To buy one of these products, please contact your dealer.



# New Generation Cool Motion, Domlux, HWM-10, HWM-20 15 and 30 Channel Remote Control Specifications (Models: RC-215, RC-230)

Transmission power: 10dBm

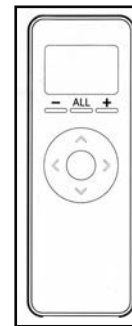
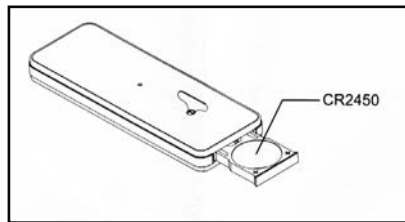
ASK 433.92MHz wireless transmission

Outdoor transmission distance: 200m

Indoor transmission distance: 35m

Working temperature: -20°C- +55°C

Battery model: CR2450




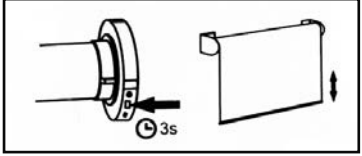
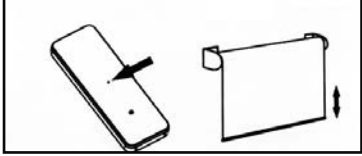
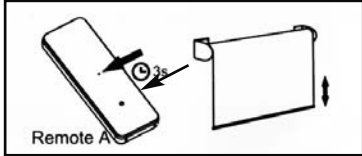
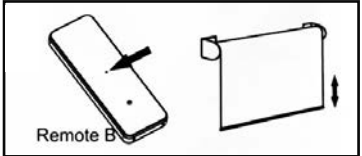
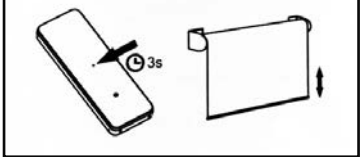
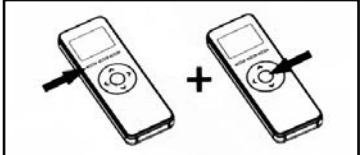
## Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 15 & 30 Channel Remote Controls

Command	Key Combination	Description	Illustration
Go Up	Press <b>UP</b>	Move all the way to the upper limit <sup>1</sup>	<div>Note: Unless noted, all commands are sent from a remote control to a motor, and will only have effect if the remote control's active channel has been paired with the desired motor.</div> <div><p>front back</p></div>
Go Down	Press <b>DOWN</b>	Move all the way to the lower limit <sup>1</sup>	
Stop	Press <b>STOP</b>	Stop ongoing motion	
Step Up	Press <b>LEFT</b>	Move the motor up in small increments	
Step Down	Press <b>RIGHT</b>	Move the motor down in small increments	
Go to Favourite Position #1	Hold <b>LEFT</b> for <b>2 seconds</b>	Move the motor to favourite position number 1	
Go to Favourite Position #2	Hold <b>RIGHT</b> for <b>2 seconds</b>	Move the motor to favourite position number 2	
Previous Channel <sup>2</sup>	Press <b>PREVIOUS CHANNEL</b>	Go to the previous channel on the remote, making it active	
Next Channel <sup>2</sup>	Press <b>NEXT CHANNEL</b>	Go to the next channel on the remote, making it active	
All Channels <sup>2</sup>	Press <b>ALL CHANNELS</b>	Select all channels on the remote, making them active	

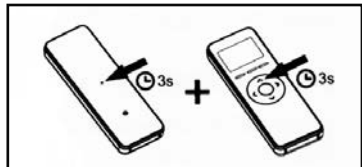
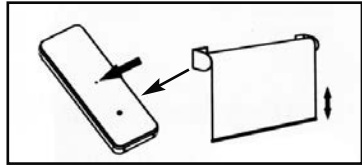
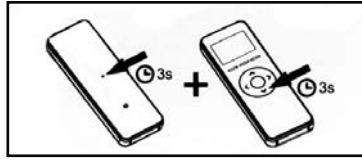
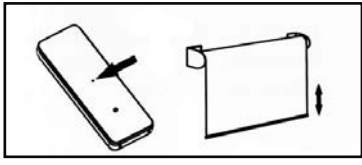
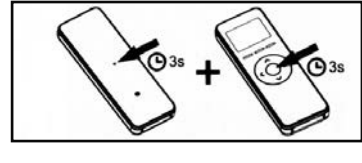
1. The motor will stop on button release if the limit is not yet set.

2. This command is not sent to the motor, and affects only the remote control on which it is executed.

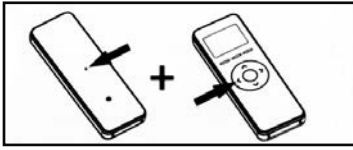
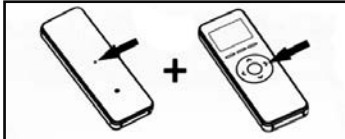
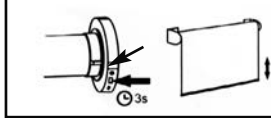
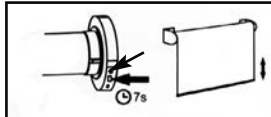
# Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 15 & 30 Channel Remote Controls Cont'd

Command	Item	Key Combination	Description	Illustration
Choosing a Channel	In order for a remote control to execute commands on a motor, its active channel must be paired with that motor. Use the instructions below to choose a channel, then proceed to the pairing process.			<div>1</div> 
	1	Press the <b>PREVIOUS CHANNEL</b> or <b>NEXT CHANNEL</b> buttons as many times as needed	To select the desired channel to pair with the motor	
Pairing Process Set Remote Control Channel	1	Hold the <b>HEAD</b> button on the motor for <b>3 seconds</b>	The motor will move up and down	<div>1</div> 
	2	Just press the <b>SET</b> button on the back of the remote control	Motor will move up and down to confirm the operation	<div>2</div> 
Pairing Process Copy Remote Control Channel	1	Using a previously programmed remote control (A), hold the <b>SET</b> button on the back of the remote control for <b>3 seconds</b>	Motor will move up and down	<div>1</div> 
	2	Using the new remote control (B), just press the <b>SET</b> button on the back of the remote control	Motor will move up and down to confirm that the new remote/channel was paired	<div>2</div> 
Reverse Direction	1	Hold the <b>SET</b> button on the back of the remote control for <b>3 seconds</b>	Motor will move up and down to indicate the process has started	<div>1</div> 
	2	Press the <b>STOP and (-) CHANNEL BUTTON</b>	Motor will move up and down to confirm the operation	<div>2</div> 

# Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 15 & 30 Channel Remote Controls Cont'd

