

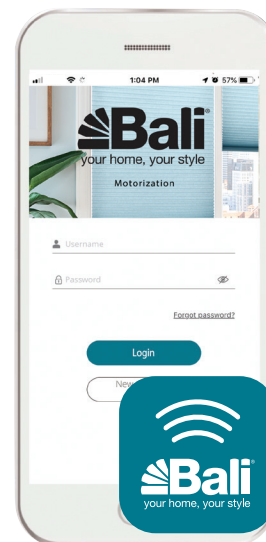
Bali Motorization App and Gateway Quick Start Guide

Everything needed to get started using your gateway:

Before you begin, confirm your phone's operating system is:

- iOS version 11 or greater
- Android version 8 or greater
- Confirm 2.4 GHz network is available
- Step by Step videos available by visiting motorization.support

- 1** **Install the Bali Motorization App** on your mobile device. Just look for it in the iOS App Store or on Google Play.
- 2** **Open your Bali Motorization App** and select 'New to Bali?'
- 3** **Plug in your gateway.** Once it's been plugged in, the blue LED will flash once and then turn off.
- 4** **The app will prompt you to go to the Wi-Fi Settings menu on your mobile device to connect to your gateway.** You will be required to enable your location. Select the Plughub_#### temporary network. If the Plughub temporary network is not visible, unplug then plug back in. If it is still not visible, tap Need Help in the app for troubleshooting tips.
- 5** **Follow the prompts in your Bali Motorization App.** Once you have selected the gateway network, return to your app, and follow the prompts to complete the setup process. While your gateway is connecting to your home Wi-Fi, it should blink once per second. When it's connected the gateway will stop blinking. Gateway must be within 5 feet of router during account set-up.
- 6** **Congratulations!** Your gateway is now connected.
- 7** **Follow the step-by-step instructions in the app.** You will be required to validate your email to finalize setup. If you do not receive an email, please check your email filters. Once complete, your account will automatically be linked to the gateway. You will also be prompted to autodetect your location. Select 'Allow' and then 'Save'. Your account is now set up. Click 'Start' to enter the app and the click 'Connect' to select your gateway.
- 8** **To add devices to your account,** launch the Device Wizard by clicking the plus icon '+' in the top right corner of the Shades tab. Select 'Bali Product' and choose the type of shade you would like to add. Follow the prompts to add your shades to your account. If unsuccessful, move the gateway closer to the shades being added. After your shades have been added, use the same Device Wizard to add your remotes to the gateway. You must add your shades to your account before adding your remotes. At the end of the Device Wizard for remotes, you will be prompted to pair (associate) your remote to the shade(s) you would like to control.
- 9** **To connect with Alexa or Google Home after you have added all your shades and remotes,** launch the Device Wizard by clicking the plus icon '+' in the top right corner of the Shades tab. Select 'Voice Assistants' and choose the type you would like to connect to. Follow the prompts in the Bali Motorization App and your Digital Voice Assistant app to complete the process.



The gateway plugs into any outlet.



For full owner manual,
please scan this QR code



Easy, Convenient Control

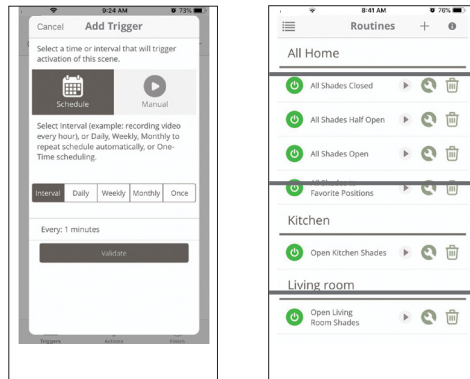
The Bali Motorization App lets you control multiple shades from a single app.

When you add your shades and create routines, you'll be able to operate one or more shades at a time, set routines to operate them automatically at specific times of day, and more. You'll enjoy greater comfort and peace of mind every day.

Routines:

Set up routines to control multiple shades with the click of a button. Add timers to schedule and automate routines.

