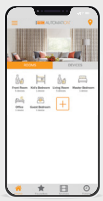
R-TEC Hub - Set Up Instructions for iOS

R-TEC Hub provides the heartbeat of the R-TEC Automation® experience. With Wi-Fi built in, simply plug in where convenient and connect to the local network.



R-TEC Automation® App enables simple, intuitive control and system configuration from your smartphone or tablet. Available on the Apple® App Store.

About the R-TEC Hub

The R-TEC Hub connects to home networks to unlock the luxury of automated window treatment control. Experience customization with scene and timer options as well as voice control via Google Assistant, Amazon Alexa and Apple HomeKit.

The App Allows For

1. Individual and group control - Group window treatments by room and conveniently control them accordingly.
2. Remote connectivity - Control window treatments remotely, whether home or away on a local network or an internet connection.
3. Scene control - Personalize window treatment control and organize how your treatments operate by specific daily events.
4. Timer functionality - Set and forget. Lower, raise and activate window treatment scenes automatically at the optimal time.
5. Sunrise and Sunset - Utilizing time zone and location, the R-TEC Hub can automatically raise or lower treatments according to the position of the sun.
6. Compatible IoT Integrations

Works with Apple HomeKit | Works with IFTTT | works with the Google Assistant | amazon alexa ENABLED

Getting Started

In order to experience automated shade control through the R-TEC Automation® App, you will need to have:

- Downloaded the free app via the Apple® App Store (available under iPhone apps) or iPad apps for iPad devices.
- Purchased one or more R-TEC Hubs depending on the size of the area you would like to cover.
- Familiarized yourself with the app navigation guide below.
- Created a Location, then pair the R-TEC Hub to that location. Our step-by-step guide will explain in more detail.

Wi-Fi Hub Technical Specifications

- Radio Frequency Range: up to 60'
- Radio Frequency: 433 MHz
- Wi-Fi 2.4 GHz or Ethernet Connectivity (CAT 5)
- Power: 5V DC
- For Indoor Use Only

Set Up Best Practices

- The Hub must be within signal range of both the automated treatments and the connected via Lan or Wi-Fi router.
- If you chose to use the Wi-Fi network option, verify that it's visible.
- Environments with multiple WAPs (wireless access points) may need all but the main router temporarily disabled.
- Security settings may need to be temporarily disabled.

Capabilities

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

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What's In The Box?

1. R-TEC Hub

2. USB Power Supply

3. USB Power Cord 32" (80 cm)

4. Ethernet Cable

5. Quick Start Guide

Unpacking the R-TEC Hub

1. Unpack the R-TEC Hub.

2. Check the Box Contents.

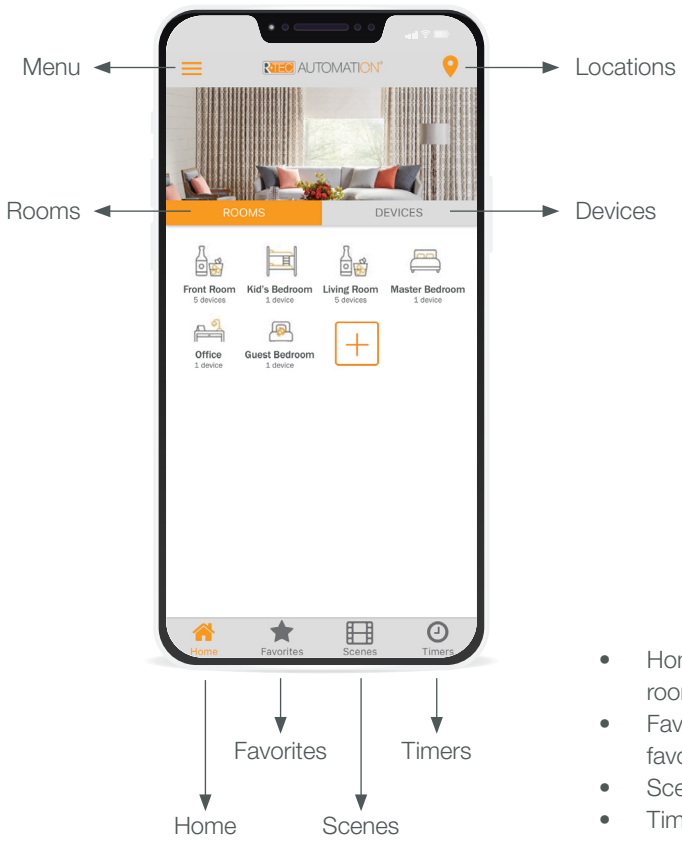
3. Plug the USB Cord into the Power Supply.

4. Connect the Micro USB End into the back of the R-TEC Hub.

5. Plug the Power Supply into the outlet and place the Hub in a central location in your home.

App Navigation

Home Page



Download the FREE R-TEC Automation® App today on the Apple® App Store.

- Home: Shows the main control screen with rooms and devices tabs
- Favorites: Allows you to create a list of your favorite Devices or Scenes
- Scenes: Show a list of scenes created
- Timers: Show a list of scene timers

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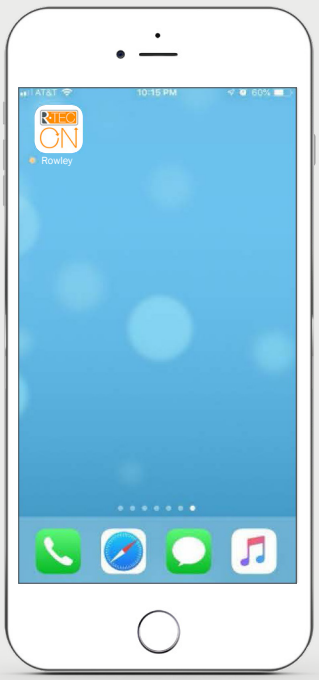
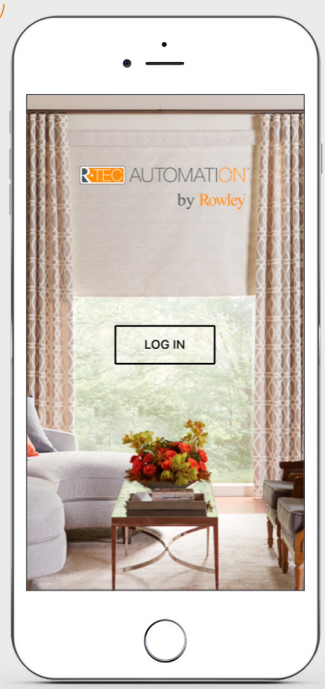
Setting Up

1



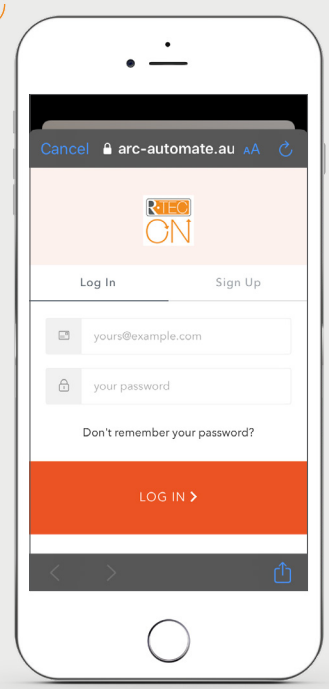
Open the R-TEC Automation® App.

2



Click 'Log In' to sign in or create a new account.

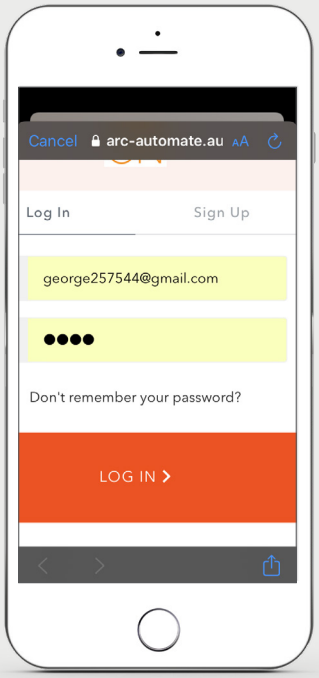
3



If required, create a new account. Select Sign Up on the Top Right corner of the screen.

Creating an account will require an email address and password.

4



If you already have an account Log in with your account information.

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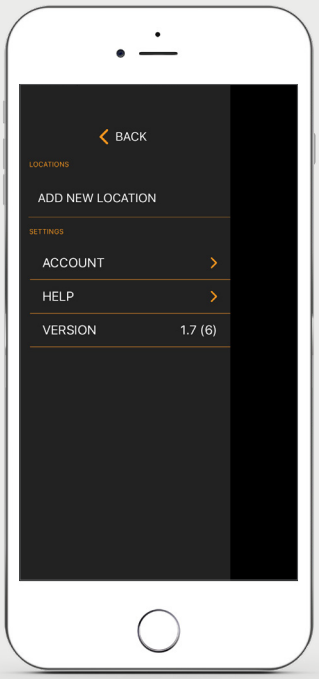
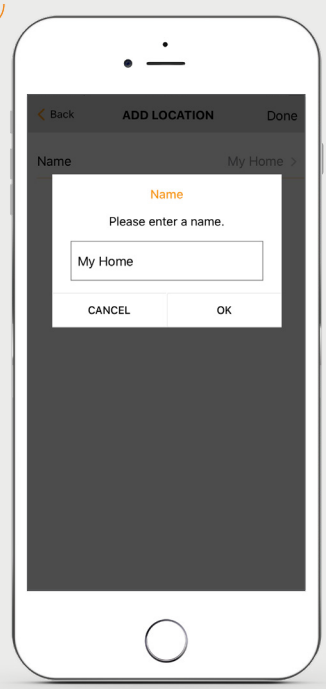
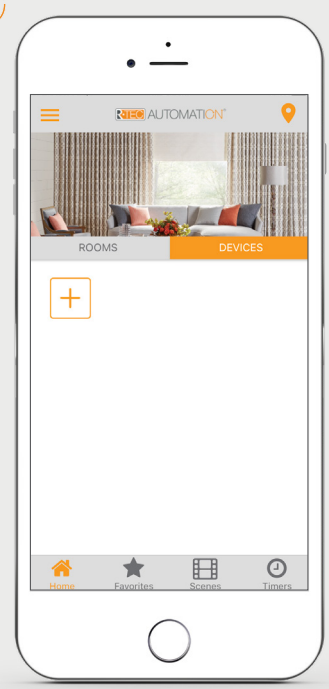
Creating A Location



Open the App from the home screen and select the menu button, click “ADD NEW LOCATION”.