Command	Item	Key Combination	Description	Illustration
Upper Limit Setting	<b>Setting or Adjusting Limits</b> The motor's upper and lower rotational limits are set individually. <b>Don't forget to always select the correct channel of the motor you want to adjust.</b>			
	1	Hold the <b>SET &amp; UP</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the process to set up the upper limit has started	<div>1</div>  <div>3</div> 
	2	Use <b>UP, STOP and DOWN</b> buttons	To go to the desired upper position	
	3	Just press <b>SET</b> button on the back of the remote control	The motor will move up and down to confirm that the new upper limit position has been saved	
Lower Limit Setting	1	Hold the <b>SET + DOWN</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the process to set up the lower limit has started	<div>1</div>  <div>3</div> 
	2	Use <b>UP, STOP and DOWN</b> buttons	To go to the desired lower position	
	3	Just press <b>SET</b> button on the back of the remote control	The motor will move up and down to confirm that the new lower limit position has been saved	
	Deleting Limits	<b>Attention:</b> This procedure deletes the upper and lower limits and the favourite positions 1 & 2. A blind without upper and lower limits will only move a small amount when <b>UP or DOWN</b> is pressed or held down.		
1		Hold the <b>SET + STOP</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the limits have been deleted	<div>1</div> 

## Cool Motion, Domlux, HWM-10, HWM-20: Basic Operation - 15 & 30 Channel Remote Controls Cont'd

Command	Item	Key Combination	Description	Illustration
Setting Favourite Position 1	<b>Note:</b> Once the upper and lower limits are set, the motor can store two favourite positions. After setting the favourite positions, hold the <b>LEFT</b> or <b>RIGHT</b> button to send the motor to favourite position 1 or 2. If you also use the <b>Neo Smart Blinds app</b> or the <b>Neo Smart Blinds Blue app</b> to control your blinds, please read the related topic in the bottom of this page first.			
	1	Use <b>UP, STOP and DOWN</b> buttons	The motor will move up, down or stop accordingly to go to desired favourite Position 1	2 
	2	Press the <b>SET + LEFT</b> buttons at the same time	The motor will move up and down to confirm the favourite Position 1 was saved	
Setting Favourite Position 2	1	Use <b>UP, STOP and DOWN</b> buttons	The motor will move up, down or stop accordingly to go to desired favourite Position 2	2 
	2	Press the <b>SET + RIGHT</b> buttons at the same time	The motor will move up and down to confirm the favourite Position 2 was saved	
Delete all Remote Controls	<b>Attention:</b> this procedure does not delete upper and lower limits or the favourite Positions 1 and 2.			1  2 
	1	Hold the <b>HEAD</b> button for <b>3 seconds</b>	The motor will move up and down	
	2	Hold the <b>HEAD</b> button for <b>7 seconds</b>	The motor will move up and down	

## Troubleshooting

Problem	Solution
1. The motor does not work or runs slow.	Recharge motor.
2. The motor continues to run in one direction.	The limit setting was unsuccessful and needs to be reset.
3. The indicator light on the remote does not shine or the remote controlling range becomes shorter.	Replace the battery in the remote.

## Favourite Position in the MaxxLink and Bluetooth

Only the favorite position 1(left button) is accessible to the **Smart Controller app**. None of the favorite positions set via remote control are accessible to the **Blue Link app**, however, you can easily set up a favorite position in the app.

### Specifications:

**Remote Control Models: RC201, RC202 & RC206**

**Note:** Remote Controls RC215 & RC230 can also be used.

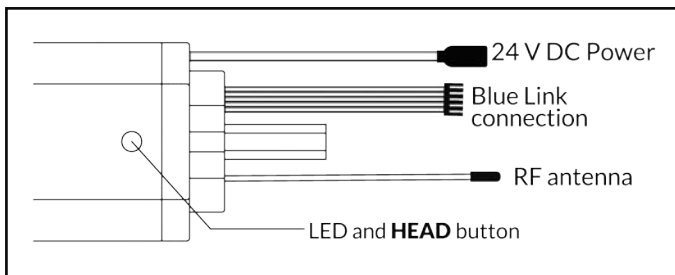
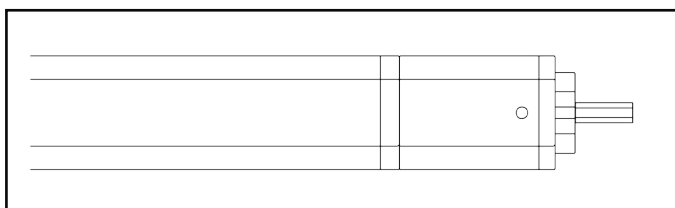
Description: 40 mm RF motor, double shaft, 40dB.

Radio Frequency (RF): 433.92 MHz.

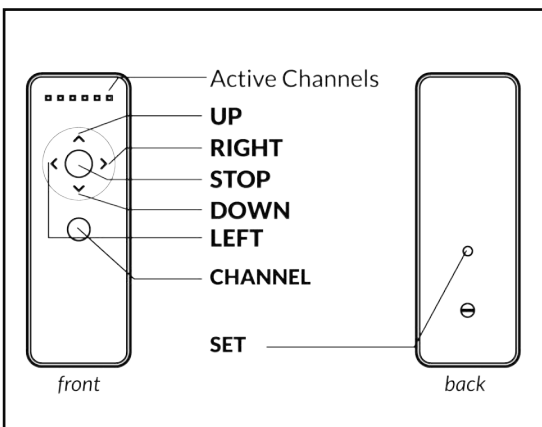
Electrical parameters: 24 VDC, external AC/DC.

Power Adapter 100-240 V AC.

Operation parameters: 2.0 Nm, 26 rpm.



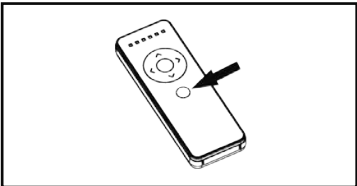
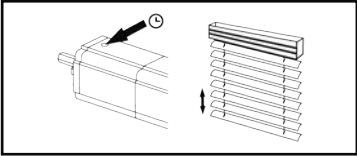
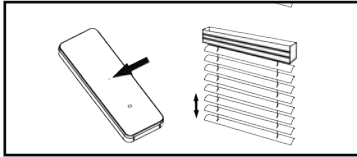
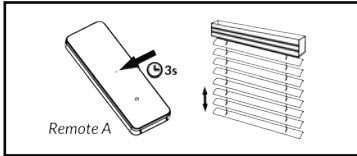
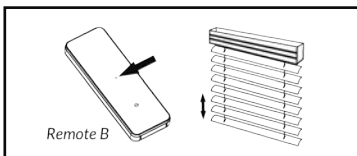
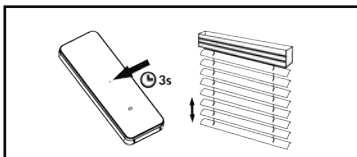
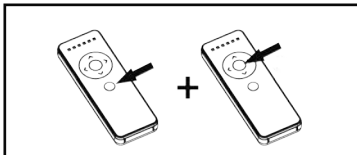
### 2" Wood & Faux Wood Horizontal Blinds - Basic Operation & Troubleshooting

