



CONNEXOON  
WINDOW

INSTALLATION GUIDE

# Connexoon Window RTS



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## Introduction to Connexoon Window RTS

Connexoon Window RTS is an intuitive, smart and playful solution which enables you to control your Somfy RTS-enabled motors and lights, plus Philips HUE lights, through your smartphone device.

Whether you're home or away, the easy-to-use app control solution gives you comfort and peace of mind, while making life simpler! Featuring timed event settings, personalised scenes and compatibility with selected smart speakers for voice control, Connexoon Window RTS is the ultimate app solution for your home.

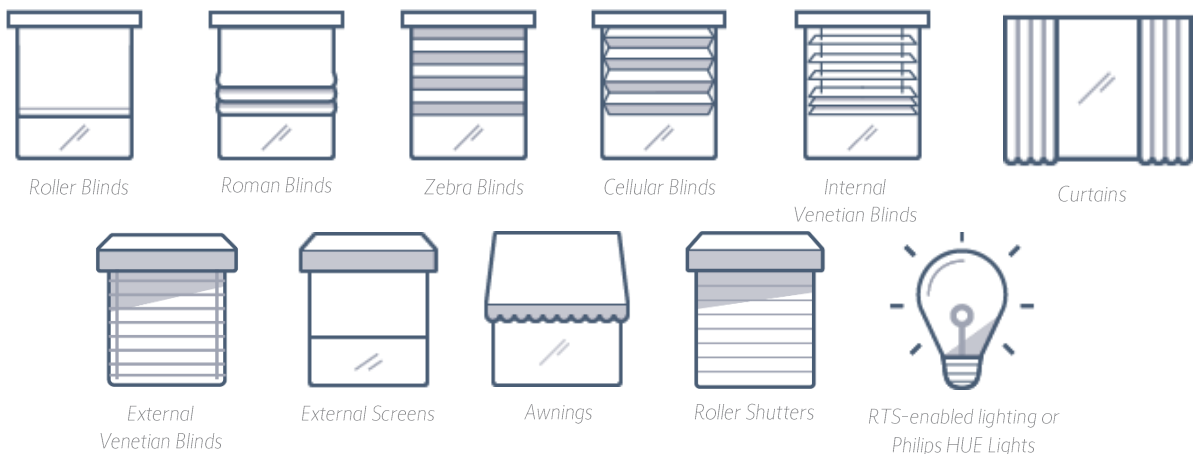
### App Features and Benefits

- Up to **four user profiles** per hub
- **Individual or group control** of window coverings
- Convenient **centralised control** of up to 30 motors
- Create up to 32 personalised scenes or commands per hub with **ambiance replay** (8 scenes per individual profile)
- Control your window coverings **whether you're home or away** through a Wi-Fi or internet connection
- Schedule the opening and closing of your window coverings with **timed events**
- Schedule up to eight energy saving commands in-line with **sunrise and sunset** in your location and time zone
- **Voice control compatibility** with Google Assistant (direct connection) and Amazon Alexa (via IFTTT)



### Compatible End Products\*

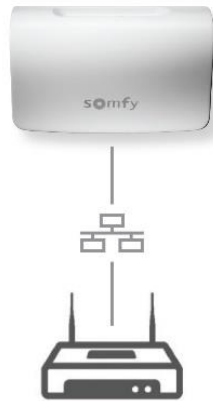
\*Connexoon Window RTS should be set-up indoors only



# Device Set-Up



**Ethernet Communications**  
between the router and the  
Connexoon Window RTS device



**RTS Communications**  
between Connexoon Window  
RTS and the home's devices

## Remote Control (3G/4G/5G)

Commands sent from the  
smartphone via the 3G/4G/5G  
Internet network



## Control from Home

Commands sent from the  
smartphone via the home's  
Wi-Fi

# Box Inclusions



Connexoon  
Window RTS hub



Mains adaptor with  
micro-USB cable



Ethernet cable



Quick Start Guides



Safety instructions



## Technical Specifications

Somfy Technology	Radio Technology Somfy (RTS)
Internet Technology	Mobile Data (3G, 4G & 5G) / Wi-Fi
Radio Frequency	433.42 MHz
Operating Temperature	5°C to 35°C
Protection Rating	IP 30 (Indoor use only)
Radio Range	200m in open field 20 metres through 2 reinforced concrete walls
Dimensions (H x W x D mm)	100 x 71.5 x 24 (without plug)
Power Supply	5V DC power (micro USB)
Connectivity	Ethernet Connectivity required (CAT5)
Warranty	5 Years (Terms & conditions apply)
Voice Control	Google Assistant – Direct Connection Amazon Alexa – Compatibility through IFTTT
Colour	White

## Pre-Start Checklist

- Somfy RTS motor set-up is complete (remote controls paired, motor end limits set, 'my' position set)
- All Somfy RTS motors are functional and charged (if required)
- Internet router connection is active and operational (with ethernet cable connectivity option)
- Functioning 240V power supply point
- Smartphone running adequate software (iOS 9.0 or above; Android OS 4.1 or above)
- Somfy RTS remote close by

*NOTE: Connexoon Window RTS installation steps may vary between Android and iOS devices.*

# Set-Up and Registration

## Connecting Your Connexoon Window RTS Hub

- 1 Insert the Micro USB end of the power supply into the back of the Connexoon Window RTS hub. Ensure power is turned on.
- 2 Insert one end of the ethernet cable to the back of the Connexoon Window RTS hub. Insert the other end to your internet router. The LED light on the side of the hub will illuminate orange.



## Registering Your Connexoon Window RTS Hub

- 1 Visit [www.somfy-connect.com](http://www.somfy-connect.com).
- 2 From the website, select your country and preferred language from the drop-downs.
- 3 Click **START ACTIVATION**.



- 2 From the website, select your country and preferred language from the drop-downs.

- 4 Click **Activate CONNEXOON**.



- 5 Enter your **12-digit PIN Code** (from the back of your hub) and click **Continue**.

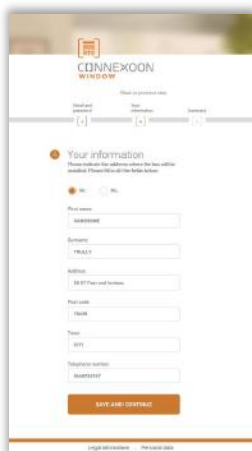
To start: please enter your PIN code



- 6 Enter your email and preferred password (min. 8 characters). Click **Continue**.

7 Enter required information and select **Confirm** on the final screen.

Click **SAVE AND CONTINUE**.

