

Programming Somfy RTS Motors

The process is **very sensitive to errors in the process**. Have this guide out and follow it carefully, as incorrect Programming can sometimes be challenging to clear.

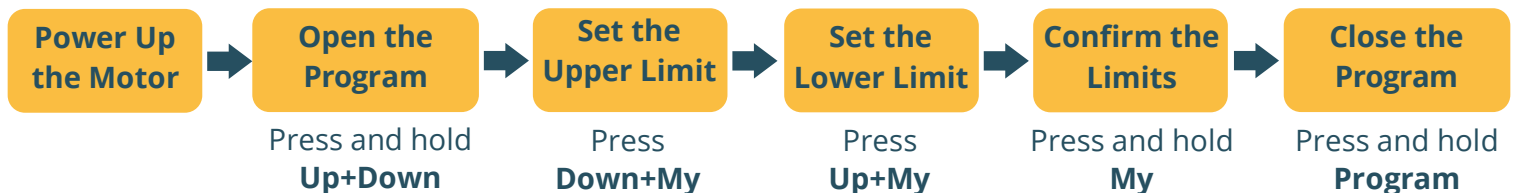
Some key points to understand:

- Have only one unprogrammed motor powered on at a time.
- You have two minutes to complete the programming before it times out.
- Any memory for roll limits or roll direction is stored in the motor, not the remotes; changing or adding remote switches will not affect the roll settings.
- You must set both the upper and the lower limits for the programming to close.
- The limits have to be at least 36" apart.
- If you set one of the limits incorrectly, finish the programming steps and then change the limit **after** the programming is closed.
- If you are having trouble and running the motor for a dozen or so rotations over a short time, the motor will start randomly stopping on its own as it is overheating. Give it a 15-minute pause to cool down.
- DO NOT FORGET to close the programming (see below for how to do this).
- Test and reconfirm all limits, groups, and secondary controls multiple times.



**Ignore these points
at your own risk**

Quick Programming Guide



Detailed Programming Steps

1. Plug in the motor.
2. Press and **hold Up+Down simultaneously**.
 - **The motor will jog** to confirm that it is connected to the remote.
 - The Programming is now **open**.
3. Confirm that the Up button rolls it up and that the shade ascends on the side of the roll that you would like (the window side or the room side of the roll). If a change is needed, see the troubleshooting below and make these changes before setting the limits.
4. Set the **upper limit** for travel.
 - 1) Run the shade to the top-most limit that you would like.
 - 2) **Press My+Down simultaneously**. The shade automatically moves toward the bottom.
5. Let the shade get close to reaching the bottom point, then press **My to stop it**.
6. Set the **lower limit** for travel.
 - 1) Run the shade to the bottom-most limit that you would like.
 - 2) **Press My+Up simultaneously**. The shade automatically moves toward the top.
7. **Press My** to stop it anywhere along its length.
8. Press and **hold My until the motor jogs**.
9. Flip the switch over and press and **hold Program until the motor jogs**.
10. The programming is now **closed**.
11. Test the entire range by running completely from top to bottom at least twice.

Video instruction: https://www.youtube.com/watch?v=z3FQa_RRXKw

Additional Options to Program

Programming a shade to a particular channel

- Simply use the channel select to pick the desired channel before starting any programming, and then follow the normal programming steps.

Changing the limits

1. Only change one limit at a time.
2. Roll the shade to the limit that you want to change.
 - If you cannot get to the limit for some reason, you have to factory reset the motor (see troubleshoot for these steps) and start the entire programming process over.
3. Press and **hold Up+Down until it jogs**.
4. Move the shade to the new limit.
5. Press and **hold My until it jogs**.

Video instruction: <https://www.youtube.com/watch?v=EwvGE07WFnc>

Setting the My button to go to a preferred position

1. Move the shade to the preferred position.
2. Press and **hold My until it jogs** (about five seconds).
3. To change the position, repeat the process.