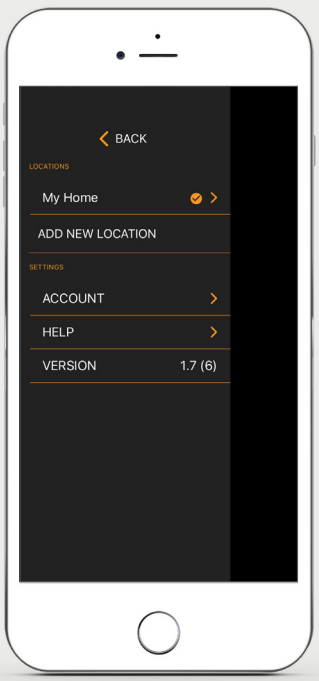


Select the default location and update the location name if desired. Select Ok then Done.

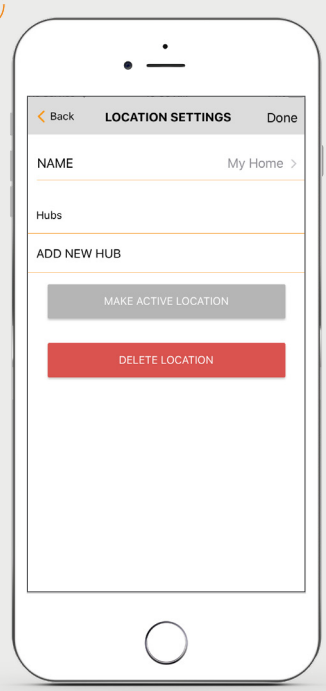


If you have set up multiple locations, select the ‘Location’ icon in the upper right corner to toggle between locations.

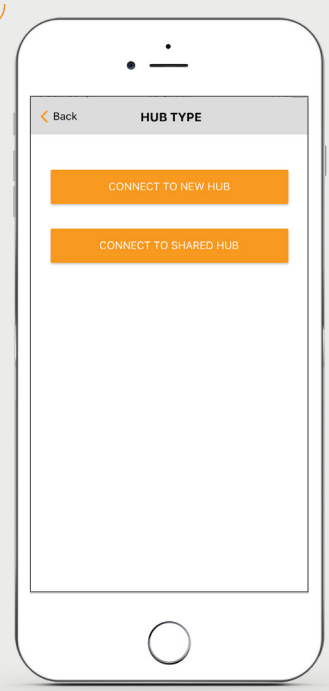
Configuring a Hub



Select the location desired to add a new hub to.



Click on “ADD NEW HUB” to start the process to setting up your HUB on the App.



Follow on the screen instructions and click on the button to connect to NEW HUB.

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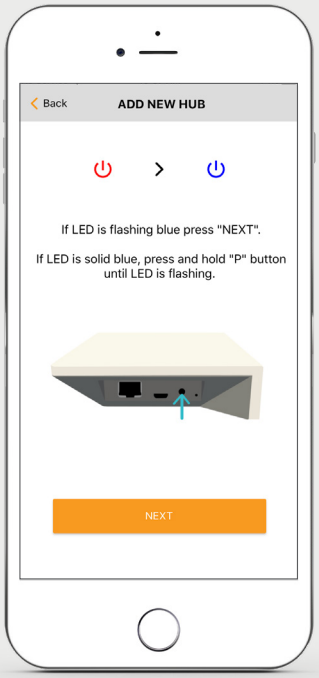
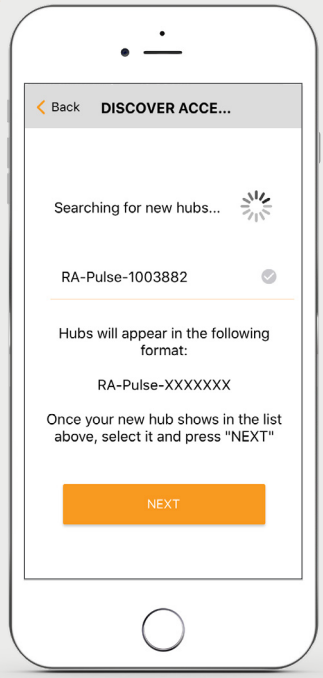


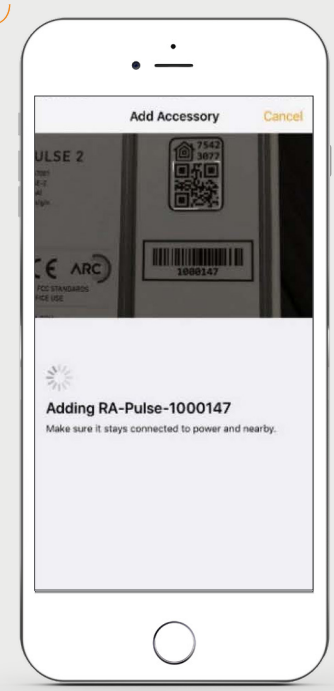
Pressing the P button for ~2secs until the Blue LED begins flashing. This indicates the hub is in pairing mode. Press 'Next'.

5



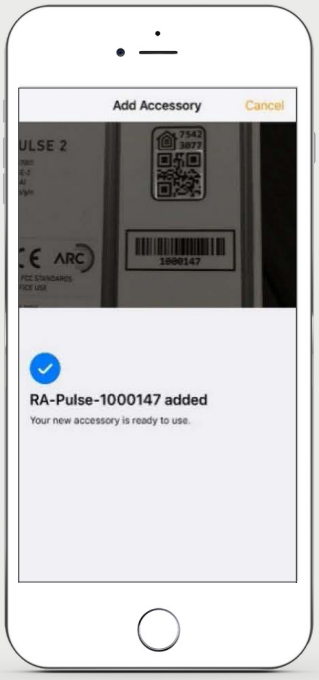
From the list select the hub you wish to pair to. Select 'NEXT'

6



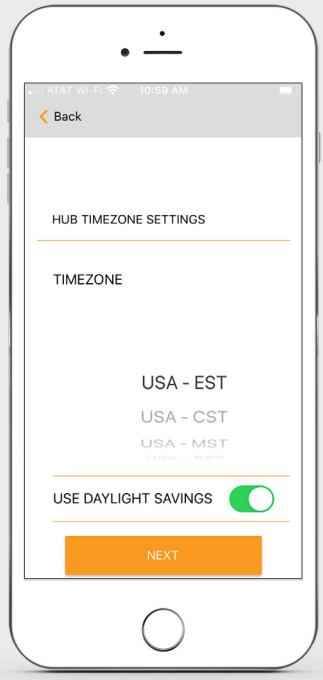
Scan the QR Code on the bottom of the hub to sync with HomeKit.

7



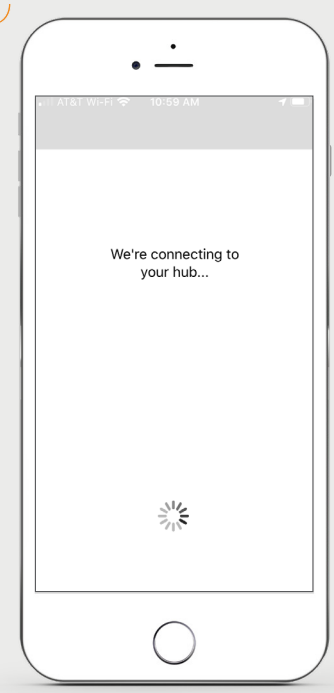
The hub was successfully added to HomeKit!

8



Select your Timezone. This is important for timers to operate correctly.

9



Wait while the hub connects to your Wi-Fi Network.

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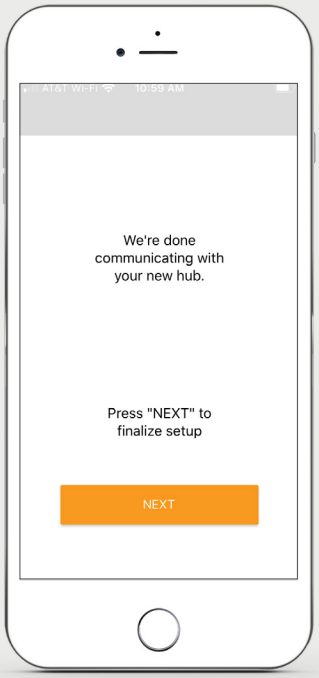
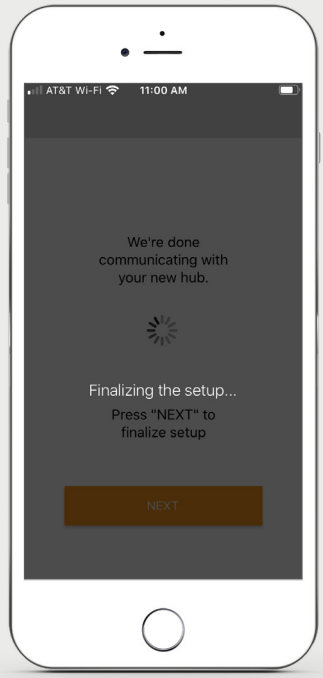


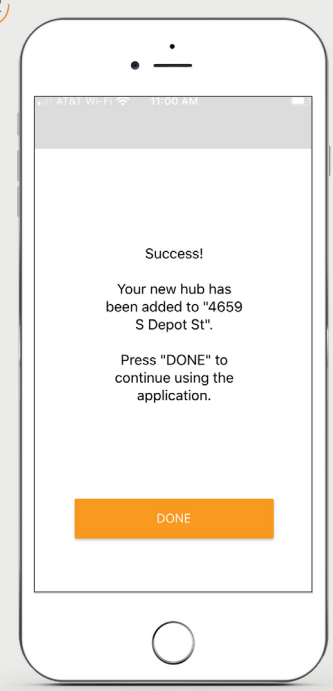
Select ‘NEXT’ to continue the set up process.

11



Wait as the hub finalizes the set up.

12

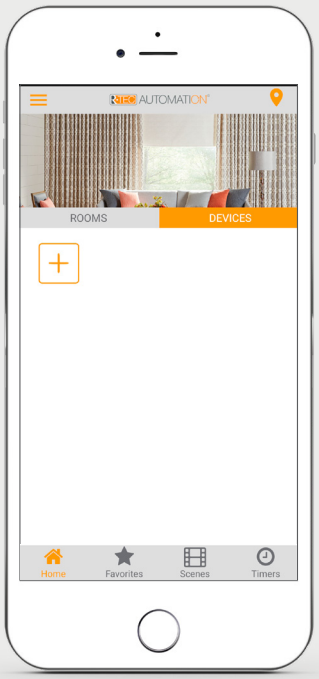


The Hub is ready to be used! Press ‘DONE’ to start the Application.