Command	Key Combination	Description	Illustration
Go Up	Press <b>UP</b>	Move all the way to the upper limit <sup>1</sup>	<p><b>Note:</b> Unless noted, all commands are sent from a remote control to a motor, and will only have effect if the remote control's active channel has been paired with the desired motor.</p>
Go Down	Press <b>DOWN</b>	Move all the way to the lower limit <sup>1</sup>	
Stop	Press <b>STOP</b>	Stop ongoing motion	
Tilt-up	Press <b>LEFT</b>	Move the blind up in small increments	
Tilt-down	Press <b>RIGHT</b>	Move the blind down in small increments	
Go to Favourite Position #1	Hold <b>LEFT</b> for 2 seconds	Move the blind to favourite position number 1	
Go to Favourite Position #2	Hold <b>RIGHT</b> for 2 seconds	Move the blind to favourite position number 2	
Next Channel <sup>2</sup>	Press <b>CHANNEL</b>	Cycle to the next channel (or group of channels) on the remote, making it active	

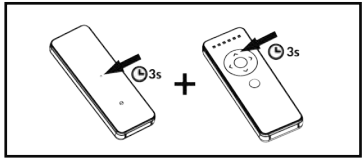
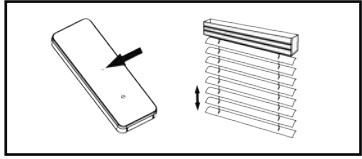
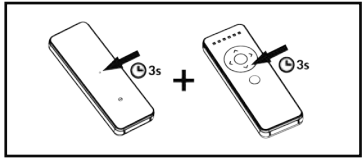
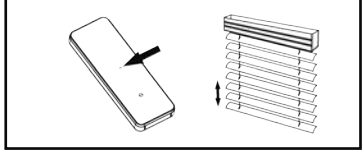
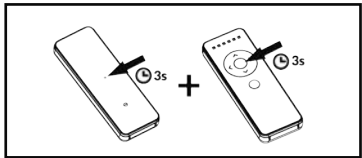
1. The motor will stop on button release if the limit is not yet set.

2. This command is not sent to the motor, and affects only the remote control on which it is executed.

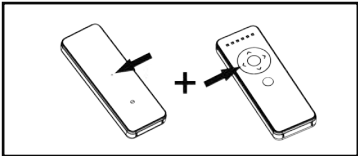
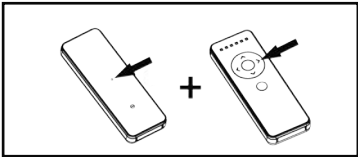
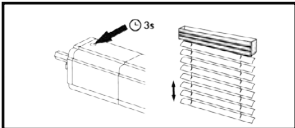
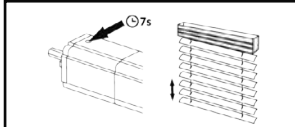
## 2" Wood & Faux Wood Horizontal Blinds - Basic Operation & Troubleshooting Continued

Command	Item	Key Combination	Description	Illustration
Choosing a Channel	In order for a remote control to execute commands on a motor, its active channel must be paired with that motor. Use the instructions below to choose a channel, then proceed to the pairing process.			<div>1</div> 
	1	Press the <b>PREVIOUS CHANNEL</b> or <b>NEXT CHANNEL</b> buttons as many times as needed	To select the desired channel to pair with the motor	
Pairing Process Set Remote Control Channel	1	Hold the <b>HEAD</b> button on the motor for <b>3 seconds</b>	The motor will move up and down	<div>1</div> 
	2	Press the <b>SET</b> button on the back of the remote control	Motor will move up and down to confirm the operation	<div>2</div> 
Pairing Process Copy Remote Control Channel	1	Using a previously programmed remote control (A), hold the <b>SET</b> button on the back of the remote control for <b>3 seconds</b>	Motor will move up and down	<div>1</div> 
	2	Using the new remote control (B), just press the <b>SET</b> button on the back of the remote control	Motor will move up and down to confirm that the new remote/channel was paired	<div>2</div> 
Reverse Direction	1	Hold the <b>SET</b> button on the back of the remote control for <b>3 seconds</b>	Motor will move up and down to indicate the process has started	<div>1</div> 
	2	Press the <b>CHANNEL BUTTON + STOP</b> button at the same time	Motor will move up and down to confirm the operation	<div>2</div> 

## 2" Wood & Faux Wood Horizontal Blinds - Basic Operation & Troubleshooting Continued

Command	Item	Key Combination	Description	Illustration
Upper Limit Setting	<b>Setting or Adjusting Limits</b> The motor's upper and lower rotational limits are set individually. <b>Don't forget to always select the correct channel of the motor you want to adjust.</b>			
	1	Hold the <b>SET + UP</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the process to set up the upper limit has started	<div>1</div>  <div>3</div> 
	2	Use <b>UP, STOP and DOWN</b> buttons	To go to the desired upper position	
	3	Press and release <b>SET</b> button on the back of the remote control	The motor will move up and down to confirm that the new upper limit position has been saved	
Lower Limit Setting	1	Hold the <b>SET + DOWN</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the process to set up the lower limit has started	<div>1</div>  <div>3</div> 
	2	Use <b>UP, STOP and DOWN</b> buttons	To go to the desired lower position	
	3	Press and release <b>SET</b> button on the back of the remote control	The motor will move up and down to confirm that the new lower limit position has been saved	
Deleting Limits	<b>Attention:</b> This procedure deletes the upper and lower limits and the favourite positions 1 & 2. A blind without upper and lower limits will only move a small amount when <b>UP or DOWN</b> is pressed or held down.			
	1	Hold the <b>SET + STOP</b> buttons at the same time for <b>3 seconds</b>	The motor will move up and down to indicate the limits have been deleted	<div>1</div> 