Video instruction: <https://www.youtube.com/watch?v=uTcOGXzww0g>

Adding a second control (a handheld remote or another wall switch)

1. Using the remote/switch that has already been programmed, set it to "teacher mode," press and **hold Program until the motor jogs**.
2. Set the new remote/switch to "student mode," press and **hold Program until the motor jogs**. The student has now copied the programming of the teacher.
3. Confirm the original switch still moves the shade correctly.
4. Confirm the new switch/remote moves the shade correctly.

Video instruction: <https://www.youtube.com/watch?v=NfIF7aYC0R0>

Programming a channel to activate a group of shades

1. Use the channel select to pick the channel of the FIRST shade to add to the group.
2. Set the first channel to "teacher mode," press and **hold Program until the motor jogs**.
3. Use the channel select to pick the channel designated for the GROUP.
4. Set the GROUP channel to "student mode," press and **hold Program until the motor jogs**. The student has now copied the identity of the teacher.
5. Confirm the ORIGINAL channel still moves the shade correctly.
6. Confirm the GROUP channel moves the shade correctly.
7. Repeat this process to add as many individual shades to the group as needed.
 - There is no limit to the number of groups a shade can join.

Video instruction: <https://www.youtube.com/watch?v=MRsRmDMw06Y>

Programming a channel on a second device to activate a group of shades.

- The process is the same as the steps noted above; simply set the channel on the second device to "student mode" by pressing and **holding the Program** button on the second device.

Remove a shade from a group

1. Use the channel select to pick a channel that individually controls the shade that will be removed from the group.
2. Set the INDIVIDUAL channel to "teacher mode." To do this, press and **hold Program until the motor jogs**.
3. Use the channel to select the GROUP channel that already has the INDIVIDUAL shade in its group.
4. Set the GROUP channel to "student mode." To do this, press and **hold Program until the motor jogs**. The student has now deleted the identity of the shade that was broadcasting in the "teacher mode." It is removed from the group channel only, but not the original individual channel.

Video instruction: <https://www.youtube.com/watch?v=gZaWhwjbK6g>

Remove a second control from a shade

1. Set the TO KEEP switch to "teacher mode," press and **hold Program until the motor jogs**.
2. Set the TO REMOVE switch to "student mode," press and **hold Program until the motor jogs**. The student has now deleted the identity of the shade that was broadcasting in the "teacher mode."
3. Confirm the TO KEEP switch moves the shade.
4. Confirm the TO REMOVE switch does not move the shade.

Video instruction: <https://www.youtube.com/watch?v=ZhJ8375tf8Y>

Change or remove the obstacle detection sensing

1. Check to see if the motor is a Somfy Maestria model.
 - If it is **NOT** a Maestria, there is no obstacle detection.
 - If it **IS** a Maestria, follow the steps below to change the detection level.
2. Make sure the programming of the motor is closed. If the programming is open, these steps will not work.
3. The following steps must be performed within two seconds of each other, or the motor will exit the programming mode.
4. Start with the roll in roughly the middle of the limits.
5. Press **Up+Down simultaneously** and then release.
6. Press and **hold My+Up until it jogs**.
7. To remove the obstacle sensing, press and **hold Up until it jogs**.
 - There should be an abnormally long pause between the jog's motions. If not, press the Up again until the abnormally long pause in the jogs is present.
 - The long pause means the obstacle detection is turned off.
 - A short jog means the detection's sensitivity is at its default setting.
8. To increase the obstacle detection sensitivity, press and **hold Down until it jogs**.
 - A short jog means the detection's sensitivity is at its default setting.
 - To increase the sensitivity, **press Down again a longer jog occurs**.
9. Press and **hold My until it jogs**.
10. Test that it rolls Up and Down to the original limits.