How To Pair a Motor to the App

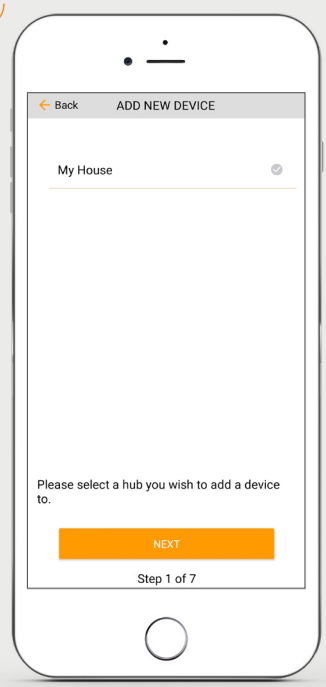
We recommend setting up your motors with a remote prior to syncing with the App.

1



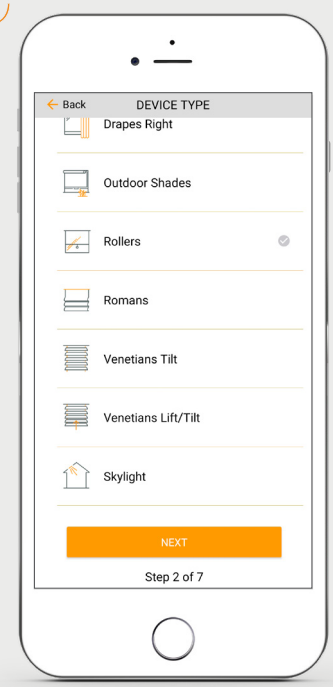
On the home screen select ‘DEVICES’ then select the ‘Plus’ icon to add a new shade.

2



From the list select the hub you wish to pair the motor to.

3



Select which device type best represents your shade.

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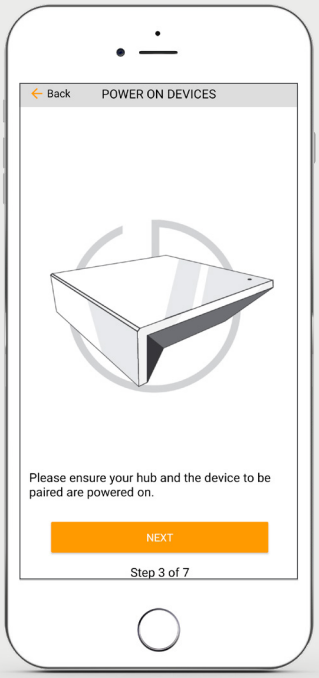
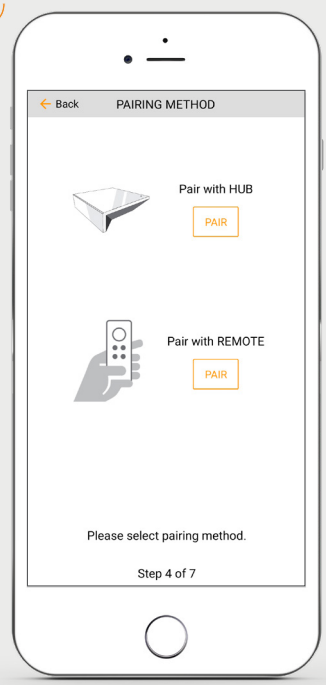


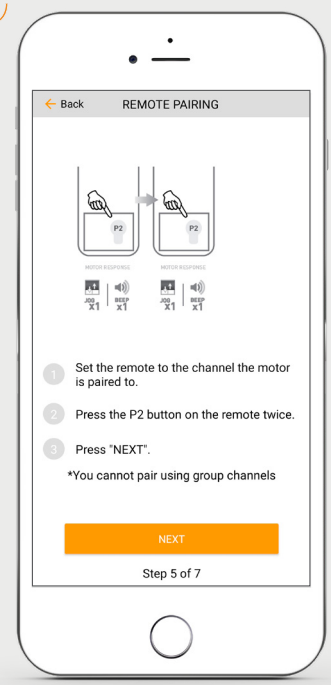
Make sure the shade device is plugged in or ready to be paired and select ‘NEXT’.

5



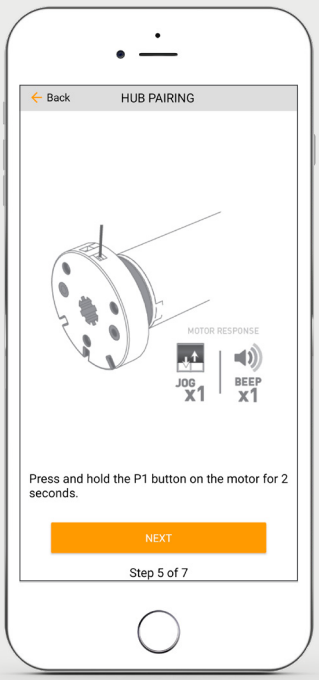
Choose your pairing method: ‘PAIR USING HUB’ or ‘COPY FROM REMOTE’. *We recommend copying from a remote for the best results.

6



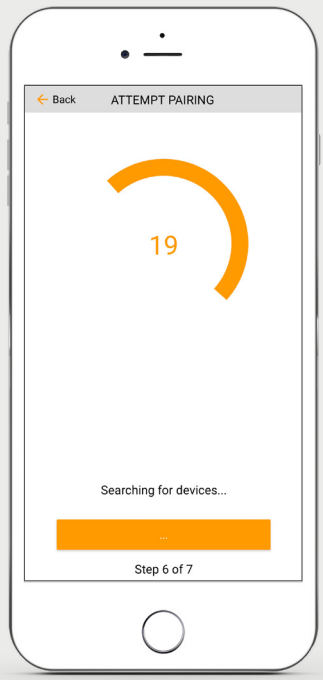
Make sure the remote is tuned to the shade’s individual channel (not Ch 0). Remove the remote battery cover and press the upper left P2 button Twice, then “Next”.

7



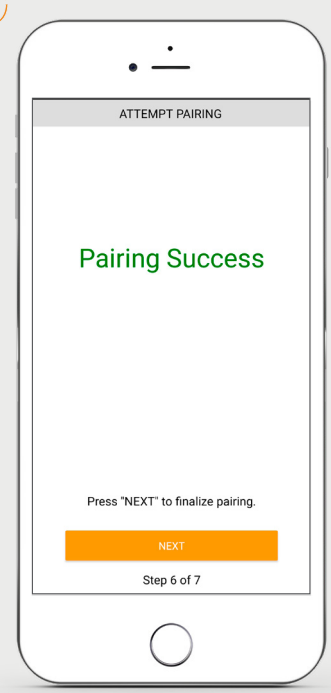
Press and hold the P1 button on the motor head ~2 seconds. The motor will jog up and down once and you will hear one audible beep. Press ‘PAIR’ on the app screen.

8



Wait as the app searches for the new device.

9



If the pairing process was successful, Press ‘NEXT’ to finalize pairing. If pairing fails, try the process again.

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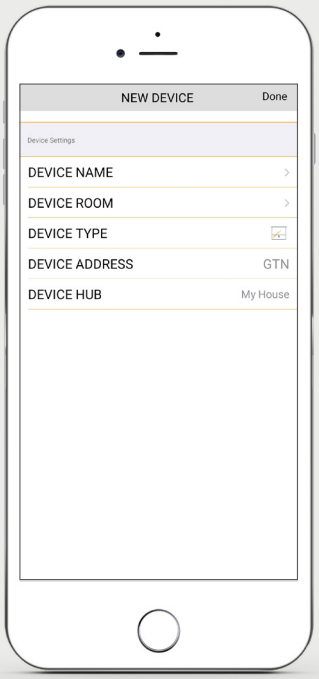
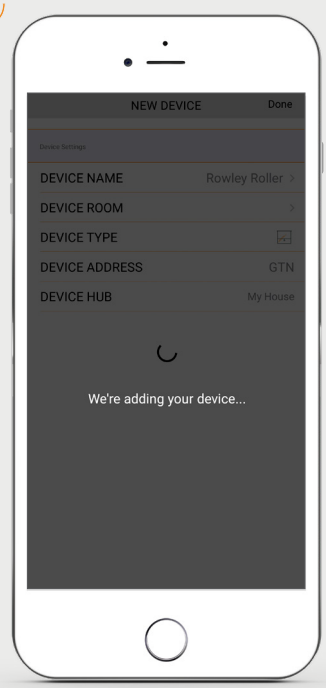


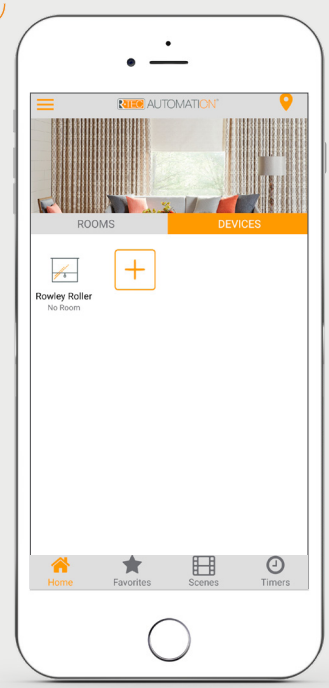
Input a Device Name to customize your treatment name. Press “Done” to complete set up.

11



The “New Device” will now be added to the ‘DEVICE’ tab.

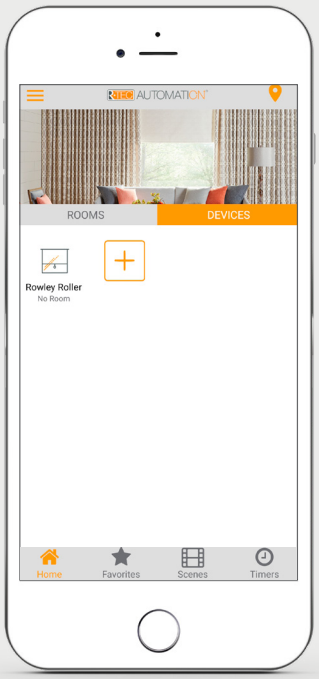
12



Shade is now ready for operation from the R-TEC Automation® App.