## 2" Wood & Faux Wood Horizontal Blinds - Basic Operation & Troubleshooting Continued

Command	Item	Key Combination	Description	Illustration
Setting Favourite Position 1	<b>Note:</b> Once the upper and lower limits are set, the motor can store two favourite positions. After setting the favourite positions, hold the <b>LEFT</b> or <b>RIGHT</b> button to send the motor to favourite position 1 or 2. If you also use the <b>Neo Smart Blinds app</b> or the <b>Neo Smart Blinds Blue app</b> to control your blinds, please read the related topic in the bottom of this page first.			
	1	Use <b>UP, STOP and DOWN</b> buttons	The motor will move accordingly to go to desired favourite Position 1	2 
	2	Press the <b>SET + LEFT</b> buttons at the same time	The motor will move accordingly to go to desired favourite Position 1	
Setting Favourite Position 2	1	Use <b>UP, STOP and DOWN</b> buttons	The motor will move up, down or stop accordingly to go to desired favourite Position 2	2 
	2	Press the <b>SET + RIGHT</b> buttons at the same time	The motor will move up and down to confirm the favourite Position 2 was saved	
Delete all Remote Controls	<b>Attention:</b> this procedure does not delete upper and lower limits or the favourite Positions 1 and 2.			1  2 
	1	Hold the <b>HEAD</b> button for <b>3 seconds</b>	The motor will move up and down	
	2	Hold the <b>HEAD</b> button again for <b>7 seconds</b>	The motor will move up and down	

### Troubleshooting

Problem	Solution
1. The motor does not work or runs slow.	Recharge motor.
2. The motor continues to run in one direction.	The limit setting was unsuccessful and needs to be reset.
3. The indicator light on the remote does not shine or the remote controlling range becomes shorter.	Replace the battery in the remote.

### Favourite Position in the MaxxLink and Bluetooth

Only the favorite position 1(left button) is accessible to the **Smart Controller app**. None of the favorite positions set via remote control are accessible to the **Blue Link app**, however, you can easily set up a favorite position in the app.

## Solar Panel

### Normal Operation

After commissioning, the battery is trickle-charged by electrical energy generated by the solar panel. The energy is stored in the high capacity NiMH battery (acting like a reservoir) and the system provides uninterrupted service through many climatic seasons. It is normal for the battery to gain more energy summer as compared to winter- the Solar Panel converts the intensity of light to energy upon availability.

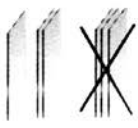


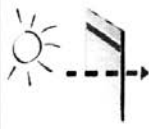
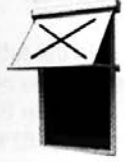
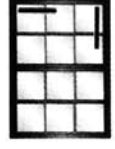



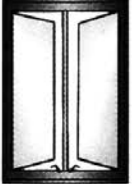

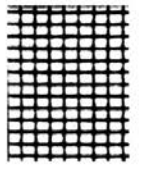
### Caution - Excessive Energy Use

If daily motor activations exceed recommended cycles per day as stated in the Solar Pack Performance Chart, the solar panel will not be able to "replenish" the battery as designed. If the motorized shade does not operate due to an excessively diminished battery, the battery may require a full recharge.

### Note

**10,000 Lux** are required to trickle charge the motor. Solar Panels should not be used on north facing windows nor in areas where you do not have at least **6 hours** of direct sunlight per day.

## Window Application Tables and Guidelines

Window Type					Avoid		
	SINGLE OR DOUBLE PANE OK	LIGHT TRANSMISSION 65% OR GREATER	WINDOW TINTING	INSIDE WINDOW ONLY		AWNINGS OR DEEP ROOF EVES	WINDOW DIVIDERS OVERLAPPING SOLAR PANEL
Moving Window					Avoid		
	FIXED WINDOW	DOUBLE HUNG	SLIDING	CASEMENT		VEGETATION BLOCKING LIGHT	BUG SCREENS
Concern	Clean Install	Caution: Avoid Panel Collision	Caution: Avoid Panel Collision	Caution: Panel Movement Will tug or tear Harness	<b>Note:</b> No Film or Tint on the Window		
Suggestions		Limit Screw in track	Limit Screw in Track	Cable tie near corner			

## Wall Remote Control - Version 1 - Model WS-202 (2 channels)

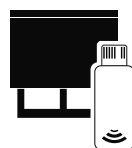
### Remote control specifications

Transmission power: 10dBm  
 ASK 433.92MHz wireless transmission  
 Outdoor transmission distance: 200m  
 Indoor transmission distance: 30m  
 Working temperature: -20°C ~ +55°C  
 Battery model: CR2032



#### Smart Controller

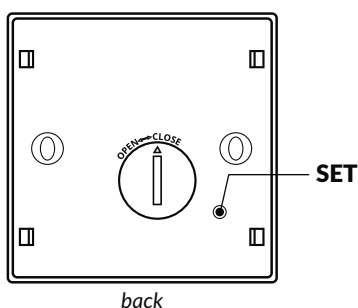
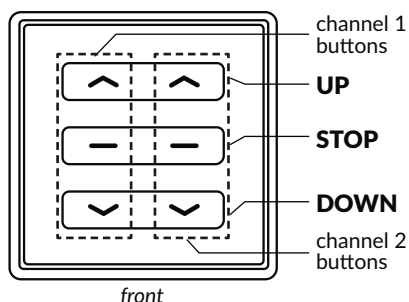
Control your blinds from anywhere using your phone or tablet. Voice commands are available if integrated with Amazon Alexa, Google Assistant or Siri Shortcuts.



#### Blue Link

Local control of your motorized blinds using your phone or tablet. Set schedules to automate your home. No need to connect to your Wi-fi or router.

### Getting to know your Remote Control



### Basic operation

Unless noted, all commands are sent from a wall remote control to a motor, and will only have effect if the **wall remote control's channel has been paired** with the desired motor.

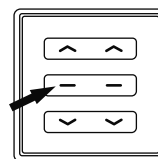
Command	Description	Key Combination
Go -Up	Move all the way to the upper limit. <sup>1</sup>	Press <b>UP</b>
Go-Down	Move all the way to the lower limit. <sup>1</sup>	Press <b>DOWN</b>
Stop	Stop ongoing motion.	Press <b>STOP</b>

1 - The motor will stop on button release if the limit is not yet set.

### Choosing a channel

In order for a wall remote control to execute commands on a motor, its active channel must be paired with that motor. Use the instructions below to choose a channel, then proceed to the pairing process.

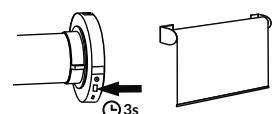
1. Press the **STOP** button of the corresponding channel you want to pair the motor to activate the channel.



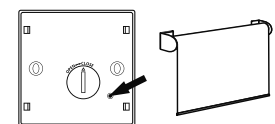
### Pairing process

#### Set remote control channel using the button on the HEAD

1. Hold the **HEAD** button for 3 seconds, until the motor quickly moves.

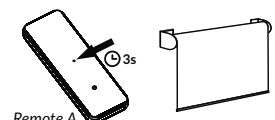


2. Press the **SET** button on the back of the wall remote control, the motor will move to confirm the operation.

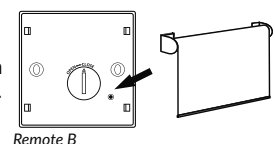


#### Copy remote control channel

1. Using a previously programmed remote control (A), hold the **SET** button on the back of its case for 3 seconds, until the motor moves.