Video instruction: <https://www.youtube.com/watch?v=SyI550rLCMk>

Troubleshooting

The Up button rolls it down or vice versa

- Press and **hold My until it jogs**; this swaps Up with Down.
- You cannot do this procedure if the Programming has been closed. If this has happened, reset the motor (see below).

The shade ascends on the front of the roll, and you want it to roll up the back (the window or door side)

1. You have to do this before the limits are set; if they are already set, reset the motor (see below).
2. Unroll the shade to the bottom.
3. Keep rolling it until it starts to roll up the back side of the roll.
4. Sometimes, the shade gets stuck at the bottom, and you have to roll/unroll it in small steps, over and over again, until it can roll up the backside non-stop.
5. Test that Up rolls it Up and Down rolls it Down.
 - If the Up and Down buttons are now reversed, press and **hold the My button until it jogs**.

The upper and lower limits were set correctly, you closed the programming, but now shade seems to stop at a different limit

1. Check to see if the motor is a Somfy Maestria model.
 - If it is **NOT** a Maestria, reset the motor (see below) and try the programming process again. If issues persist, contact Somfy customer support.
 - If it **IS** a Maestria, follow the steps below to clear the obstacle detection.
2. Make sure the programming of the motor is closed. If the programming is open, these steps will not work.
3. Follow the instructions in the section above to **remove** the obstacle detection sensing.
4. Test that it rolls Up and Down to the original limits.

Video instruction: <https://www.youtube.com/watch?v=Syl550rLCMk>

You cannot set the upper or lower (or both limits), the shade keeps stopping on its own before you can get to one of the intended limit locations.

1. Check to see if the motor is a Somfy Maestria model.
 - If it is **NOT** a Maestria, reset the motor (see below) and try the Programming process again. If issues persist, contact Somfy customer support.
 - If it **IS** a Maestria, follow the steps below to clear the obstacle detection.
2. To continue the steps, you must set a dummy limit so you can close the programming. If the programming is open, these remaining steps will not work.
 - Follow the normal limit setting steps, but set an arbitrary upper and lower limit that is at least 36" apart so that you can close the Programming.
3. Once the programming is closed, start with the roll in roughly the middle of the limits.
4. Follow the instructions in the section above to **remove** the obstacle detection sensing.
5. Test that it rolls Up and Down to the dummy limits.
6. Use the process noted above to change either of the limits that are incorrect.

How to reset only the motor to factory settings

1. Start with the motor having been plugged into the wall for some time.
2. Unplug the motor for three seconds.
3. Plug the motor back in for ten seconds.
4. Unplug the motor back in for three seconds.
5. Plug the motor back in and leave it plugged in.
6. The motor will jog. If there is no jog, try the process again.
7. If the motor still will not accept programming, then follow the instructions below to reset the motor and the remote switch at the same time.

How to reset the remote switch and the motor at the same time

1. Start with the motor having been plugged into the wall for some time.
2. Unplug the motor for three seconds.
3. Plug the motor back in for ten seconds.
4. Unplug the motor back in for three seconds.
5. Plug the motor back in and leave it plugged in.
6. The motor will jog. If there is no jog, try the process again.
7. Once there is a jog after the last plug-in step, on the remote, press and hold **Program until it jogs and keep holding it down.**
8. Once the motor jogs a second time, the remote is reset.
9. Confirm the reset by trying the **Up** or **Down** button; nothing should happen.
10. With everything reset, start over with the Detailed Programming Steps.
11. If the reset process is no working after multiple attempts, let the motor sit unplugged and untouched for at least 15 minutes and try again.
12. If you still cannot get the reset to work, contact Somfy customer support.

Video instruction: <https://www.youtube.com/watch?v=sTGraGEfEH4>

Calling Somfy customer support

1. Dial (877) 437-6639
2. Select 1 if you are a residential end-customer installing this yourself.
3. Select 2 if you are a BBP partner or professional installer.
4. At the next menu, select the choice for "RTS motor Programming."