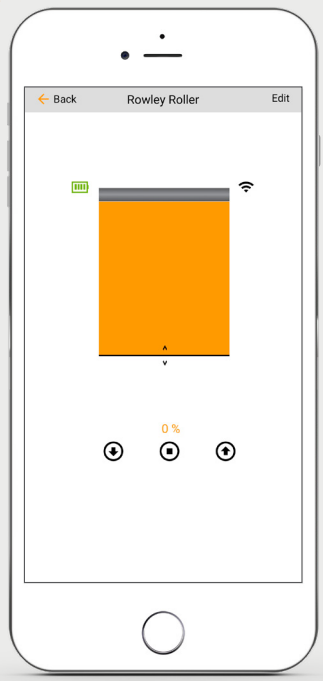
How To Operate Devices

1



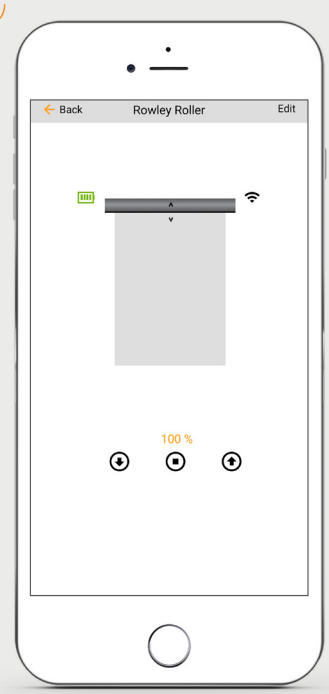
Select the device that you wish to operate.

2



Close the shade by pressing the “Down Arrow” icon or scrolling the black line to the bottom.

3



Open the shade by pressing the “Up arrow” icon or scrolling the black line to the top.

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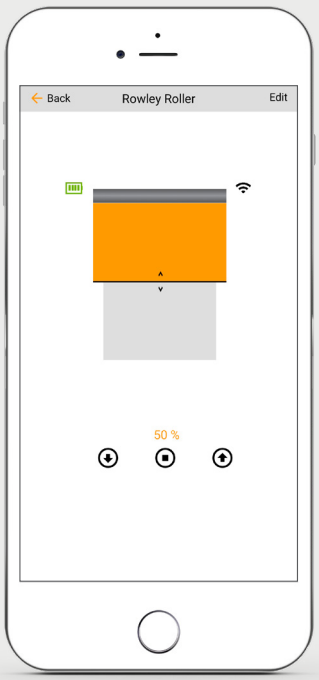
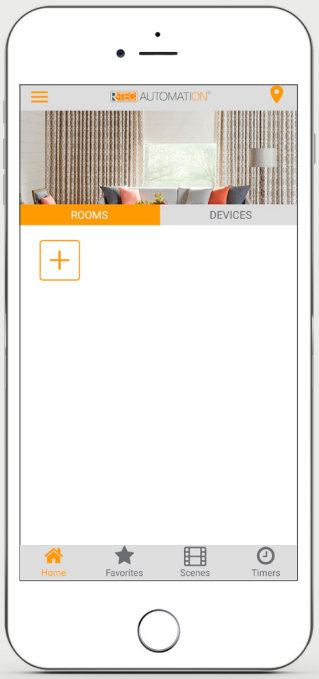


Move the shade to the position desired by scrolling the black line to any position.

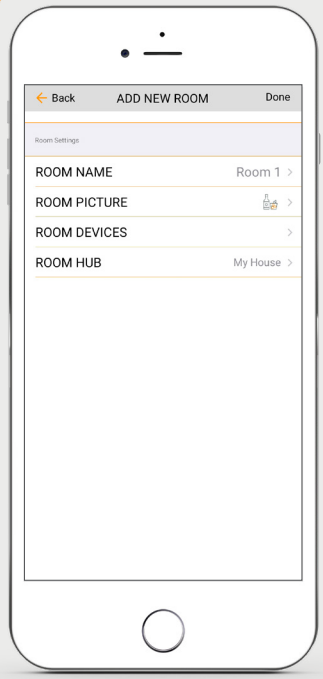
How To Create a Room

1



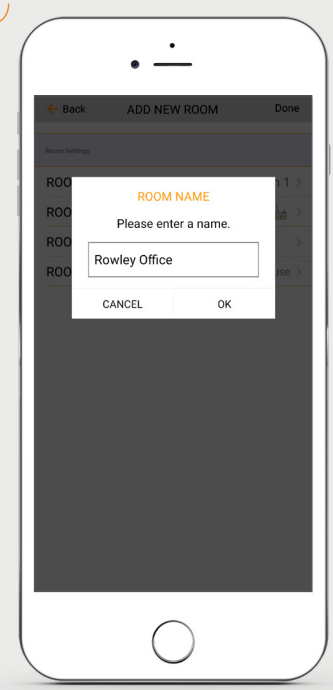
Once the window treatments are paired to the App. Click 'ROOMS' tab. Select the "Plus" icon to add a new room.

2



Select the 'ROOM NAME' to enter the desired room name.

3



Enter the Room Name and click "OK".

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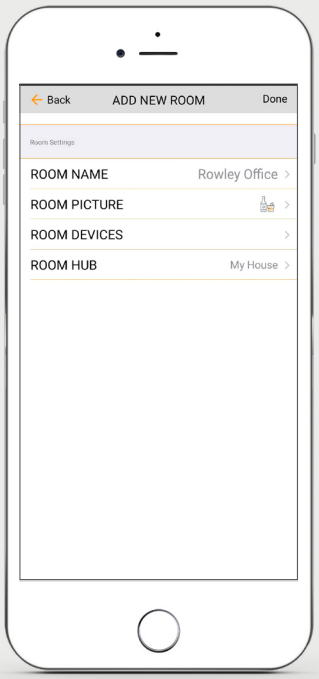
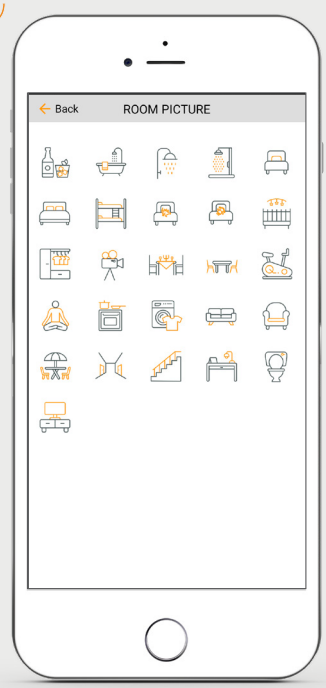


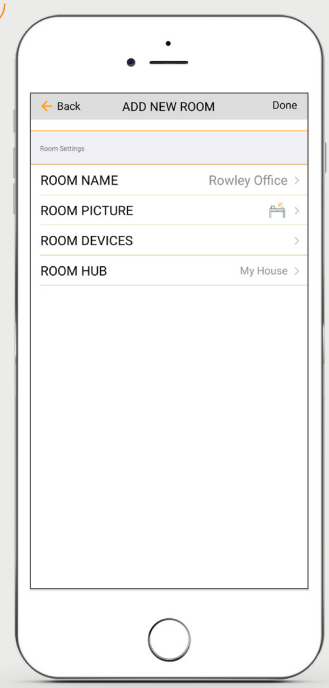
Select ‘ROOM PICTURE’ to select an icon to represent the room.

5



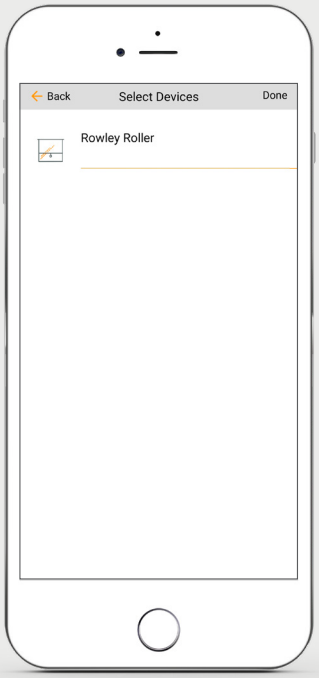
Select the appropriate icon for the Room.

6



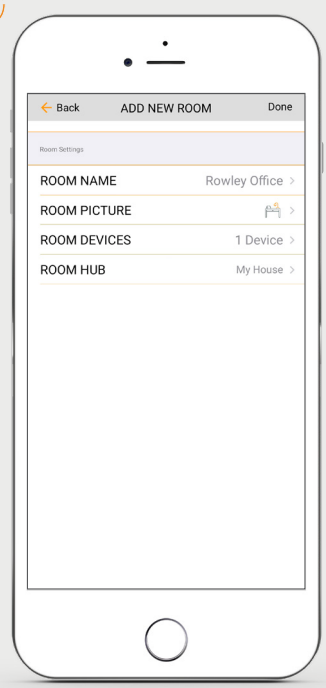
Select ‘ROOM DEVICES’ to add a new device to the room.

7



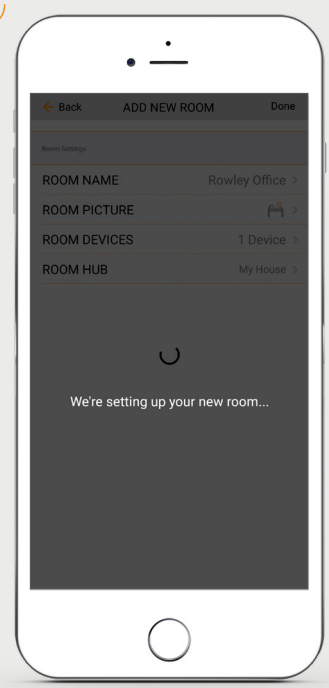
Select the devices you wish to be added to the room.

8



Press ‘DONE’ to complete the set up of the room.

9



Wait for the App to conclude the process of room set up.

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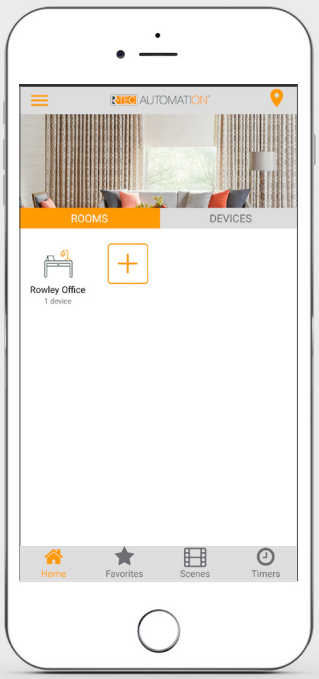
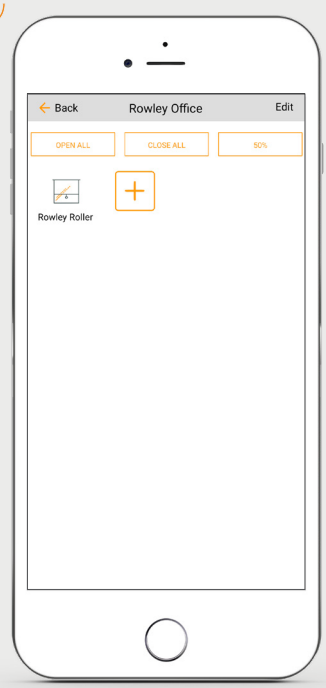
10



Select the Room to operate ALL window treatments that have been added to the room at the same time.