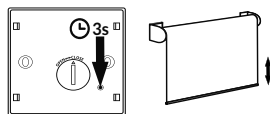
2. Using a new remote control (B), press **SET** button on the back of its case, the motor will move to confirm the new remote/channel was paired.



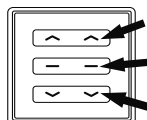
**Note:** this procedure is the same regardless the model of the remote control used on both steps.

## Reverse direction

1. Hold the **SET** button on the back of the remote control for 3 seconds. The motor will move to indicate the process has started.



2. Press once, at the same time, the buttons **UP**, **STOP** and **DOWN** motor's corresponding channel. The motor will move to confirm the operation.

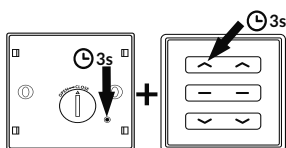


## Setting or adjusting limits

The motor's upper and lower rotational limits are set individually.

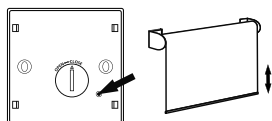
### Upper limit

1. Hold the **SET** button + the **UP** button of the motor's corresponding channel at the same time for 3 seconds. The motor will move to indicate the process to set up the upper limit has started.



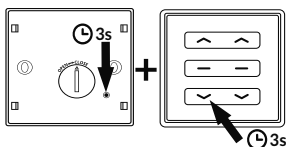
2. Use **UP**, **STOP** and **DOWN** buttons to go to the desired upper position.

3. Press **SET** button on the back of the remote control, the motor will move to confirm that the new upper limit position has been saved.



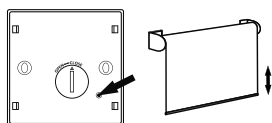
### Lower limit

1. Hold the **SET** button + the **DOWN** button of the motor's corresponding channel at the same time for 3 seconds. The motor will move to indicate the process to set up the lower limit has started.



2. Use **UP**, **STOP** and **DOWN** buttons to go to the desired lower position.

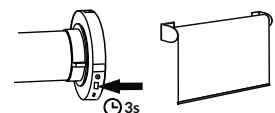
3. Press **SET** button on the back of the remote control, the motor will move to confirm that the new lower limit position has been saved.



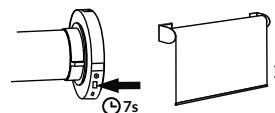
## Delete all remote controls

**Attention:** this procedure does not delete upper and lower limits or the favorite positions.

1. Hold the **HEAD** button for 3 seconds, until the motor moves to indicate the process has started.



2. Hold the **HEAD** button for 7 seconds, until the motor moves to indicate that the all paired remote controls were deleted from its memory.



# Wall Remote Control - Version 1 - Model WS-204-W (4 channels)

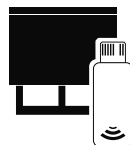
## Remote control specifications

Transmission power: 10dBm  
ASK 433.92MHz wireless transmission  
Outdoor transmission distance: 200m  
Indoor transmission distance: 30m  
Working temperature: -20°C ~ +55°C  
Battery model: CR2032



### Smart Controller

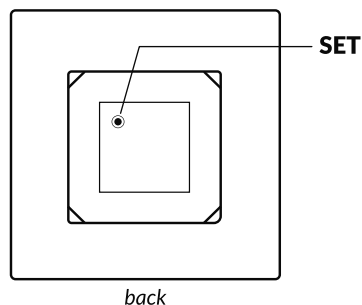
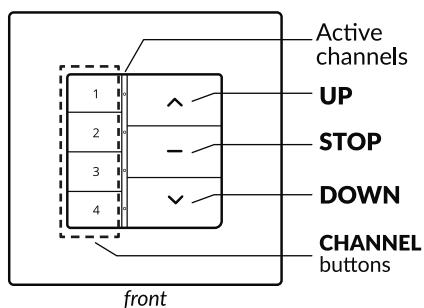
Control your blinds from anywhere using your phone or tablet. Voice commands are available if integrated with Amazon Alexa, Google Assistant or Siri Shortcuts.



### Blue Link

Local control of your motorized blinds using your phone or tablet. Set schedules to automate your home. No need to connect to your Wi-fi or router.

## Getting to know your Remote Control



## Basic operation

Unless noted, all commands are sent from a wall remote control to a motor, and will only have effect if the **wall remote control's active channel has been paired** with the desired motor.

Command	Description	Key Combination
Go -Up	Move all the way to the upper limit. <sup>1</sup>	Press <b>UP</b>
Go-Down	Move all the way to the lower limit. <sup>1</sup>	Press <b>DOWN</b>
Stop	Stop ongoing motion.	Press <b>STOP</b>
Ativate-Channel <sup>2</sup>	Make the chosen channel active.	Press <b>CHANNEL</b>

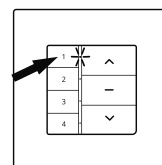
1 - The motor will stop on button release if the limit is not yet set.

2 - This command is not sent to the motor, and affects only the wall remote control on which it is executed.

## Choosing a channel

In order for a wall remote control to execute commands on a motor, its active channel must be paired with that motor. Use the instructions below to choose a channel, then proceed to the pairing process.

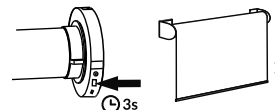
1. Press one of the four **CHANNEL** buttons you want to pair the motor to select it.



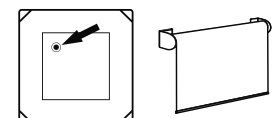
## Pairing process

### Set remote control channel using the button on the HEAD

1. Hold the **HEAD** button for 3 seconds, until the motor quickly moves up and down.

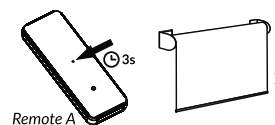


2. Press the **SET** button on the back of the wall remote control, the motor will move up and down to confirm the operation.

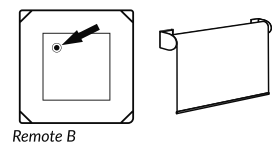


### Copy remote control channel

1. Using a previously programmed remote control (A), hold the **SET** button on the back of its case for 3 seconds, until the motor moves up and down.



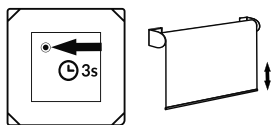
2. Using a new remote control (B), press **SET** button on the back of its case, the motor will move up and down to confirm the new remote/channel was paired.