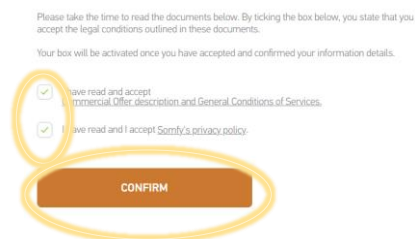


8 Review the summary of your Connexoon Window RTS registration details.

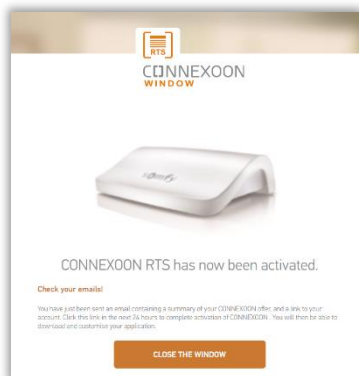
Review and tick the boxes for:

- **The Commercial Offer description & General Conditions of Services**
- **Somfy's Privacy Policy**

9 Click **Confirm**.



10 A confirmation screen appears notifying you that you have been sent an email.



11 Confirm your email address to finalise the registration process.

Hello  
 You have just activated your Connexoon at [www.somfy-connect.com](http://www.somfy-connect.com). Welcome!  
 Just confirm your e-mail below, and everyday life gets much easier and simpler...  
 Confirm my e-mail  
 Now you just need to download the mobile app (iOS or Android) to connect your equipment in a few clicks.  
 Oh, if everything could be as simple as Connexoon!  
 Always connected with your Somfy team

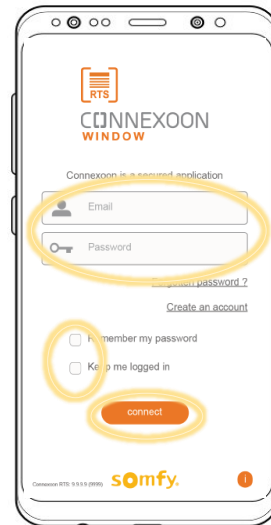
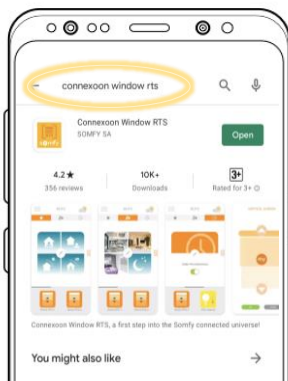


12 A confirmation screen will appear to confirm your Connexoon Window RTS activation is complete. The LED light on your hub will illuminate green.

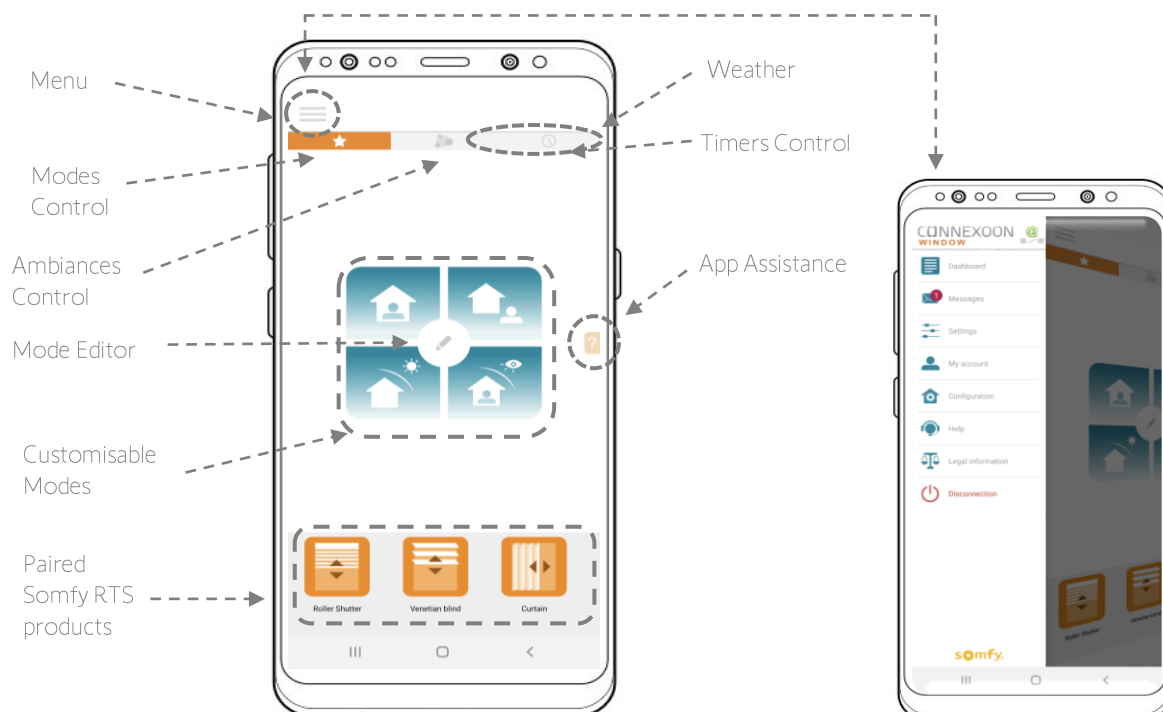
# Getting Started with Connexoon Window RTS App

## Launching the Connexoon Window RTS App

- 1 Search for **Connexoon Window RTS** in the Apple or Google Play app store on your smartphone. **Install**.
- 2 Enter the email address and password you used to register your Connexoon Window RTS hub (pg 6).
- 3 Tick **Remember login & Keep me logged in**. Click **Connect**.



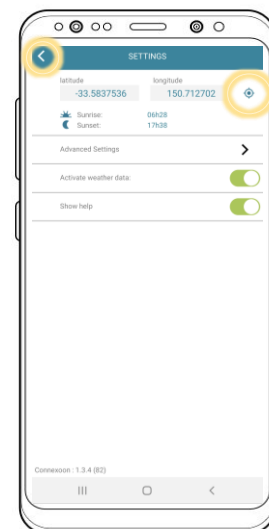
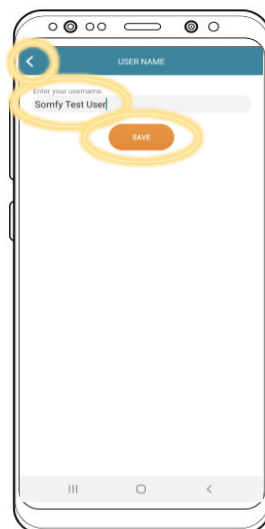
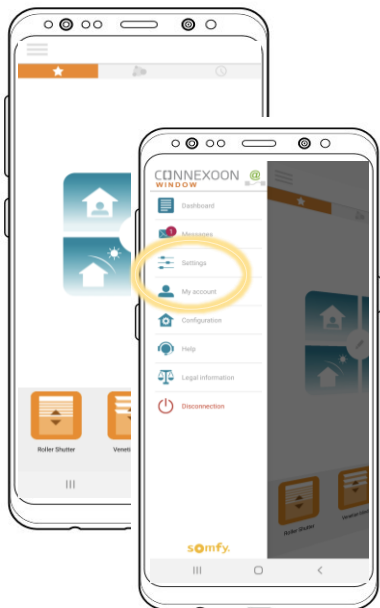
## Navigating the Connexoon Window RTS Interface