11

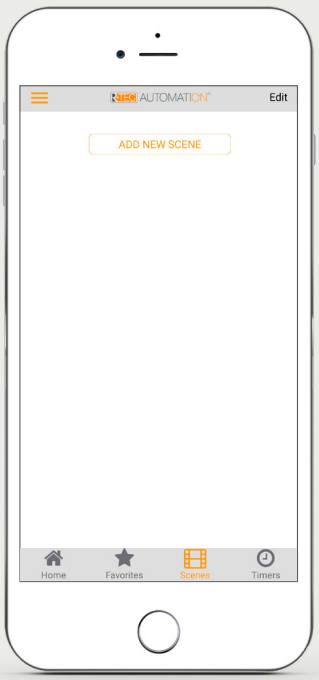


Operate all window treatments in the Room with the three button options available: Open, Close and move 50%.

How To Create a Scene

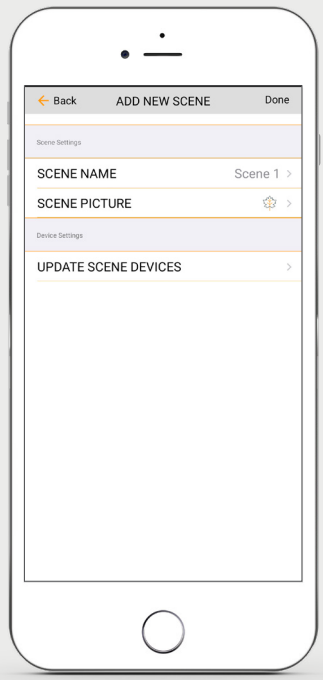
You can create scenes to set a treatment or group of treatments to specific heights.

1



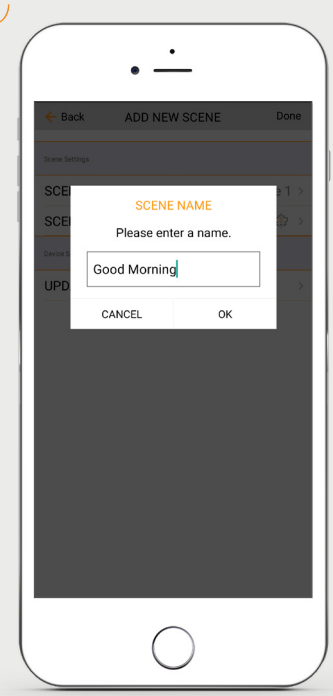
Select Scenes then, 'Add New Scene' to begin programming your desired scene.

2



Select the 'SCENE NAME' to customize the name of your scene.

3



Input your scene name.

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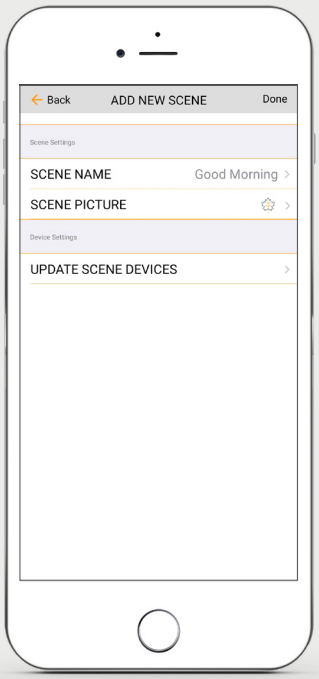
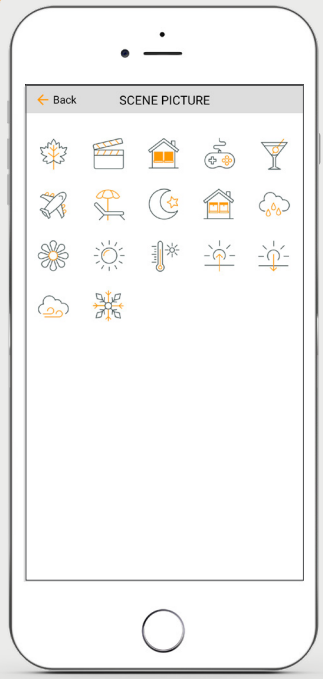
4



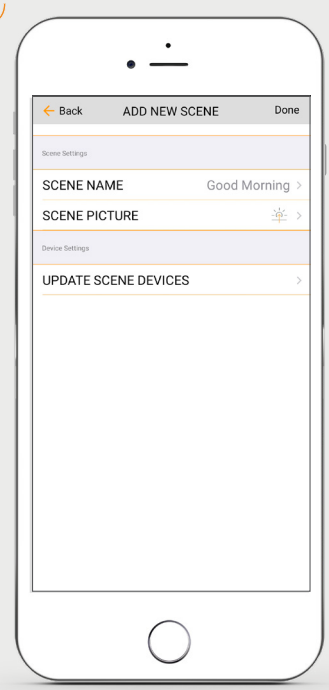
Select ‘SCENE PICTURE’ to customize the icon for your scene.

5



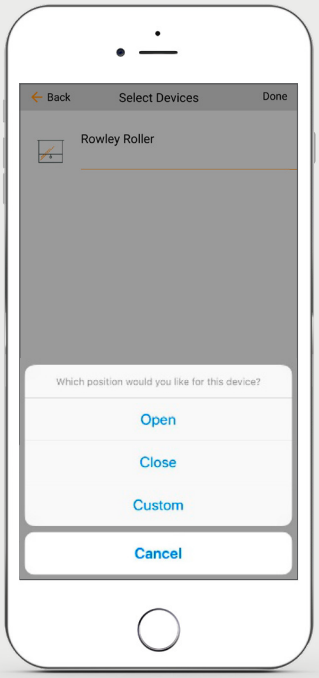
Select the icon that represents your scene.

6



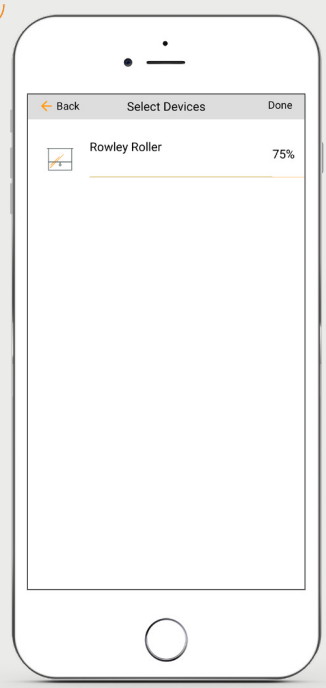
Select ‘UPDATE SCENE DEVICES’ to add devices into the Scene.

7



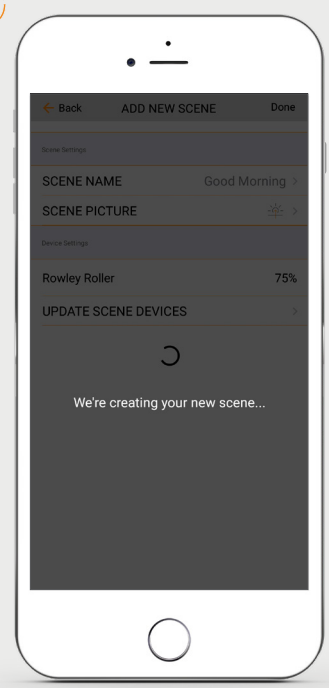
Choose custom heights (by %) or set open/close for all selected treatments.

8



Set the shade height percentage if necessary. Select ‘DONE’ to create your scene.

9



Wait as the app creates your new scene.

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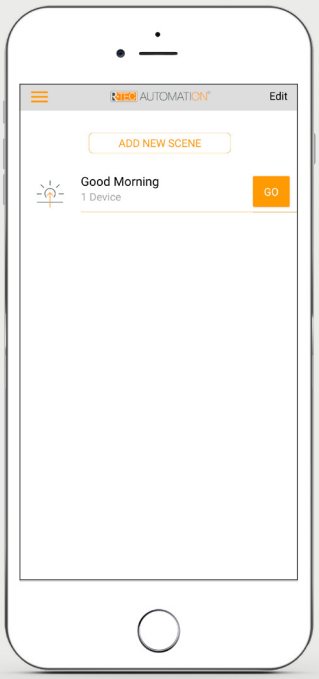
10

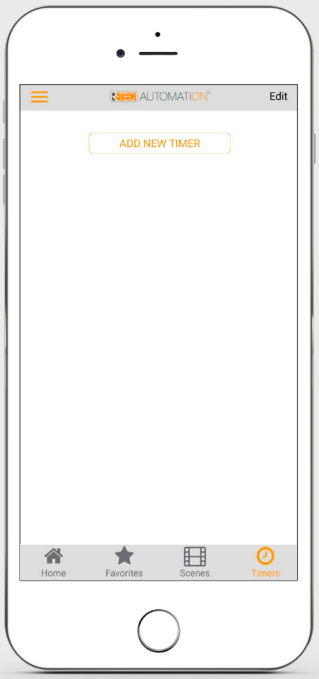


To activate your custom scene just press ‘GO’ next to the desired scene name.

Programming Timers

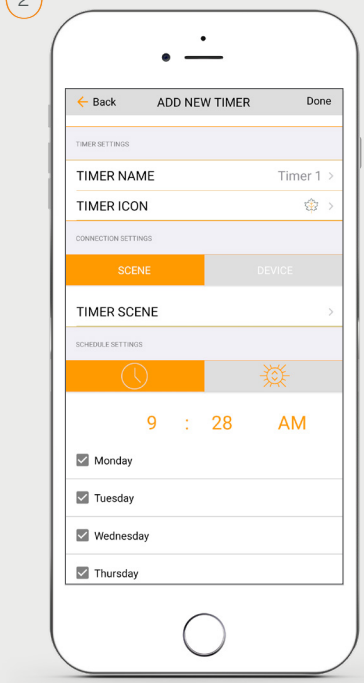
You can program timers to trigger the specific operation of your window treatments and scenes at your desired times throughout the day.