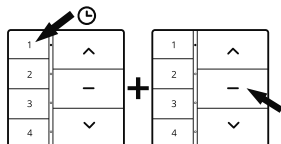
**Note:** this procedure is the same regardless the model of the remote control used on both steps.

## Reverse direction

1. Hold the **SET** button on the back of the remote control for 3 seconds. The motor will move up and down to indicate the process has started.



2. Hold the **CHANNEL 1** button then, press the **STOP** button once. The motor will move up and down to confirm the operation.



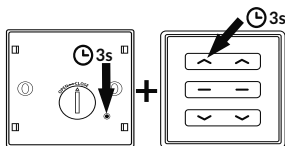
**Note:** on step 2, use the channel 1 button even if you are reversing the direction for a motor in a different channel.

## Setting or adjusting limits

The motor's upper and lower rotational limits are set individually.

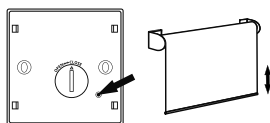
### Upper limit

1. Hold the **SET** button + the **UP** button of the motor's corresponding channel at the same time for 3 seconds. The motor will move to indicate the process to set up the upper limit has started.



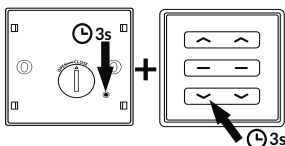
2. Use **UP**, **STOP** and **DOWN** buttons to go to the desired upper position.

3. Press **SET** button on the back of the remote control, the motor will move to confirm that the new upper limit position has been saved.



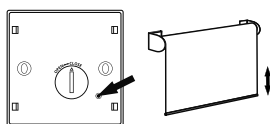
### Lower limit

1. Hold the **SET** button + the **DOWN** button of the motor's corresponding channel at the same time for 3 seconds. The motor will move to indicate the process to set up the lower limit has started.



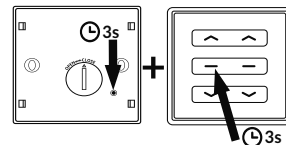
2. Use **UP**, **STOP** and **DOWN** buttons to go to the desired lower position.

3. Press **SET** button on the back of the remote control, the motor will move to confirm that the new lower limit position has been saved.



## Delete limits

1. Hold the **SET** button + the **STOP** button of the motor's corresponding channel at the same time for 3 seconds. The motor will move to indicate the limits have been deleted.

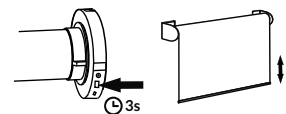


**Don't forget to always use the button of the motor's corresponding channel you want to adjust.**

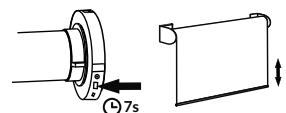
## Delete all remote controls

**Attention:** this procedure does not delete upper and lower limits or the favorite positions.

1. Hold the **HEAD** button for 3 seconds, until the motor moves to indicate the process has started.



2. Hold the **HEAD** button for 7 seconds, until the motor moves to indicate that the all paired remote controls were deleted from its memory.



# Wall Remote Control - Version 2 - Model WS-208 (8 channels)

## Remote control specifications

Transmission power: 10dBm  
ASK 433.92MHz wireless transmission  
Outdoor transmission distance: 200m  
Indoor transmission distance: 30m  
Working temperature: -20°C ~ +55°C  
Battery model: CR2032



### Smart Controller

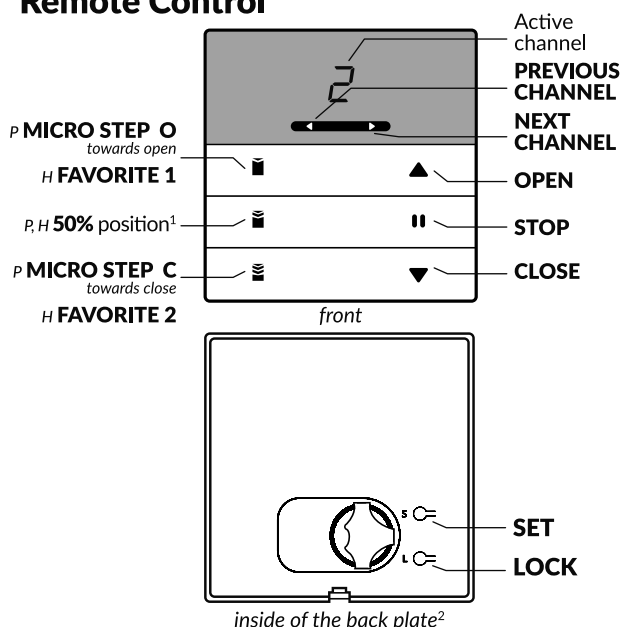
Control your blinds from anywhere using your phone or tablet. Voice commands are available if integrated with Amazon Alexa, Google Assistant or Siri Shortcuts.



### Blue Link

Local control of your motorized blinds using your phone or tablet. Set schedules to automate your home. No need to connect to your Wi-Fi or router.

## Getting to know your Remote Control



P - Press the button

H - Hold the button for 2 seconds

1 - Not supported by motors manufactured before 2018 inclusive.

2 - To access this part, insert a flathead screwdriver into the groove at the bottom to pry open the back cover.

## Locking the number of channels

Cycle quicker through the channels in use by locking the number of channels.

1. Press the **LOCK** button on the back of the wall remote control.

2. Press the **PREVIOUS CHANNEL** or the **NEXT CHANNEL** buttons as many times as needed to select the desired number of channels to have.

3. Wait for the display to turn off and save the number of channels selected.

## Choosing all channels

1. Press the **PREVIOUS CHANNEL + NEXT CHANNEL** buttons at the same time to select all channels.

2. The letter **A** will show up on the display to indicate that commands will be broadcasted to all motors paired to the wall remote control.

## Basic operation

Unless noted, all commands are sent from a wall remote control to a motor, and will only have effect if the remote control's active channel has been paired with the desired motor.

Key Combination	Description
Press <b>OPEN</b>	The motor moves all the way to the open limit. <sup>1</sup>
Press <b>CLOSE</b>	The motor moves all the way to the close limit. <sup>1</sup>
Press <b>STOP</b>	The motor stops any ongoing motion.
Press <b>MICRO STEP O</b>	The motor moves a small amount towards the open limit.
Press <b>MICRO STEP C</b>	The motor moves a small amount towards the close limit.
Hold <b>FAVORITE 1</b> for 2 seconds	The motor moves to the favorite position 1.
Hold <b>FAVORITE 2</b> for 2 seconds	The motor moves to the favorite position 2.
Press <b>PREVIOUS CHANNEL</b>	The wall remote control goes to the previous channel, making it active.
Press <b>NEXT CHANNEL</b>	The wall remote control goes to the next channel, making it active.
Press <b>PREVIOUS CHANNEL</b> and <b>NEXT CHANNEL</b> at the same time	The wall remote control selects all channels, making them active.