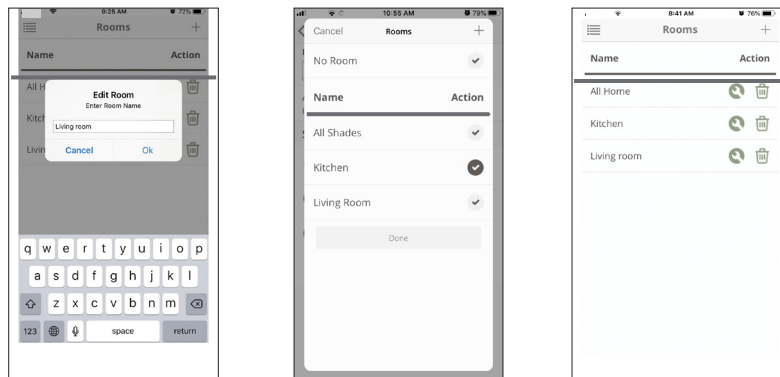
Video available on motorization.support



Rooms:

Create and group individual shades into rooms for easy access and control.

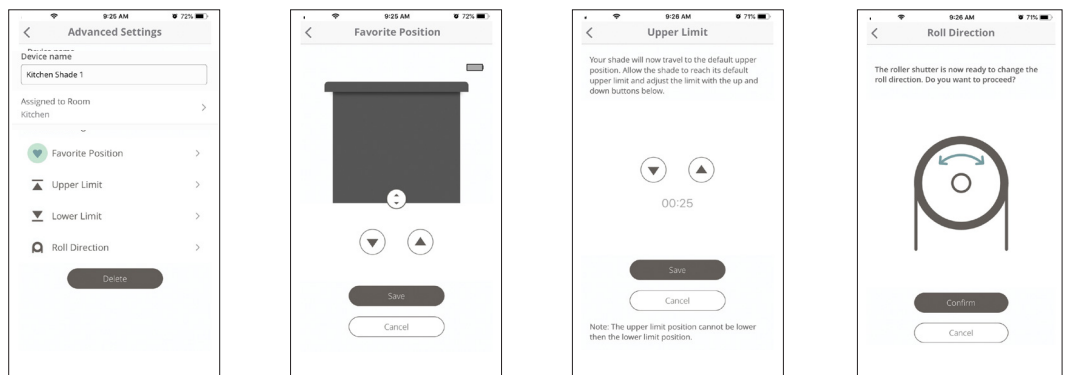
Video available on motorization.support



Advanced Settings:

Easily control advanced shade settings, including limits and favorite positions.

Video available on motorization.support



Need Assistance?

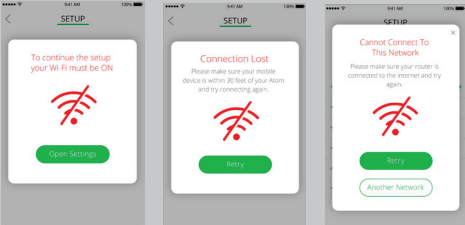

Visit motorization.support or email us at motorization.support@springswindowfashions.com.



TROUBLESHOOTING

Motorization App and Gateway

PROBLEM	SOLUTION
What does my gateway's LED status mean?	<ul style="list-style-type: none"> • <i>LED is blinking once per second</i>: The gateway is not connected to the Wi-Fi network. • <i>LED is blinking once every three (3) seconds</i>: The gateway is connected to the Wi-Fi router, but not the server. In other words, there is no internet access. • <i>LED is off</i>: The gateway is connected to the server. All is well. • <i>LED light is solid/on</i>: The gateway is in the inclusion/exclusion mode—or it is in thinking or processing mode. • <i>LED is blinking rapidly (~10x per second)</i>: The Z-Wave device being paired was detected by the gateway and is being configured. • <i>LED blinks once, then turns off</i>: The gateway is on Factory Firmware. Allow it to connect to the internet and update. • <i>LED is blinking 3x per second</i>: The gateway is in test mode.
What communication protocols does my gateway support?	<p>The gateway supports the Z-Wave protocol which is the leading smart-home technology found in millions of devices around the world. It is a low-powered, wireless technology with two-way communication, status updates, and the ability to work in a reliable, meshed network.</p> <p>Z-Wave lets smart devices connect with one another. Z-Wave products can be made "smart" with Z-Wave connectivity.</p>
What is the range of my gateway?	<p>For Z-Wave protocol, the range is about 100 feet (30 meters) but it depends upon the materials in the way of the devices. Certain obstructions decrease the Z-Wave range:</p> <p>Each wall or obstacle (such as refrigerator, big screen TV, etc.) between the gateway and a Z-Wave device reduces the maximum range by approximately 25–30%.</p> <p>Brick, ceramic tile, granite, concrete walls, metal walls, mirrors, and smoked glass block Z-Wave signals more than walls made of wooden studs, plasterboard (drywall), clear glass, or plastic.</p> <p>Wall-mounted Z-Wave devices installed in metal junction boxes suffer a significant loss of range (approximately 20%) since the metal box blocks a large part of the Z-Wave signal.</p>
Can I use a repeater to extend range?	<p>All Z-Wave devices that plug directly into an AC wall power outlet, such as smart switches and dimmers (for example the GoControl Plug-In Dimmer Module or Aeotec Dimmer 2), act as "repeaters." You can also buy a repeater as a stand-alone accessory device (for example, the Aeotec Range Extender). If your Z-Wave device does not appear to be communicating with the controller, try plugging in a repeater approximately halfway between the Z-Wave device and the gateway.</p>