1



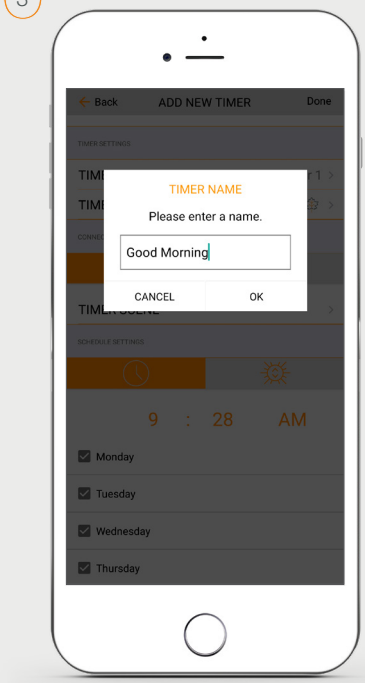
Select ‘TIMERS’ then, ‘ADD NEW TIMER’ to program your timer.

2



Select ‘TIMER NAME’.

3



Input your desired timer name.

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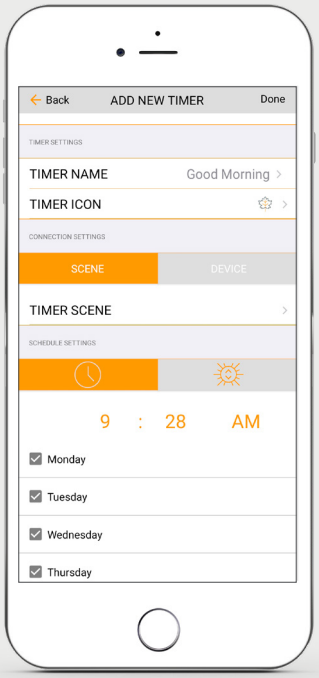
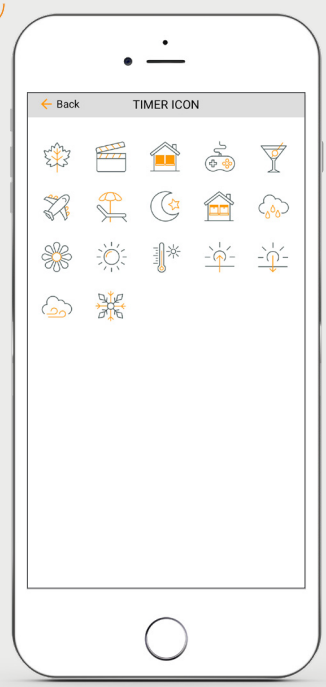
4



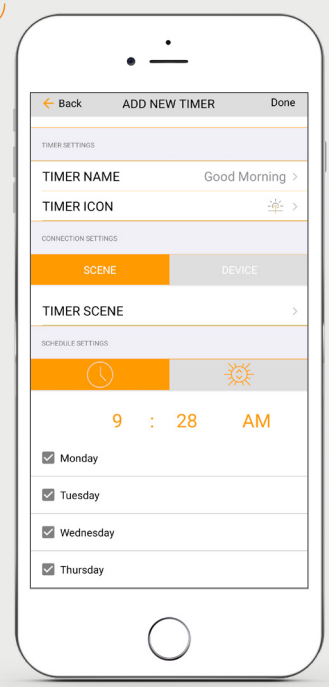
Select ‘TIMER ICON’ to add an icon for your timer.

5



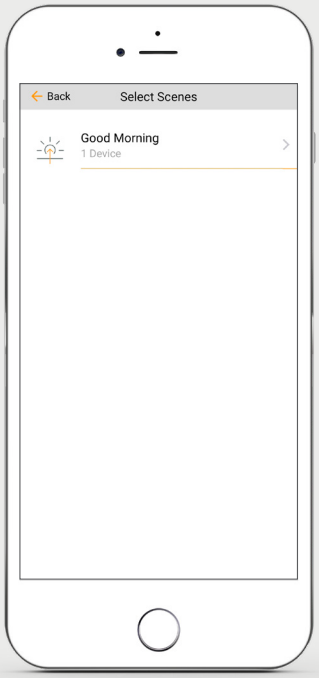
Select the appropriate icon for the Timer.

6



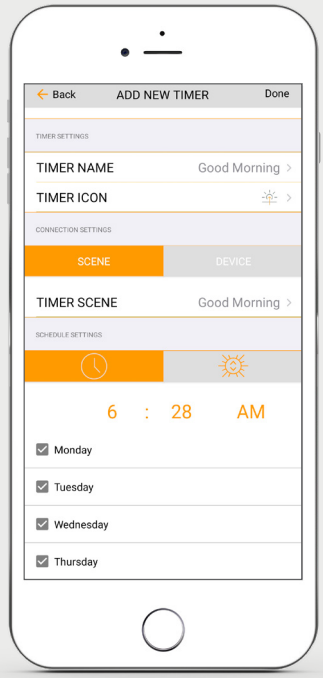
Select the ‘TIMER SCENE’ to choose the scene you wish the timer to activate.

7



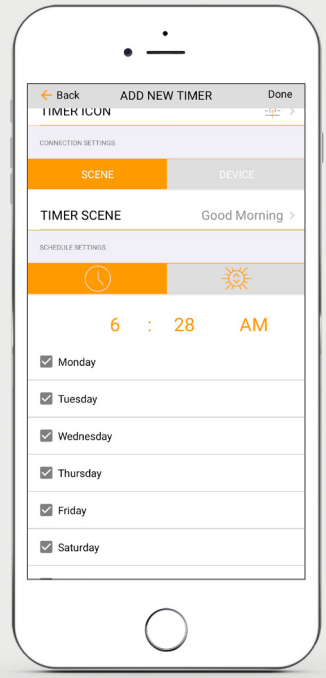
In the Scene list, add the scenes you wish to operate.

8



Set the time you wish the timer to trigger shade control.

9



Select the days you wish the timer to operate.

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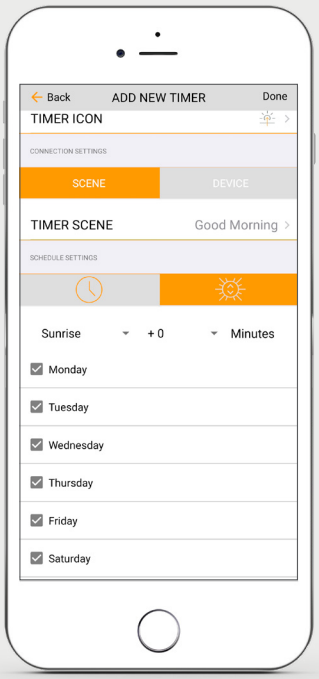
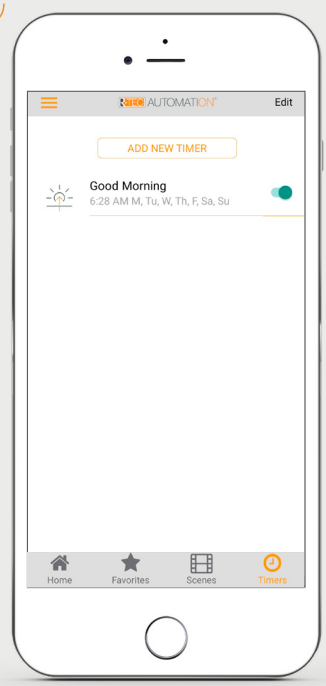
10



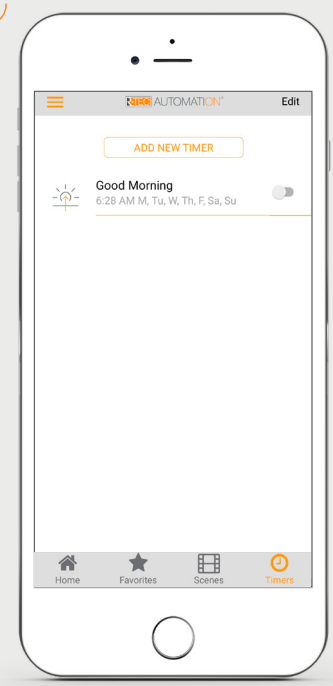
If you prefer, track your timer through the Sunrise/Sunset functions. Select 'DONE' to finalize your timer.

11



Your timer will now be enabled.

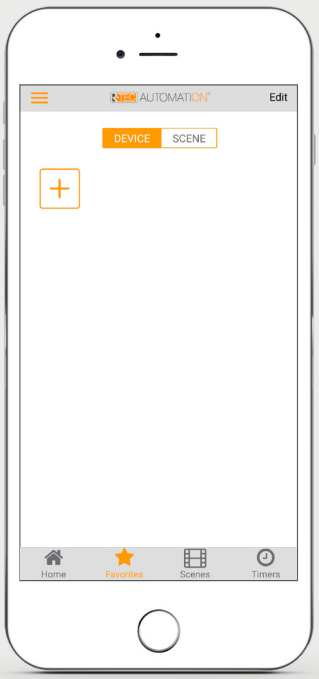
12



You can disable your timers to accommodate your schedule.

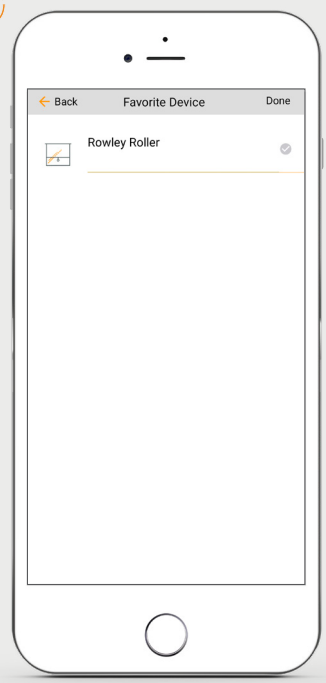
How To Create a Favorite Device

1



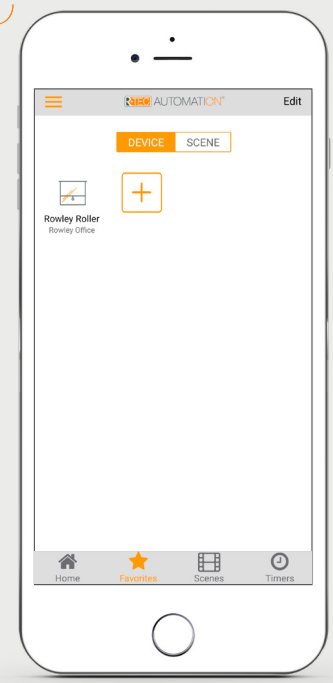
Create a Favorite Device: Select the "Plus" icon to add a favorite device to your 'Favorites'.

2



Edit a Favorite Device: Select 'EDIT' in the upper right corner to remove the favorite device from your screen.

3



Your Favorite Device will now show.