## Setting Up Your Username and Location

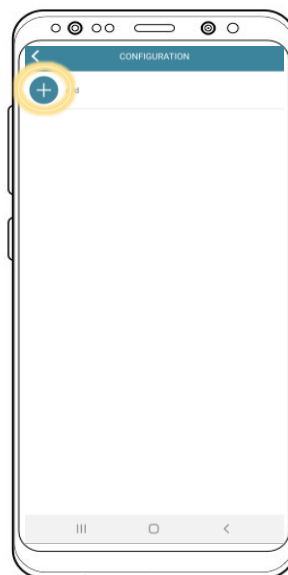
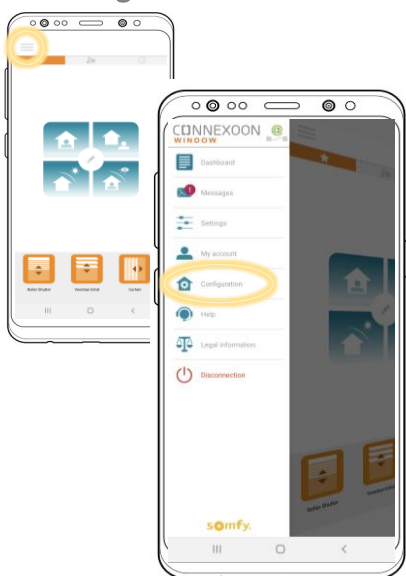
- 1 Click on the menu button.
- 2 **Set Username:** Click **My Account**. Click on **Username**. Enter your preferred username and click **Save**. Click the **back arrow**.
- 3 **Set Location\*:** Click **Settings**. Click on the **Navigation Target** icon. The latitude and longitude settings will automatically update.



\*Setting the location enables the Sunrise/Sunset functions to accurately operate.

## Configuring Your Somfy RTS Motors to the Connexoon Window RTS App\*

- 1 Click on the menu button. Click **Configuration**.
- 2 Click **(+)** add.
- 3 Select the type of device you are wanting to configure. Click **OK**.



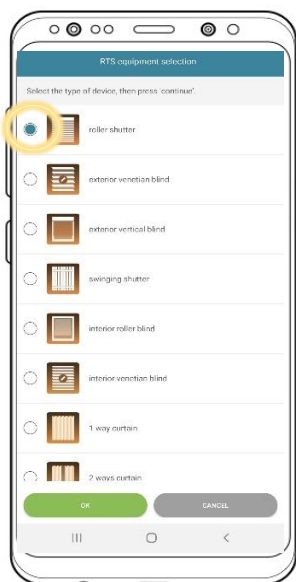
Swipe Left: Somfy RTS Products

Swipe Right: Philips HUE lights.

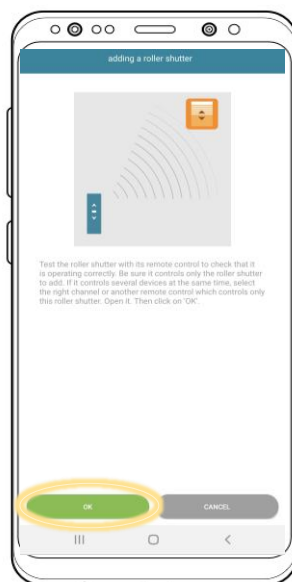


\*These instructions assume that your Somfy RTS motors are already fully programmed to an existing RTS handheld remote control with operating upper and lower end limits. If your motors are not currently operational, please contact your retailer or installer.

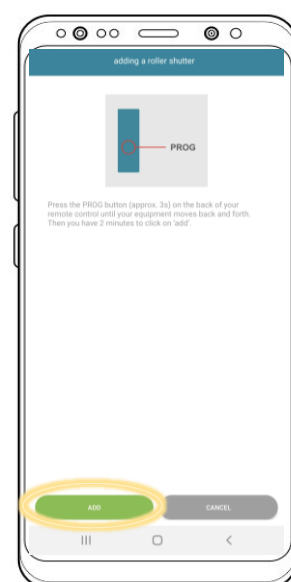
- 4 Select the type of application you are setting up. Click **OK**.



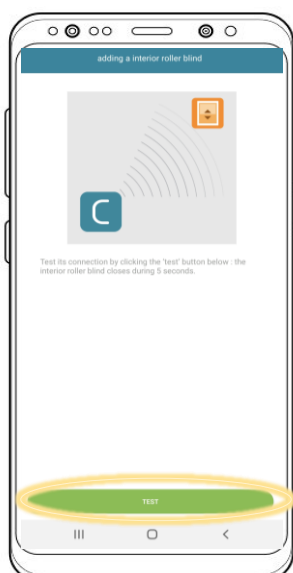
- 5 Test the device with its existing Somfy RTS control to check that it is operating correctly. Ensure the control only operates the device you are now pairing with your hub (and not grouped with other devices). Complete the 'Test', then click **OK**.



- 6 Press the **program (PROG)** button on the back of your hand-held remote control (approx. 3 secs), until your motor jiggles back & forth. You then have 2 mins to click **ADD** on the application.



- 7 Test the connection of your motor by clicking **TEST**, triggering your motor/device to close.

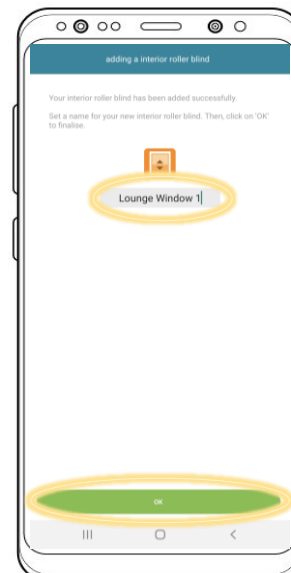


- 8 If your motor/device has closed, click **OK**. If your motor/device has not moved, click **RESTART** to repeat the procedure.



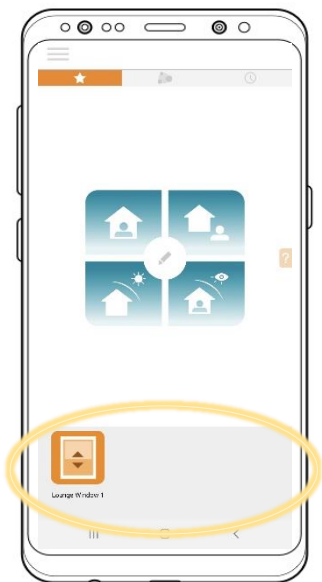
- 9 Click on the text box and enter a name for your motor/device. Click **OK**.