<p>My gateway won't connect to the Wi-Fi network during the first setup.</p>	<p>Before and during the first setup, make sure that your phone's Wi-Fi is switched on, your Wi-Fi router is connected to the Internet, and your phone is within direct range of the gateway. Should any of these conditions not be met, the App may display an alert similar to this:</p> <div data-bbox="253 168 721 391"></div> <p>If so, try resetting the gateway to factory defaults and retry.</p> <p>NOTE: The gateway device does not support 5GHz networks or nonpassword-protected Wi-Fi hotspots. When no supported networks are found, the app displays an alert as shown below. In this case, try configuring your Wi-Fi network to use the 2.4GHz frequency range, or if it already does, make sure it is password protected</p>
<p>How can I reset my gateway?</p>	<ol style="list-style-type: none">1. Wi-Fi Reset: Press and hold for 5-9 seconds. This will set the Wi-Fi network settings back to factory defaults. Connect to the plughub_#### Wi-Fi network to reconfigure it back to the Wi-Fi network. This will not change/modify or delete devices and/or the Z-Wave network. The LED status light will blink once per second as confirmation. This also indicates the Wi-Fi is ready to be setup.2. Soft Reset: Press and hold for 10-19 seconds. This will remove all paired devices and reset user settings, while maintaining your connection to the Wi-Fi network. The status LED blinks rapidly as confirmation while deleting the Z-Wave network.3. Factory Reset: Press and hold the reset button for 20+ seconds. This will restore all factory defaults, including disconnecting from the Wi-Fi network, removing all paired Z-Wave devices, and resetting all user settings. NOTE: This does not remove the gateway from the account it was setup or registered to.
<p>Where is the reset button on my gateway?</p> <div data-bbox="69 1192 221 1341"><p>Reset button</p></div>	<p>The gateway has only one button, used for resetting the device. Easy to find, it is located on the top of the device. See the above section for instructions on how to reset the gateway.</p>

<p>How can I connect my gateway to a different Wi-Fi network?</p>	<p>NOTE: The gateway does not support 5GHz networks or nonpassword-protected Wi-Fi hotspots.</p> <p>There are two ways to connect the gateway to a different Wi-Fi network:</p> <ol style="list-style-type: none"> 1. Removing the gateway from the account: <ul style="list-style-type: none"> • Reset Wi-Fi as explained in How Can I Reset My Gateway? (first option) • On 'Select Location' screen of your App, press 'Your Gateway Location' until you are prompted to remove the gateway. Hit 'Yes.' • Once the gateway is removed from your account, hit the 'plus icon' as if you were adding a new gateway and follow the instructions. • Once you are connected to the gateway's Access Point (plughub_####), go back to the app and select the new network you want to connect your gateway to and enter the password. • Your gateway should be connected within a couple of minutes. 2. Without removing the gateway from the account: <ul style="list-style-type: none"> • Reset Wi-Fi as explained in "How can I reset my gateway?" (first option) • Then, on your App, hit the 'plus icon' as if you were going to add a new gateway and follow the instructions. • Once you are connected to the gateway's Access Point (plughub_####), go back to the app and select the new network you want to connect your gateway to and enter the password. Then, you will get an error message saying that the gateway already belongs to another user. Hit 'OK.' The gateway should have already picked up the new Wi-Fi and be online.
<p>I don't have an internet connection on my phone after resetting my gateway (factory or network).</p>	<p>You might run into connectivity issues, if you previously set up your gateway on your mobile phone and your phone was once connected to—and remembers—the gateway's Access Point (plughub ####). Most mobile phones reconnect to known networks automatically. If this is the case, simply open your phone's network settings and connect back to your home network (alternatively, you can have the phone forget the gateway's SSID to prevent this issue later on).</p>
<p>My Z-Wave device can no longer be controlled from my app.</p>	<p>Make sure the device is within range. Certain obstructions decrease the Z-Wave range. For more information on the range of Z-Wave devices, see the section "What is the range of my gateway." Check battery status for battery-operated devices. Make sure the device is not blocked or contained by metal objects. You can try placing the affected device in a closer position to the gateway. If moving it closer does not fix the issue, reconnect it. To connect it again, please try excluding the device from the gateway and adding it again within three (3) feet.</p>
<p>My device was detected but is not properly configured.</p>	<p>If after inclusion the device is not showing up or is misbehaving (e.g., not showing any buttons or lacking device features), you should exclude it and re-include. If the device is in the pairing wizard list, it should configure properly after re-inclusion.</p>