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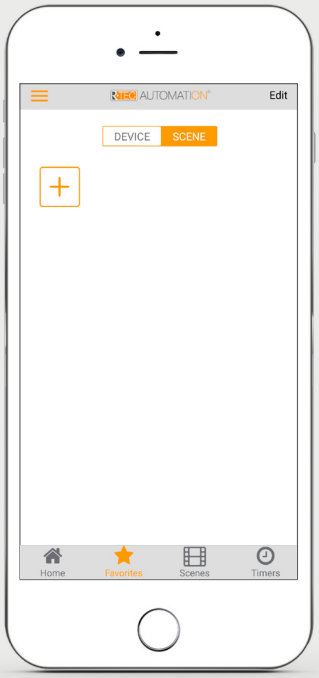
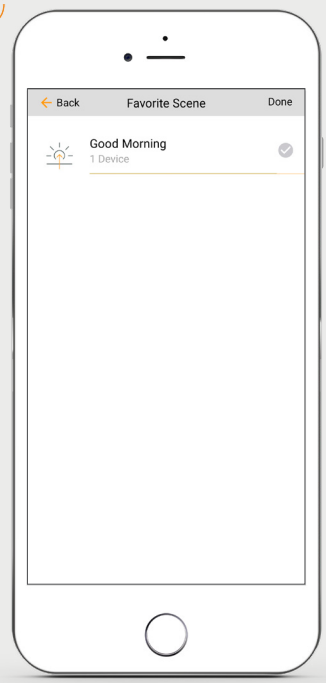
How To Create a Favorite Scene

1



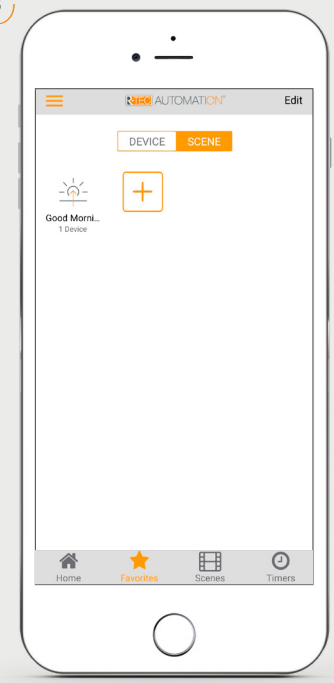
Create a Favorite Scene: Select the “Plus” icon to add a favorite scene to your ‘Favorites’.

2



Edit a Favorite Scene: Select ‘EDIT’ in the upper right corner to remove the favorite scenes from your screen.

3



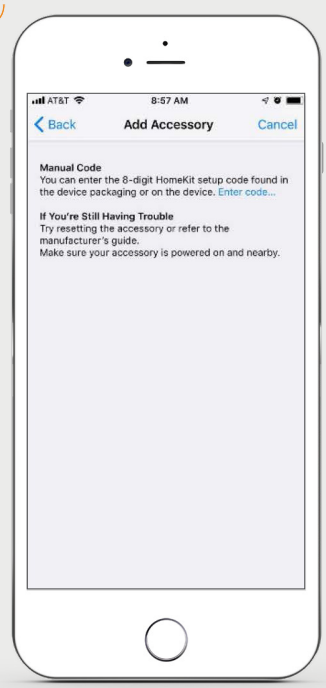
Your Favorite Scene will now show.

Manual Hub Configuration

1

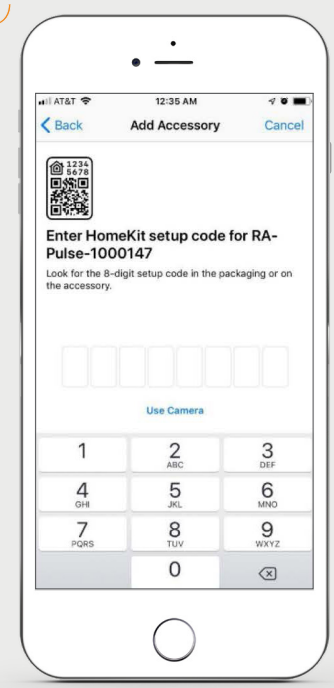
If the App doesn’t recognize the QR Code, you should enter code manually.

2



Select ‘Enter Code’ to enter the Homekit code manually.

3



Type the code on the label.

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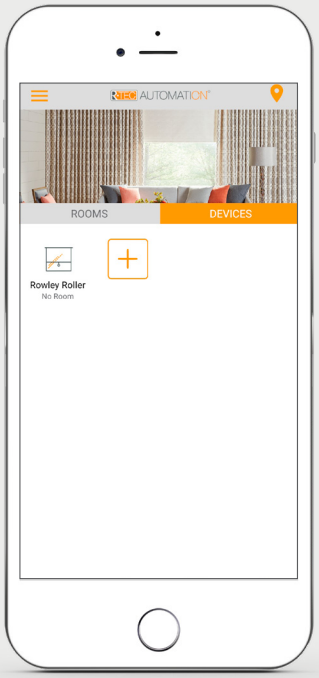
4

Wait while the hub syncs with HomeKit.

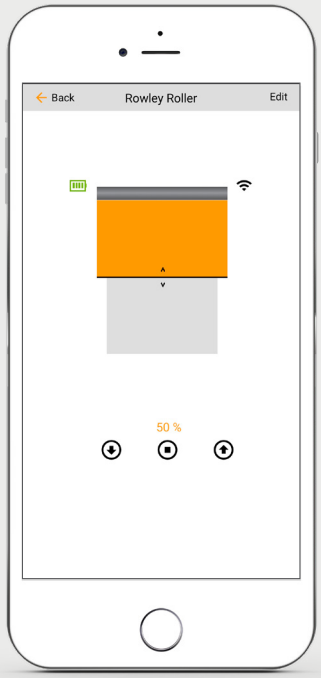
How To Adjust and Set Limits

1



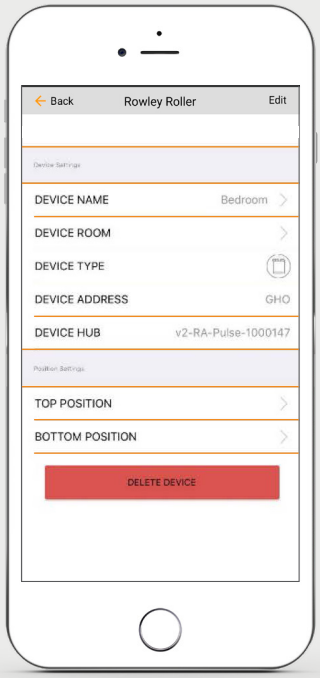
Select the device you want to adjust the limits on.

2



Select “Edit” on the top right to open the settings page.

3



Modify the Top or Bottom position of the Device as desired.

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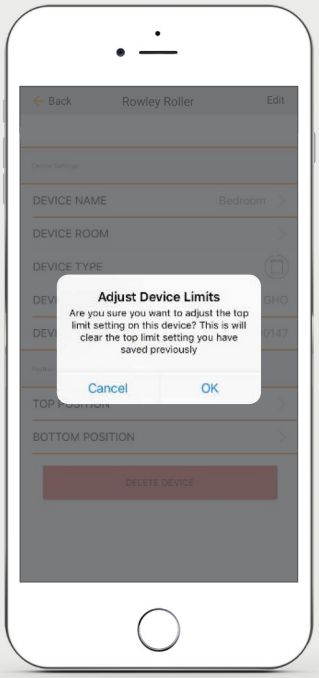
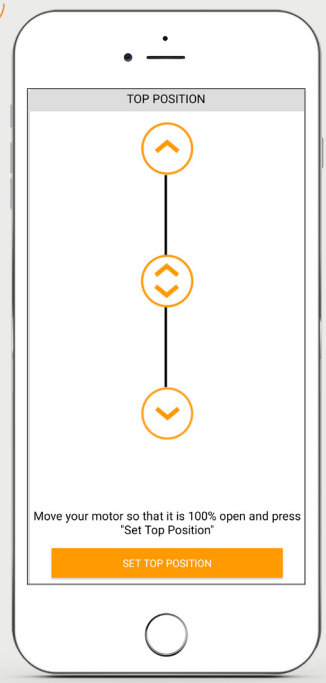
4



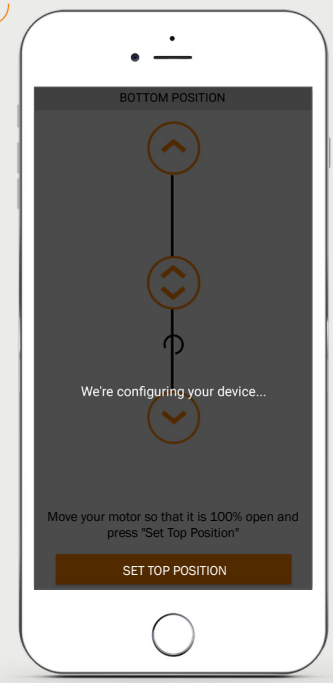
Select the ‘Top Position’ to change the upper limit of your shade. Press ‘OK’ to continue.

5



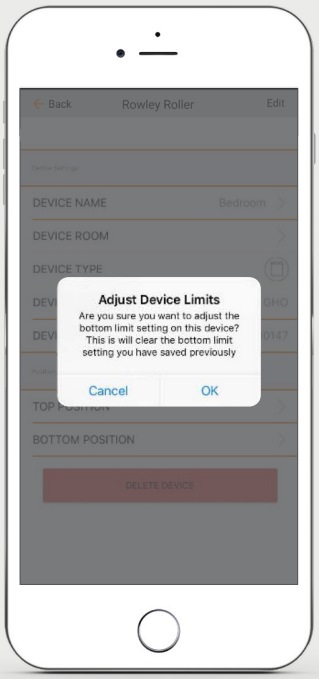
To move your shade a little bit, press the arrow buttons or slide the double arrow button. Press ‘SET TOP POSITION’ to save.

6



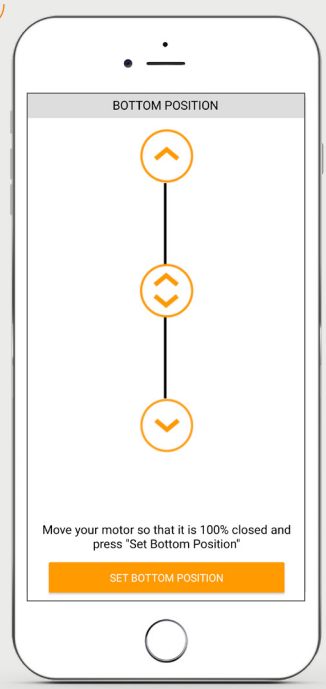
The app will configure the new top position.