*Repeat steps 2-8 to add more motors/devices.*



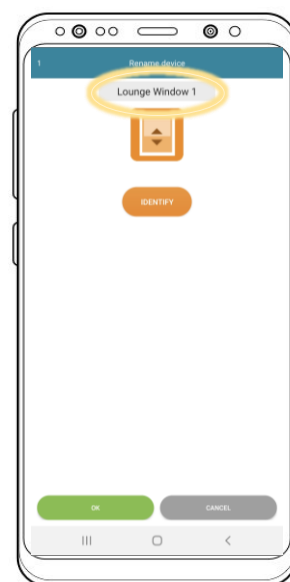
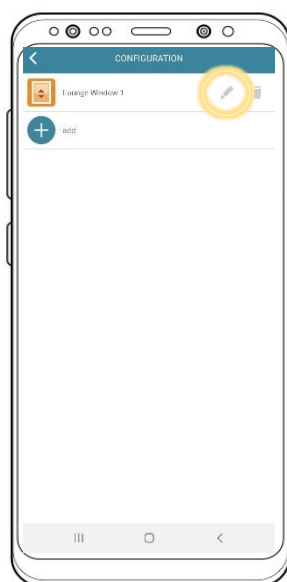
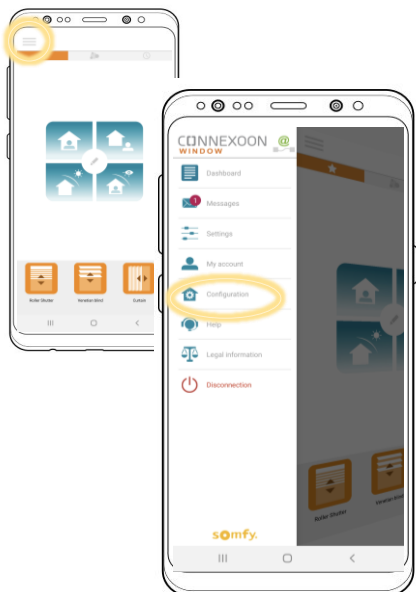
## Operating Your Individual Motors/Devices

- 1 All paired motors/devices will appear at the bottom ribbon of the app. Click once on the **motor/device** you wish to control.
- 2 Click the command for your motor/device:
  - **Arrow Up**: Open
  - **My**: Pre-set favourite position
  - **Arrow Down**: Close



## Renaming Your Motors/Devices

- 1 Click **Menu** and select **Configuration**.
- 2 Click on the **pencil icon** next to the motor/device you want to rename.
- 3 Update the name of your motor/device and click **OK**.

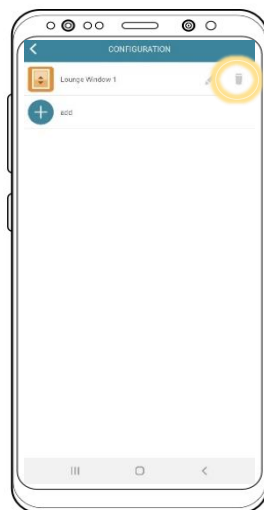


## Deleting Motors/Devices

- 1 Click **Menu** and select **Configuration**.



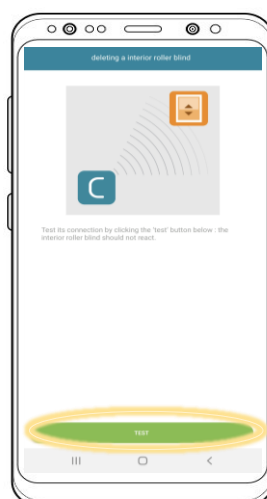
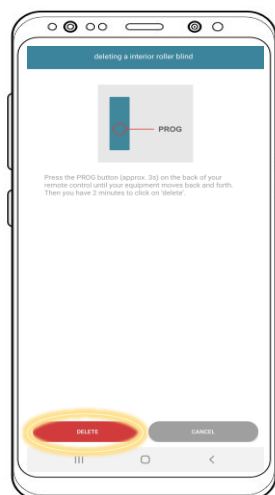
- 2 Click on the **trash bin icon** next to the motor/device you want to delete.



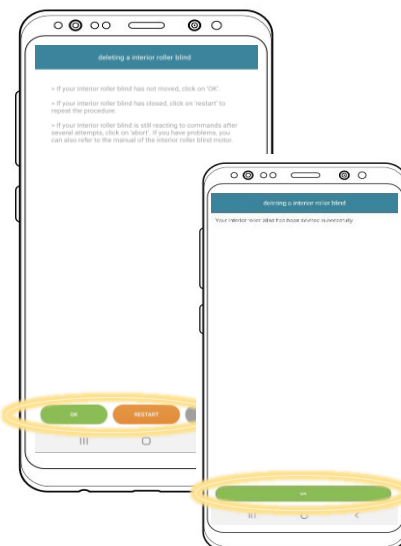
- 3 Test the device with its existing Somfy RTS control to check that it is operating correctly. Ensure that the control only operates the device you are now deleting from your hub (and not grouped with other devices). Complete the 'Test' then click **OK**.



- 4 Press the **program (PROG)** button on the back of your remote control (approx. 3 secs), until your motor jiggles back & forth. Then you have 2 mins to click **DELETE** on the application.
- 5 Test the connection of your motor/device by clicking the **TEST** button. The motor/device should not react.



- 6 If your motor/device has not moved, click **OK** on the application. If your motor/device has closed, click **RESTART** on the application.



Your motor/device has now been deleted. Click **OK**.

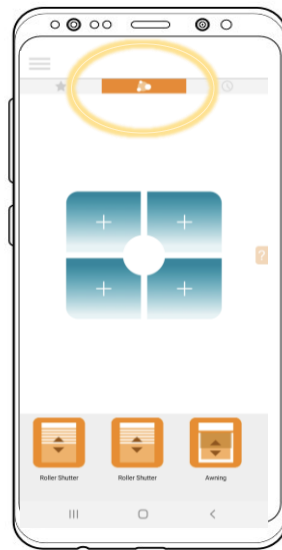


## Personalise Your Connexoon Window RTS

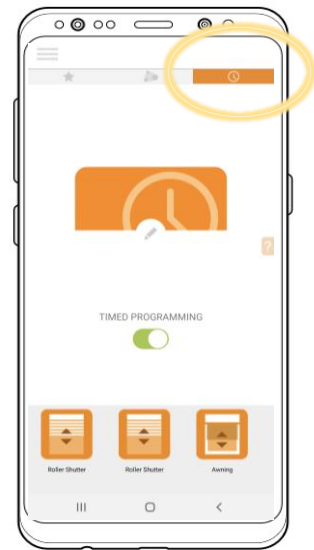
**Modes:** 4 individual or group motor/device commands which can be operated with a single touch. The 4 personalised modes: At Home, Away, Sun Protection and Privacy are a simple way to control some or all of your motors/devices to suit your daily lifestyle, even if you are on the go.



**Ambiances:** 4 individual or group motor/device commands which can be operated with a single touch. The 4 commands give you complete freedom to effortlessly create your own personal serenity e.g. create a Move Time ambiance which lowers all blinds and turns on lamps.



**Timers:** 8 Timers available per Connexoon Window RTS hub allow you to create energy saving commands in line with your geographical location (Sunrise/Sunset) and time zone (Timed Events). Includes a quick and easy activate/deactivate switch for when life changes unexpectedly.