Can I use a device as a trigger in a routine?	No, this isn't possible yet, although it may be available in future releases of the App. However, you can create schedule-based and manually run routines.
I can't pair a Z-Wave device to my gateway.	<ul style="list-style-type: none">• Make sure the Z-Wave device (shade or remote) is within three (3) feet of the gateway during the first setup process.• All Z-Wave Motorized products are compatible with the gateway. If you are trying to add a Z-Wave device, check the Z-Wave operation frequency (it should be the same as the gateway): U.S. 908.42 MHz. The gateway is compatible with Z-Wave-enabled devices only. Devices that speak other communication protocols will not work.• Make sure the signal is not being blocked by metal objects.• If the device was previously added to another Z-Wave network, you need to unpair it from the other network as instructed in 'How to Unpair a Z-Wave Device that Was Previously Added to a Different Network.'
How to unpair a Z-Wave device that was previously added to a different network.	<p>Follow these steps before pairing the Z-Wave device with a new gateway:</p> <ol style="list-style-type: none">1. Open the App and log in to your account.2. Open the 'Shades' screen and tap on the '+' icon to launch the device pairing wizard.3. Select 'Products.'4. Choose the shade from the list of devices and follow the instructions in the pairing wizard.5. Start the countdown and tap on 'Retry' button.6. Follow the instructions to unpair the device. Once the device is successfully unpaired press 'Try adding it again' in order to start adding the device. <p>NOTE: If you are still unable to add the device, follow the instructions that came with your device to reset it and erase previous networks. For Z-Wave Motorized Shades you can erase the previous networks from the shade by pressing and holding the programming button until the shade "jogs" once (a brief up and down movement).</p>

How to unpair Z-Wave devices.	<p>Follow these steps in order to unpair a Z-Wave device:</p> <ol style="list-style-type: none">1. Open the App and log in to your account.2. Open the 'Shades' screen, select the shade you want to unpair and press the '>' icon.3. Open the advanced settings by pressing the gear icon located in the top right corner.4. Press 'Delete' followed by 'Unpair.' This redirects you to the device pairing wizard to complete the unpairing process.
How to pair Z-Wave devices.	<p>Before you begin, confirm your operating system is:</p> <p><i>iOS version 11 or greater</i> <i>Android version 8 or greater</i></p> <p>Also, confirm that you have the latest version of the Motorization App (check for app updates on the Google Play and iOS App stores or confirm your phone is set to automatically install app updates.).</p> <ol style="list-style-type: none">1. Open the App and log in to your account2. Open the 'Shades' screen and start adding the new device (tap on the '+' icon to launch the device pairing wizard).3. Select 'Products.'4. Choose the shade from the list of devices and follow the instructions in the pairing wizard.5. Start the countdown and press the programming button on your shade (according to the instructions).6. Once the device is detected, you can name it and assign it to a room, then press 'Finish.' <p>NOTE: All shades must be added before adding remotes. Once all shades and remotes are added, you need to pair your remotes to your shades so that you can control your shades with both the app and your remotes.</p>