1 - The motor will stop on button release if the limit is not yet set.

2 - This command is not sent to the motor, and affects only the wall remote control on which it is executed.

## Choosing a channel

In order for a wall remote control to execute commands on a motor, its active channel must be paired with that motor. Use the instructions below to choose a channel, then proceed to the pairing process.

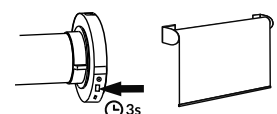
1. Press the **PREVIOUS CHANNEL** or the **NEXT CHANNEL** buttons as many times as needed to select the desired channel to pair the motor.



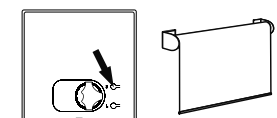
## Pairing process

### Using the button on the HEAD of the motor

1. Hold the **HEAD** button for 3 seconds, until the motor quickly moves up and down.

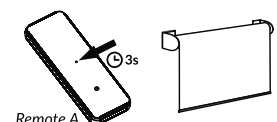


2. Press the **SET** button on the back of the wall remote control, the motor will move up and down to confirm the operation.

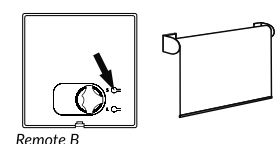


### Copying from another remote control channel

1. Using a previously programmed remote control (A), hold the **SET** button on the back of its case for 3 seconds, until the motor moves.



2. Using a new remote control (B), press **SET** button on the back of its case, the motor will move up and down to confirm the new remote channel was paired.

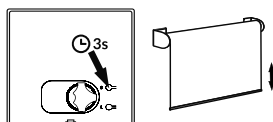


**Note:** this procedure is the same regardless the model of the remote control used on both steps.

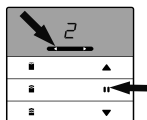
# Wall Remote Control - Version 2 - Model WS-208 (8 channels) cont'd

## Reverse direction

1. Hold the **SET** button on the back of the remote control for 3 seconds. The motor will move to indicate the process has started.



2. Press the **PREVIOUS CHANNEL + STOP** buttons at the same time, the motor will move to confirm the operation.

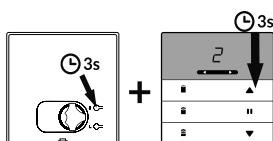


## Setting or adjusting limits

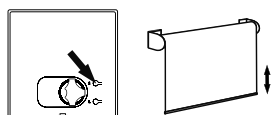
The motor's open and close limits are set individually except for curtain motors which will automatically set their open and close limits during their first usage.

### Open limit

1. Hold the **SET + OPEN** buttons at the same time for 3 seconds. The motor will move to indicate the process to set up the open limit has started.



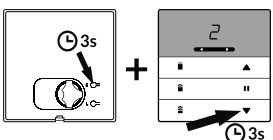
2. Use the **OPEN, STOP** and **CLOSE** buttons to go to the desired open position.



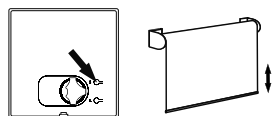
3. Press **SET** button on the back of the wall remote control, the motor will move to confirm that the new open limit position has been saved.

### Close limit

1. Hold the **SET + DOWN** buttons at the same time for 3 seconds. The motor will move to indicate the process to set up the close limit has started.



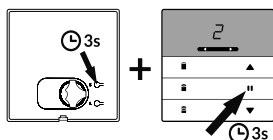
2. Use the **OPEN, STOP** and **CLOSE** buttons to go to the desired lower position.



3. Press **SET** button on the back of the wall remote control, the motor will move to confirm that the new close limit position has been saved.

### Delete limits

1. Hold the **SET + STOP** buttons at the same for 3 seconds. The motor will move to indicate the limits have been deleted.



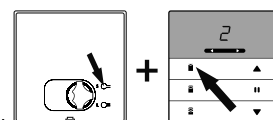
## Setting favorite positions

Once the open and close limits are set, the motor can store two favorite positions. After setting the favorite positions, hold **FAVORITE 1** or **FAVORITE 2** button for 2 seconds to send the motor to the favorite position 1 or 2.

### Setting favorite position 1

1. Use the **OPEN, STOP** and **CLOSE** buttons to go to the desired favorite position 1.

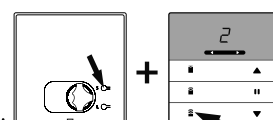
2. Press the **SET + FAVORITE 1** buttons at the same time. The motor will move to confirm that the favorite position 1 was saved.



### Setting favorite position 2

1. Use the **OPEN, STOP** and **CLOSE** buttons to go to the desired favorite position 2.

2. Press the **SET + FAVORITE 2** buttons at the same time. The motor will move to confirm that the favorite position 2 was saved.

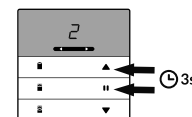


## Touch Control

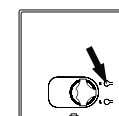
**Only curtain motors** have this feature and it comes enabled from the factory. To open or close the curtains using the touch control, hold one of the curtains panels and give it a firm tug towards the open or close position.

### Enabling touch control

1. Hold the **OPEN + STOP** buttons for 3s. The motor will move and the LED on the motor head will turn on.

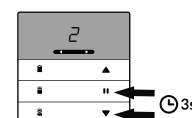


2. **Within 3 seconds**, press the **SET** button. The motor will move and the LED on the motor head will turn off to confirm that the touch control mode is enabled.

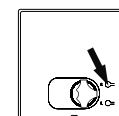


### Disabling touch control

1. Hold the **STOP + CLOSE** buttons for 3s. The motor will move and the LED will turn on.



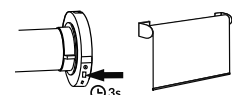
2. **Within 3 seconds**, press the **SET** button. The motor will move and the LED will turn off to confirm that the touch control mode is disabled.