**Simply click on the control icon or swipe left/right to access the 3 control dashboards.**

*Note: 4 Modes and 4 Ambiances are available per profile; 4 Profiles available per Connexoon Window RTS hub.*

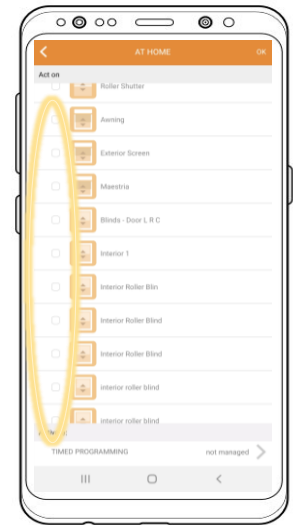
## Modes

### Setting Up Your Modes

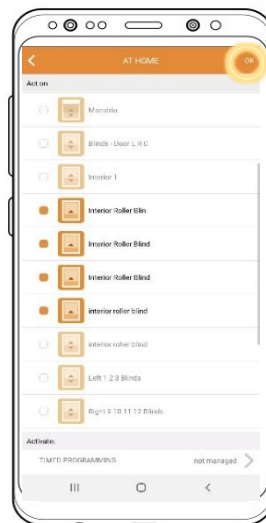
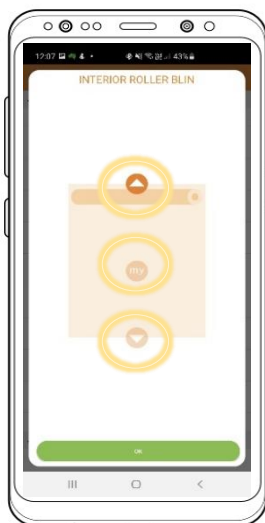
- From the Modes dashboard, click the **edit pencil** in the centre.
- Click the **edit pencil** next to the Mode you wish to set up.
- Select the **motor/device** you want to operate under the new Mode.



**At Home:** Top Left  
**Away:** Top Right  
**Sun Protection:** Bottom Left  
**Privacy:** Bottom Right

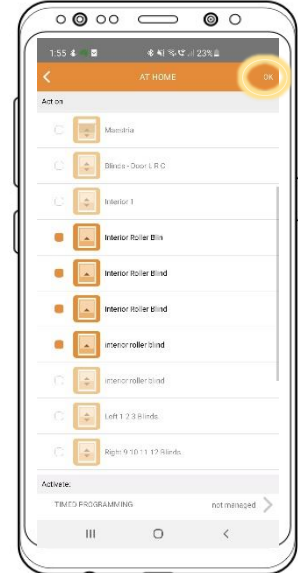
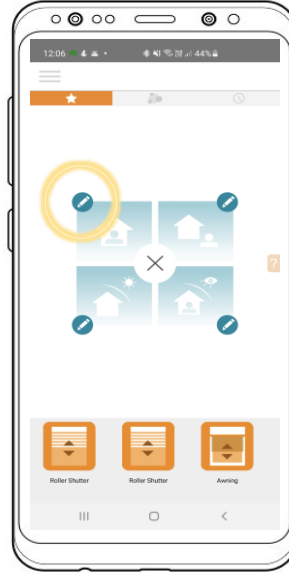
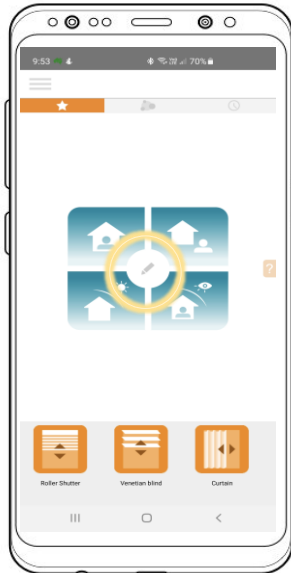


- Set the command for each device:
  - **Arrow Up:** Open
  - **My:** Pre-set favourite position
  - **Arrow Down:** Close
 Click **OK**.
- Repeat steps 3 & 4 for all motors/devices you want to operate under the Mode. Once complete, click **OK** in the top-right-hand corner.
- Repeat steps 1-5 for remaining Mode options.



## Updating Your Modes

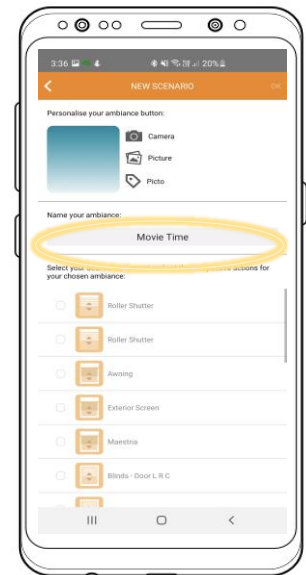
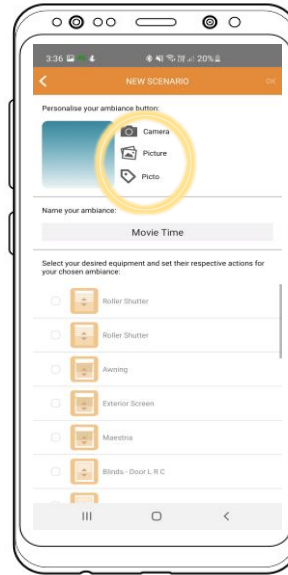
- 1 On the Modes dashboard, click the **edit pencil** in the centre.
- 2 Click the **edit pencil** next to the Mode you wish to update.
- 3 Update your Mode, then click **OK** in the top right-hand corner.



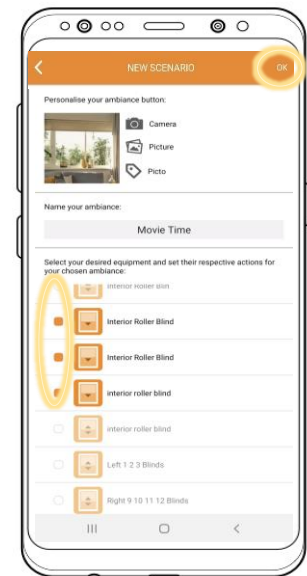
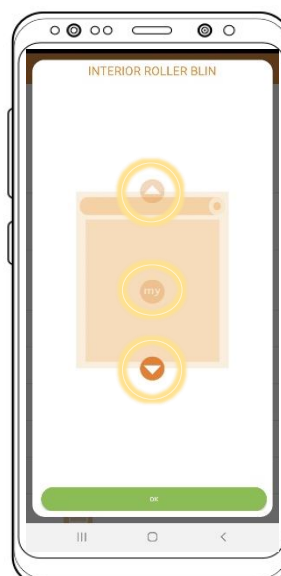
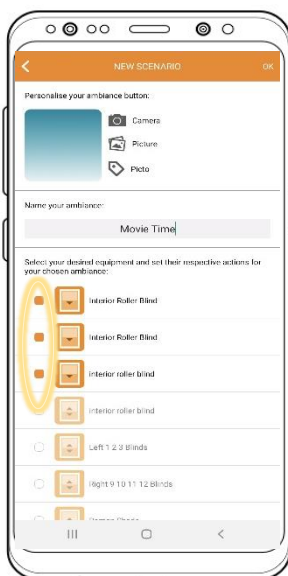
## Ambiances

### Setting Up Your Ambiances

- 1 On the Ambiance dashboard, click the **(+)** button.
- 2 Add a photo, image or icon to your Ambiance (optional).
- 3 In the 'Name your ambiance' **text field**, enter your preferred name for your Ambiance.