7



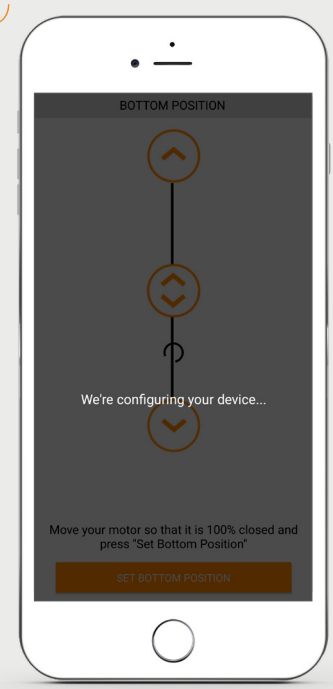
Press the ‘Bottom Position’ to change the lower limit of your shade. Press ‘OK’ to continue.

8



To move your shade a little bit, press the arrow buttons or slide the double arrow button. Press ‘SET BOTTOM POSITION’ to save.

9



The app will configure the new Bottom Position.

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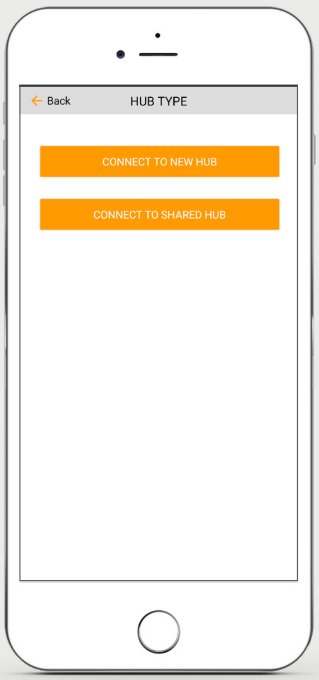
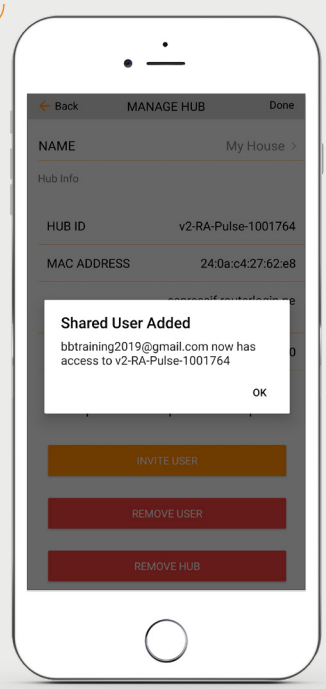
How To Share the Hub

1



In the ‘Add a Hub’ Screen, it is possible to connect to a shared hub.

2

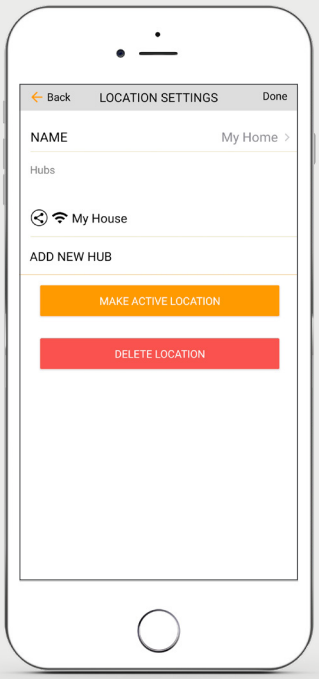


The hub must have been shared from another account.

3

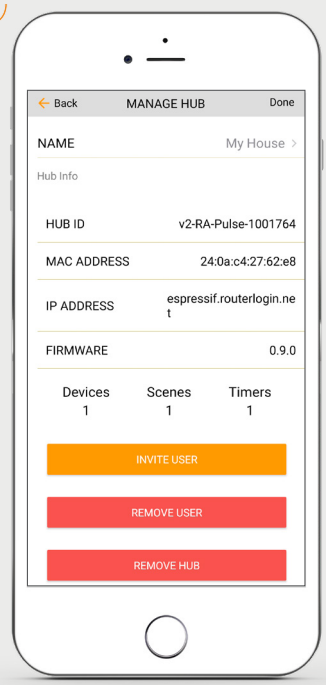
The shared hub will be listed on the shared hubs list to be added.

4



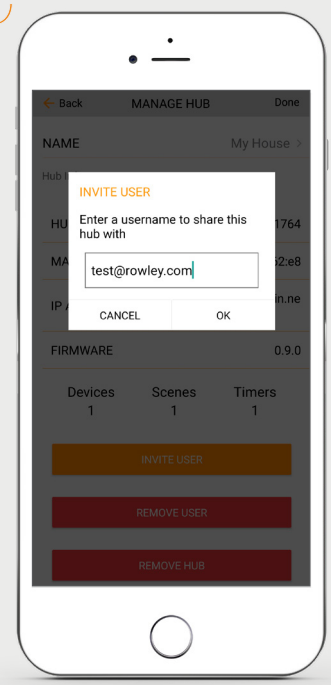
After it is added, the shared hub will appear under the Location Settings it was added to with a red ‘S’.

5



In the ‘Manage Hub’ Screen, it is possible to invite a user to a shared hub.

6



Enter the username to share the hub with.

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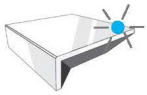
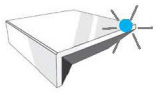
Led Status Indication

Color	Response	Status
	Blue LED blinks one time a second: on for 250ms and off for 850ms	AP Mode (Pairing Mode)
	Blue LED short blinks five times a second: on for 100ms and off for 100ms	Firmware Updating
	Blue LED long blinks two times a second: on for 250ms and off for 250ms	Connected to Wi-Fi (Paired without Internet)
	Blue LED short blinks two times a second: on for 100ms and off for 500ms	Pulse received configuration via the app (Before reset after Pairing Mode)
	Blue LED is solid	Connected to Internet (Paired)
	Red LED long blinks four times a second: on for 250ms and off for 250ms	Reset Button Pressed (Paperclip Needed)
	Red LED short blinks four times a second: on for 250ms and off for 250ms	Network Disconnected (Paired without Wi-Fi)
	Red LED is solid	Factory Reset Initiated (User can release reset button)
	Green LED blinks five times for one second: on for 100ms and off 100ms	HomeKit Identification
	Green LED is solid	Re-provisioning Initiated (User can release P button)
	LED is off	Hub is Offline

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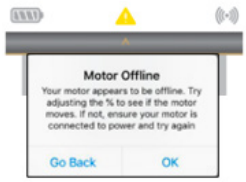
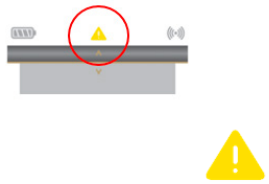
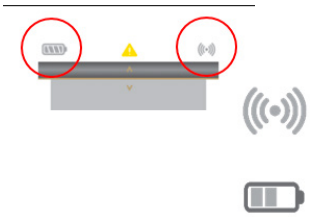
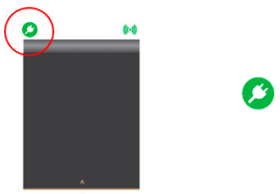
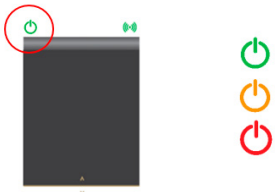
Meaning of Icons

Icon	Meaning	Status
	Signal Strength Icons	Excellent Greater than -89 Satisfactory Between -96 to -89 Low Between -102 to -97 No Signal Between -102 to -97
	Battery Percentage Icon	Full 100-70% Medium 69-11% Low 10% or less (and motor starts beeping)
	Motor Offline Pop up reminder	The motor is offline, and the control device is not on the same network
	Motor Offline	The motor is offline, and the control device is not on the same network
	Greyed out Icons	Signal or Battery Icons being greyed out when the motor is offline, it displays the last known values
	AC Motor Type Icon	AC Powered Motor connected to continuous power
	DC Motor Type Icon	DC Powered Motor connected to continuous power Full 100-70% Medium 69-11% Low 10% or less Note varying voltages may be displayed as above

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Troubleshooting

The following scenarios are common issues that may cause connectivity problems during the R-TEC Hub pairing process. If you cannot achieve success connecting the R-TEC Hub to your network, please reference below for the most common pairing roadblocks.

I CANNOT CONNECT TO MY 5GHZ WI-FI NETWORK.

The R-TEC Hub does not currently support operation over a 5GHz network or hopping mesh networks. It operates on a 2.4GHz network or using a Lan Connection.

TRYING TO PAIR HUB VIA THE LAN CONNECTION.

The R-TEC Hub does not currently support initial pairing via LAN. Pair through Wi-Fi and once the hub is setup connecting via the LAN can be done.

I CANNOT CONNECT TO MY HIDDEN WI-FI NETWORK.

The R-TEC Hub does not currently support pairing with hidden networks. To connect to a hidden network, you will need to unhide the network. Once the network pairing process is complete you can re-hide the network and the Wi-Fi HUB will work without issue.

I HAVE MULTIPLE ACCESS POINTS AND CANNOT COMPLETE THE PAIRING PROCESS.

If you have multiple wireless access points, we recommend that you turn off all but one to complete the network pairing process. Once this is complete you can turn on all the wireless access points and the Wi-Fi Hub will work without issue.

NETWORK SECURITY SETTINGS ARE INTERFERING WITH THE SETUP PROCESS.

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

MY R-TEC HUB IS NOT CONSISTENTLY WORKING.

There are many things that can interfere with the radio communication that the R-TEC Hub uses. Try positioning the R-TEC Hub in a different location and/or closer to the shade to improve performance. Due to varying levels of interference it may be necessary to purchase additional Wi-Fi HUB to extend the coverage throughout your location.

HOMEKIT PRIVACY SETTINGS NOT ENABLED.

Any issue related with HomeKit, please check out the HomeKit Troubleshooting available on your website and also Apple Support.

Any Questions?

Contact our R-TEC Automation® in-house experts at 866.985.3423. Email us at RTECAutomation@RowleyCompany.com.

FCC/ISED Statement: This device complies with Part 15 of the FCC Rules / Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: reorient or relocate the receiving antenna; increase the separation between the equipment and receiver; connect the equipment into an outlet on a circuit different from that to which the receiver is connected; consult the dealer or an experienced radio/TV technician for help.

MPE Requirements: To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended. Les antennes installées doivent être situées de facon à ce que la population ne puisse y être exposée à une distance de moin de 20 cm. Installer les antennes de facon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l' antenne. La FCC des éltats-unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son functionnement.

Region Selection: Limited by local law regulations, version for North America does not have region selection option.

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