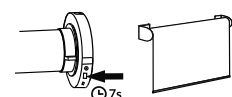
## Delete all remote controls

**Attention:** this procedure does not delete open and close limits or the favorite positions 1 and 2.

1. Hold the **HEAD** button for 3 seconds, until the motor moves.



2. Hold the **HEAD** button for 7 seconds, until the motor moves.

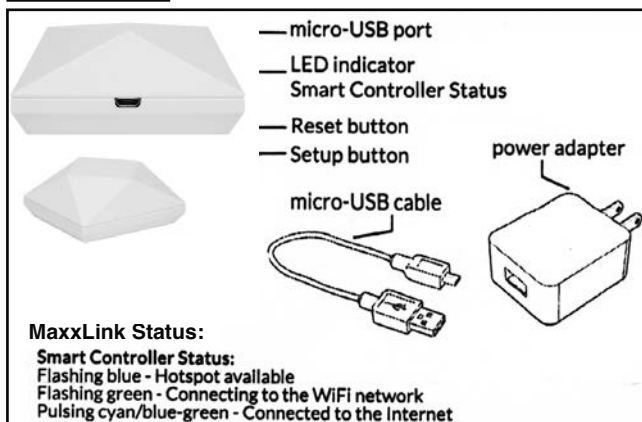


**Don't forget to always select the correct channel of the motor you want to adjust.**



## MaxxLink

Control your blinds from anywhere using your phone or tablet. Voice commands are available if Integrated with **Amazon Alexa or Google Home (Google Assistant)**.



## System requirements

- A strong WiFi signal (3 bars or more) in the location where you will setup your Smart Controller.
- The MaxxLink only supports 2.4GHz WiFi(IEEE 802 11b/g/n), not SGHz.WiFi security needs to be set to WPA-PSK or WPA2-PSK.
- A smartphone or tablet running Android 5.0 (Lollipop) or higher, or IOS 8 or higher is needed.

**New Generation Maxx Motor Code for Maxxlink: MA432**

## Getting to know your MaxxLink

### 1. Download the Neo Smart Blinds app

Download the app to your phone or tablet by searching **Neo Smart Blinds** on **Google Play** or the **App Store**.

**Note:** Do not Install Neo Smart Blinds Blue

### 2. Plug in your MaxxLink in reach of your home WIFI

Choose a place not too far from your home router or a place you know has good WiFi signal strength. You will be able to change its location after, If necessary.

### 3. Create an account and choose the setup code written on the cover

After opening the app, tap on **Create one** to create a new account. Enter a valid **email address** and **choose a pass word**, select the **region time zone** from the place where the MaxxLink will be located. Choose the setup code written in the cover and tap on **Register**.

### 4. Follow the app step by step to add the MaxxLink

Have in hand the home WiFi password. It will be necessary to connect the MaxxLink to the Internet.

**Note:** Some Android users won't be connected quickly to the hotspot. If it is the case, please wait about 10 seconds before returning to the app. During this time, your device may notify you that the hotspot does not have Internet access, and will prompt you whether you want to remain connected. You need to select the option that will allow you to keep connected before returning to the app

## Troubleshooting

### 1. The home WIFI doesn't appear in the step 4

Try rescanning, if the problem persists, you will need to reposition the MaxxLink to a place with stronger WiFi signal. In this case, exit the process (tap on the menu, then tap **Your Rooms**), replace the MaxxLink and start over.

### 2. The MaxxLink LED in the bottom is not blinking blue - the process fails in the last step

Press the **S** button for 10 seconds, then press the **R** button once and start over. Pay special attention when typing the WiFi password.

### Need more help?

Visit [neosmartblinds.com/smartcontroller](https://neosmartblinds.com/smartcontroller) for detailed instructions about how to use the app and troubleshooting.

## Integrations

### 1. Smart home devices

Visit [neosmartblinds.com/smartcontroller-integrations](https://neosmartblinds.com/smartcontroller-integrations) for detailed information about connecting to Amazon Alexa, Google Home and other systems.

### 2. Control 4

Please send an email to [tech@neosmartblinds.com](mailto:tech@neosmartblinds.com) with your name, your email and your company's name. This Information is necessary to always send to you any further driver update.

## How to setup a blind?

First, download the Blue Link app to your device using one of the buttons below:

For each motorized blind, add the Neo Blue Link to the motor using the Neo Blue Link connector. You may need to use a chair or a ladder to be able to reach the connection wire. If that is the case, you should remain on the chair/ladder until the end of the claim process.

Now, enable the Bluetooth on your device, then, open the Neo Smart Blinds Blue app. Tap on **"Tap to Claim"** of the unclaimed blind and follow the steps. Once your blind is claimed, you are ready to go to the next motorized blind and repeat the same process.

## How do I enable the Bluetooth in an Android device?

Each Android device may vary, below is the general guide to enable the Bluetooth. If this doesn't work, please see your phone's manual or support site.

### Enabling the Bluetooth via home screen:

1. Swipe down from the top of your screen to fully expand your notification tray.
2. Tap on the **Bluetooth symbol**.
3. Tap or swipe the switch so it will be in the **"on"** position.

### Enabling the Bluetooth via settings:

1. Tap on Settings.
2. Look for Bluetooth or the **Bluetooth symbol** in your settings and tap it.
3. Tap or swipe the switch so it will be in the **"on"** position.

## One or more blinds are "not found". What should I do?

There are 3 possible causes for this:

1. You may not be in range of the blinds. In this case you just need to move towards to the blinds until you are in range and the app shows the option **"Tap to Connect"**.
2. The blind may be in use by another person in the house. In this case, the blind will be available to you as soon as nobody else is using it.
3. The Bluetooth in your device may be turned off: you just need to turn it on. If you need help to enable the Bluetooth in your device, please check the links below:

**ENABLE THE BLUETOOTH IN AN ANDROID DEVICE**  
**ENABLE THE BLUETOOTH IN AN APPLE DEVICE**

## Do I need an internet connection (Wi-Fi or cellular data) to use the Blue Link app?

You will only need a Wi-Fi or a mobile data connection to download or update the Neo Smart Blinds Blue app (available for both Android and iOS devices). Otherwise in everyday use you will only need your Bluetooth enabled.

## I have a smart home system at home. Is Blue Link compatible with major smart home systems?

Blue Link is not currently compatible with any smart home system. We are currently exploring the possibility of adding major smart home systems. Check back with us for progress and updates.

## What's the range for the Blue Link? How many do I need for my house?

Up to 10m indoors and up to 30m for open areas, but please note that it depends largely on the smart device used to connect, the construction and layout of your home, and where you are while you are using the app to control the blinds. It is necessary to use one Blue Link per blind.

## The app doesn't show any blind to pair even though the Blue Link is connected to my blind. What do I do?

Make sure that you are close enough to the blind and that the Bluetooth in your device is not turned off. If Bluetooth is turned off: just turn it on. If you need help to enable the Bluetooth in your device, please check the links below:

**ENABLE THE BLUETOOTH IN AN ANDROID DEVICE**  
**ENABLE THE BLUETOOTH IN AN APPLE DEVICE**

## What mobile devices are compatible with the Blue Link?

Smart devices with Bluetooth 4.0 or newer, both iOS and Android.

Neo Smart Blinds Blue app is currently compatible with:

- Android 5.1 and newer
- iPhone 4S and newer (iOS 8 and newer), iPad 2 and newer (iOS 8 and newer)