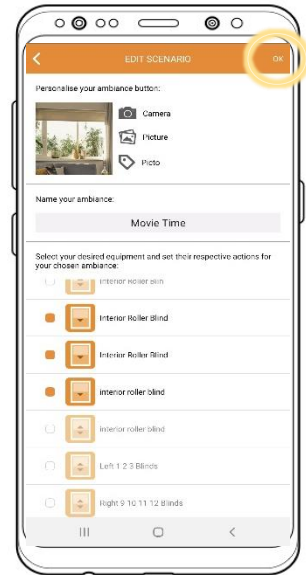
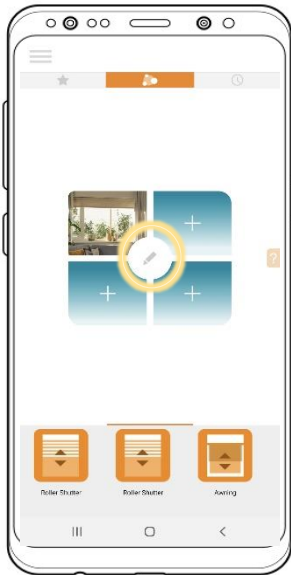
- 4 Select the **motor/device** you want to operate under the new Ambiance.
- 5 Set the command for each device:
  - **Arrow Up:** Open
  - **My:** Pre-set favourite position
  - **Arrow Down:** Close
 Click **OK**.
- 6 Repeat steps 4 & 5 for all motors/devices you want to operate under the Ambiance. Once complete, click **OK** in the top right-hand corner.





## Updating Your Ambiances

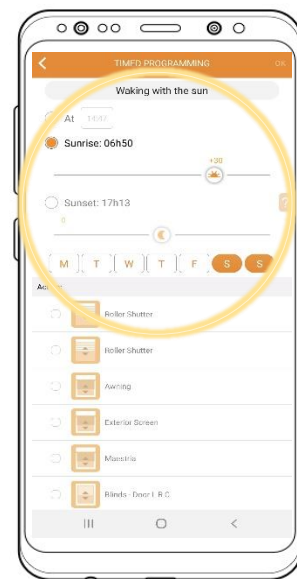
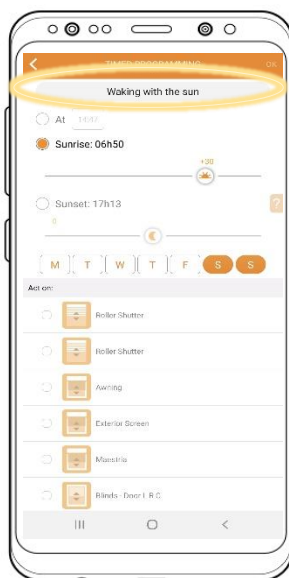
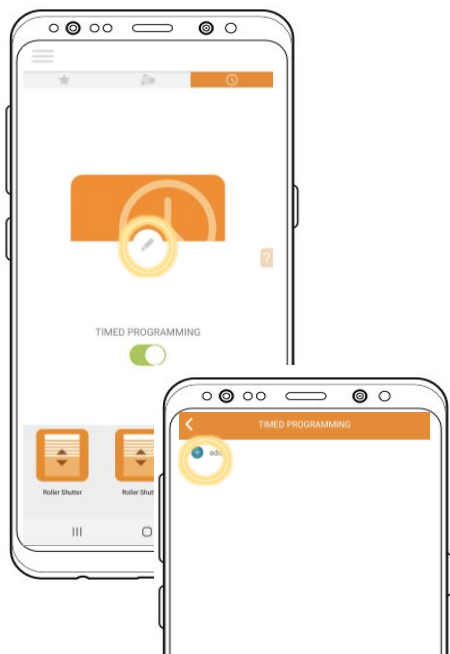
- 1 On the Ambiance dashboard, click the **edit pencil** in the centre.
- 2 Click the **edit pencil** next to the Ambiance you wish to update.
- 3 Update your Ambiance, then click **OK** in the top right-hand corner.



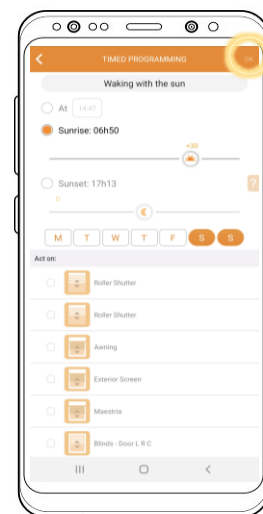
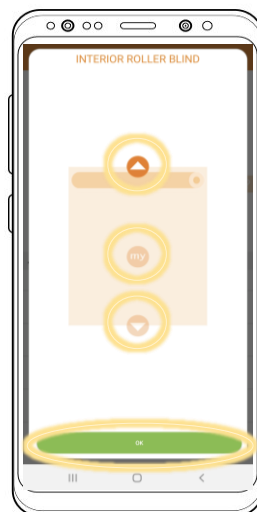
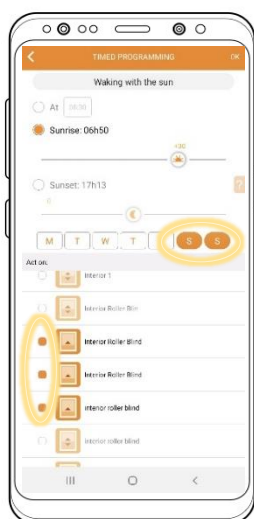
## Timers

### Setting Up A Sunrise/Sunset Timer

- 1 On the Timers dashboard, click the **edit pencil** in the centre and then click **(+) add**.
- 2 In the **text field**, enter your preferred name for your Timer.
- 3 Select the **Sunrise** or **Sunset** option and adjust the **+/-** dial to add or deduct time from the geographical location setting (optional).

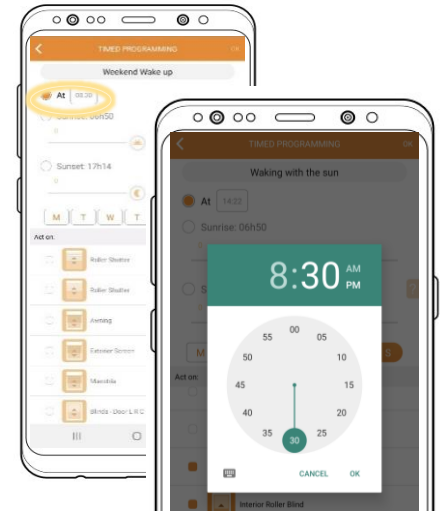
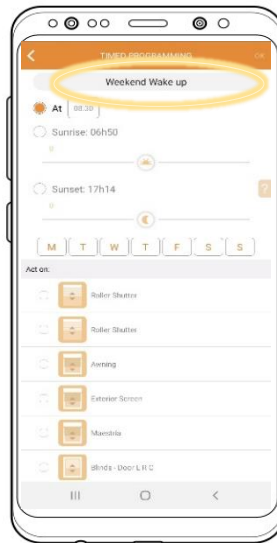
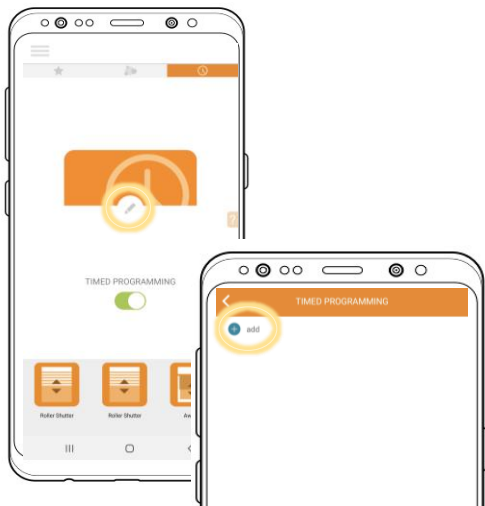


- 4 Select the **day(s)** on which you want the timer to operate. Select the **motor/device** you want to operate under the new timer.
- 5 Set the command for each device:
  - **Arrow Up:** Open
  - **My:** Pre-set favourite position
  - **Arrow Down:** Close
 Click **OK**.
- 6 Repeat steps 2 – 5 for all motors/devices you want to operate under the Sunrise/Sunset timer. Once complete, click **OK** in the top right-hand corner.



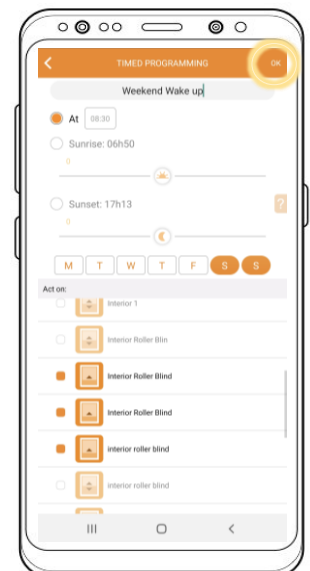
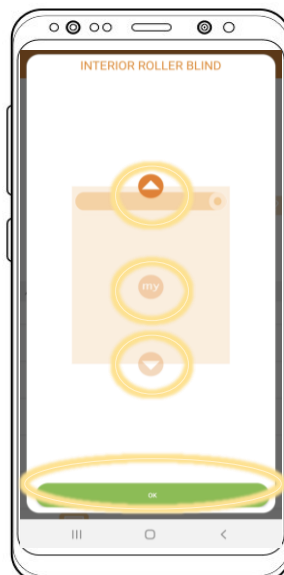
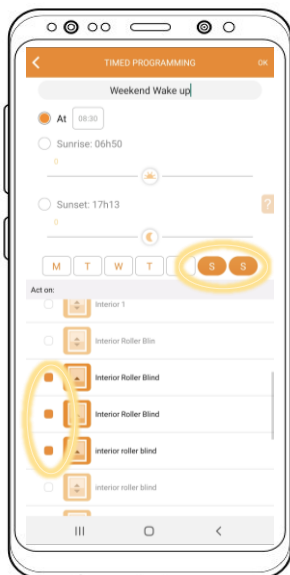
## Setting Up A Timed Event

- 1 On the Timers dashboard, click the **edit pencil** in the centre and then click **(+) add**.
- 2 In the **text field**, enter your preferred name for your timed event.
- 3 Select the **At** option and click the **time field**. Adjust the time you want the command to be triggered. Click **OK**.



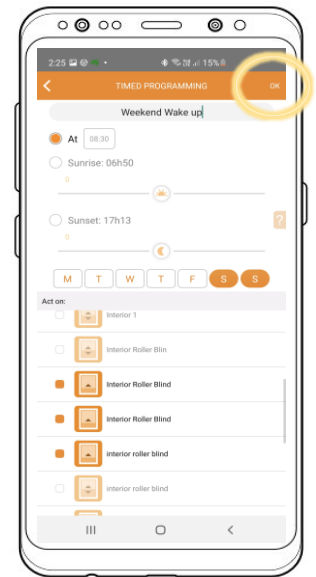
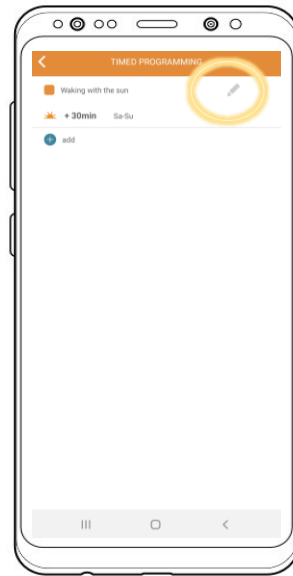
*Note: time adjustment will be analogue (24hrs) on iOS devices and digital (AM/PM) on Android.*

- 4 Select the **day(s)** on which you want the timed event to operate. Select the **motor/device** you want to operate under the new timed event.
- 5 Set the command for each device:
  - **Arrow Up**: Open
  - **My**: Pre-set favourite position
  - **Arrow Down**: Close
 Click **OK**.
- 6 Repeat steps 4 & 5 for all motors/devices you want to operate under the timed event. Once complete, click **OK** in the top right-hand corner.



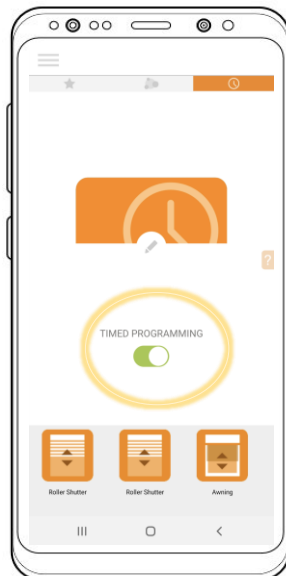
## Updating A Timer Setting

- 1 On the Timers dashboard, click the **edit pencil** in the centre.
- 2 Click the **edit pencil** next to the Timer you wish to update.
- 3 Update your Timer settings, then click **OK** in the top right-hand corner.



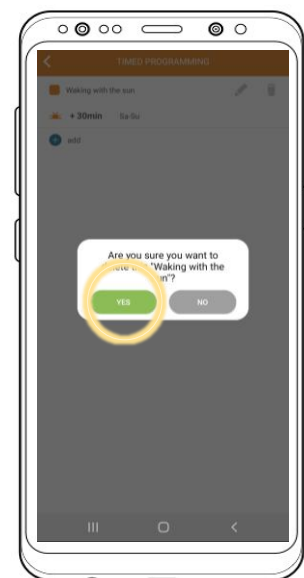
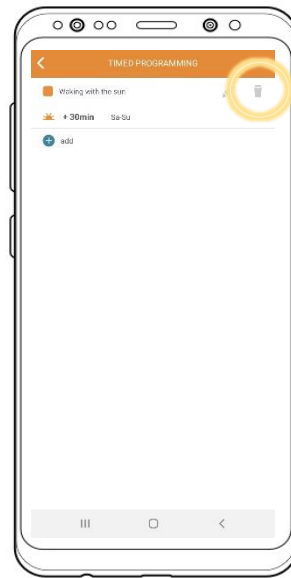
## Deactivating Your Timer Settings

- 1 On the Timers dashboard, swipe the **time programming toggle switch** to deactivate and reactivate timer settings.  
**Green** = active  
**Grey** = inactive

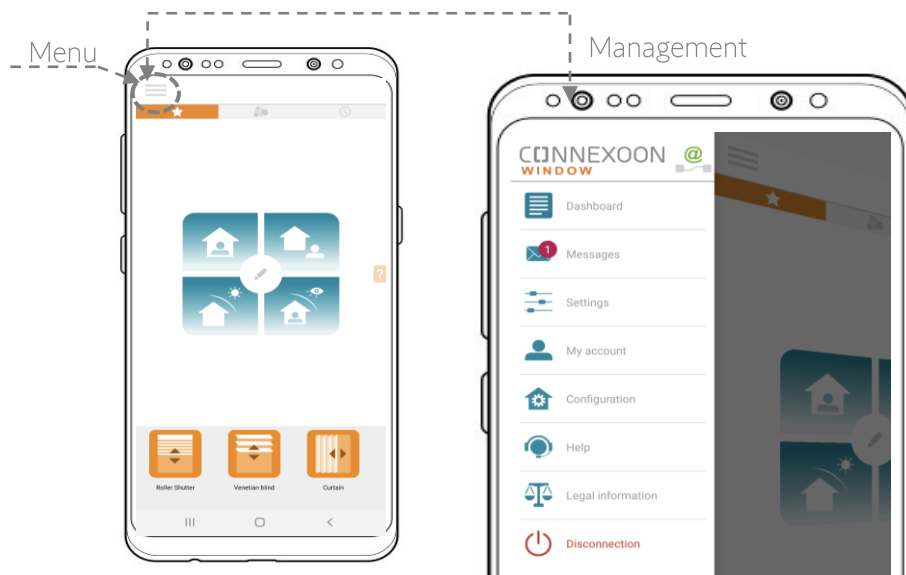


## Deleting A Timer Setting

- 1 On the Timers dashboard, click the **edit pencil** in the centre.
- 2 Click on the **trash bin icon** next to the Timer you wish to delete.
- 3 Click **OK**.



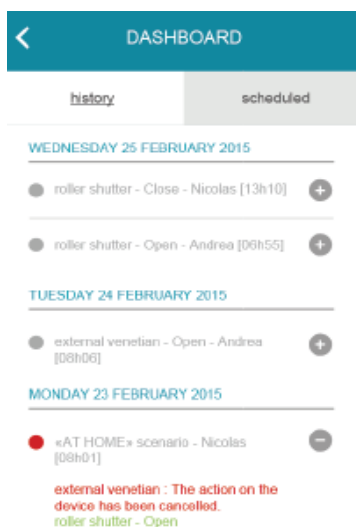
# Navigating the Menu



**1 DASHBOARD:** This menu enables you to view the history or future scheduled actions taken on all your connected motors/devices.

● The Red dot indicates a command which has been intentionally stopped.

Press the **+** icon for more information.



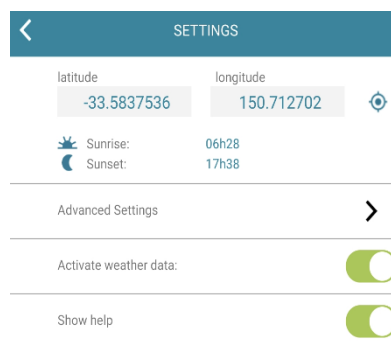
**2 MESSAGES:** You will receive in-app messages for any available App updates, new features or enhancements.

**3 SETTINGS:**

📍 Geo-localise your location to take advantage of the Sunrise/Sunset functions (Timer)

🔘 Activate/Deactivate the weather display on the home page

🔘 Activate/Deactivate the help button display



**4 HELP:**

**PROFESSIONAL:** You/your installer can complete the details in this section, enabling you to contact your installer directly if you have any questions regarding your Somfy products.

**SOMFY CUSTOMER SERVICE:** The contact details for Somfy's customer service team will pre-fill based on the country you chose during set-up.

**5 LEGAL INFORMATION:** Provides you with all the legal notices and precautions for use.



## Troubleshooting

<p>Where can I find my Connexoon Window RTS PIN code for activation?</p>	<p>On the underside of the Connexoon Window RTS hub. The unique PIN code is situated beneath the barcode. Refer to diagram on page 6 of this guide.</p>
<p>The 'my' function on my Connexoon Window RTS app is not working.</p>	<p>Ensure your 'my' position for motors is pre-set using your hand held remote control.</p>
<p>Why won't my motors configure to my Connexoon Window RTS hub?</p>	<p>First ensure that your motor set up is complete:</p> <ul style="list-style-type: none"> <li>o Remote control pairing</li> <li>o Motor end limits set</li> <li>o 'my' position (favourites) set</li> </ul>
<p>What does the LED light on the side of my Connexoon Window RTS hub mean?</p>	<p><b>Green:</b> Connected and fully operational  <b>Orange:</b> Transmitting or communicating a command  <b>Red:</b> Not Connected</p> <p>Troubleshooting steps if LED is red:</p> <ol style="list-style-type: none"> <li>1. Turn off the power supply at the power point</li> <li>2. Wait 30 seconds</li> <li>3. Turn on the power supply</li> <li>4. Wait up to 2 minutes for hub to self-troubleshoot. If issue persists, contact Somfy's technical support on</li> </ol> <p>Phone: 1800 076 639  Email: <a href="mailto:techsupport.au@somfy.com">techsupport.au@somfy.com</a></p>
<p>How can I connect my Connexoon Window RTS hub to my smart speaker to for voice control?</p>	<p>Quick start guides can be found below:</p> <ul style="list-style-type: none"> <li>• <a href="#">Direct Connection with Google (Android)</a></li> <li>• <a href="#">Direct Connection with Google (Apple)</a></li> <li>• <a href="#">Connection with Amazon Alexa through IFTTT</a></li> </ul>

## About Somfy

Somfy's leading smart solutions for homes and buildings have been improving people's daily lives for over 50 years. Developed with comfort, ease of use, security and sustainability in mind, our innovations automate and connect interior and exterior window coverings, awnings and pergolas. We are committed to creating useful solutions that are accessible to all, designed for today and beyond.

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