

GET GOING IN THREE STEPS

Set up your Smart Hub in minutes.

Three steps to get the hub online and your first DualMotion shade in the app. Plan for about five minutes.

1**STEP 01 / GET THE APP****Install & sign in.**

Scan the QR code to download the smart-home app from the App Store or Google Play. Open the app, tap **Sign Up**, verify your email, and create a password. Allow Bluetooth and local-network access when asked.

**2****STEP 02 / ADD THE HUB****Connect it to Wi-Fi.**

Plug the hub in with the supplied USB-C cable. Wait for the **red LED to flash**. In the app, tap **+ Add Device » Gateway / Hub**, choose your **2.4 GHz Wi-Fi**, and enter the password. The red LED turns steady on when the hub is online.

3**STEP 03 / ADD A SHADE****Pair your first shade.**

In the app, tap your hub, then **+ Add Subdevice** and choose **Zigbee** (DualMotion motors only pair over Zigbee). Press and hold the **Programming button** on the back of the Scrol-Control remote for 5 seconds (the motor jogs). The shade appears in the app. Name it, assign it to a room, and tap Done.

That is it. Use the app to open, close, schedule, and talk to your shades. Flip this card over for LED meanings and quick fixes.

READ THE LIGHTS

Two LEDs. That is the whole hub.

● RED · WI-FI**Steady on:** connected.**Flashing:** waiting to connect.**Off:** no power.**● BLUE · BLUETOOTH / ZIGBEE****Flashing:** ready to pair.**Steady on:** idle, devices active.**Off:** no devices paired.

SOMETHING OFF?

Quick fixes.

Hub will not pair to Wi-Fi

Confirm you are on the **2.4 GHz** network. Move the hub closer to the router for setup, then move it back.

App cannot find the hub

Allow Bluetooth and local-network access in your phone settings. Confirm the red LED is flashing.

Shade is not discovered

Hold the **Programming button** on the remote for 5 seconds to put the motor in pairing mode, then retry.

Need to start over

Press and hold the touch button on the hub for **10 seconds**. The hub resets to factory defaults.

Need more detail? The full Smart Hub User Manual covers rooms, scenes, voice control, and schedules. Ask your DualMotion Shade dealer.

Smart Hub™

Multi-Protocol Smart Home Gateway



CONNECTIVITY

Wi-Fi, Bluetooth, Zigbee

CAPACITY

Up to 128 devices

INSIDE THIS MANUAL

Contents.

Everything you need to set up the Smart Hub, connect your DualMotion shades, and run scenes, schedules, and voice control from your phone. Use the table below to jump to a section.

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Welcome to the Smart Hub.

Thank you for adding the Smart Hub to your home. The hub is the bridge between your DualMotion motorized shades and your phone. Once it is set up, I can open the app from anywhere, control any shade individually or as a group, and run scenes and schedules without touching a remote.

This manual walks you through unboxing, setup, and everyday use, in plain English. If you only want the short version, the Quick Start card in your box covers the three steps to get going. Come back here when you want rooms, groups, voice control, or schedules.

Wi-Fi

Connects the hub to your home network and the cloud.

Zigbee

Talks to DualMotion shades and other Zigbee devices.

Bluetooth

Pairs nearby Bluetooth Mesh devices and speeds up setup.

Before you begin. Have your Wi-Fi name and password handy, install the smart-home app on your phone, and plug the hub in within range of your router.

What you should find.

1

Smart Hub

The main unit. Compact, sits on a shelf or counter near your router.

2

USB-C power cable

Plugs into the hub on one end and the wall adapter on the other.

3

USB wall adapter

Supports 100 to 240 V AC. Use only the supplied adapter for safe operation.

4

Quick Start card

A single front-and-back sheet. Three steps to get the hub online.

5

This user manual

Keep it with your warranty paperwork. A digital copy is available at carsanwf.com.

6

Optional wall mount

Some orders include a small bracket and screws if you prefer to wall mount.

Missing something? Contact your DualMotion Shade dealer with your order number. Replacement parts ship from us.

02 Meet the Smart Hub.

A compact multi-protocol gateway that bridges Wi-Fi, Bluetooth Mesh, and Zigbee. One hub controls up to 128 connected devices and keeps your DualMotion shades reachable from anywhere through the app.



Buttons, ports & placement.



Front view: touch button (left) and USB-C power port (right).

1

Red LED (Wi-Fi). Shows network status. Steady on means connected. Flashing means waiting to connect.

2

Blue LED (Bluetooth / Zigbee). Shows pairing status. Flashing means the hub is ready to accept new devices.

3

Touch button. A single button used to reset the hub and to put it into pairing mode. Short and long presses do different things. See Page 12.

4

USB-C port. Power input. Use the supplied USB-C cable and wall adapter only.

WHERE TO PLACE THE HUB

- Within Wi-Fi range of your router. A clear line of sight to the router is best.
- On a shelf or counter, off the floor. Avoid metal cabinets and microwaves.
- Within reach of an outlet. The hub draws power continuously.
- Within roughly 30 feet of your shades to start, then extend as needed.




Range note. Zigbee mesh devices extend the network as you add them. Once a few shades are online, range across a typical home is no longer a concern.

04 / LIGHTS




Lights & what they mean.

Two small lights on the hub tell you everything you need to know at a glance.

RED LED (WI-FI)

 RED	Steady on	Connected to Wi-Fi and the cloud. Ready to use.
 RED	Flashing	Waiting to connect. Open the app to add the hub to Wi-Fi (Page 12).
 RED	Off	No power. Check the USB-C cable and the wall adapter.

BLUE LED (BLUETOOTH / ZIGBEE)

 BLUE	Flashing	Ready to add a new shade or device. The hub is listening.
 BLUE	Steady on	Idle. Connected devices are active and reachable.
 BLUE	Off	No paired devices. Add one through the app (Page 14).

04

Get Online.

Three steps. Install the app, sign in, and add the hub to your Wi-Fi. From there, every DualMotion shade you add is a tap away in your phone. Plan for about five minutes.

05 / BEFORE YOU START

Before you start.

A two-minute check before setup makes everything else go smoothly. Run through the list below first.

WHAT I NEED

- The Smart Hub, USB-C cable, and wall adapter.
- A smartphone or tablet running a current version of iOS or Android.
- My home Wi-Fi name and password.
- My DualMotion shades, already installed and powered on.

WI-FI REQUIREMENTS

- **2.4 GHz network.** The hub connects on the 2.4 GHz band. Most home routers broadcast both 2.4 GHz and 5 GHz under one name. If yours are separate, choose the 2.4 GHz one during setup.
- **Stable signal.** Place the hub within 20 feet of the router for setup. After it is online, the hub can move farther away.
- **Open network.** The hub does not work with captive portal networks (the ones that ask you to log in through a web page) or with enterprise security.

Heads-up. Some mesh routers separate 2.4 GHz onto a different network only during setup. If the app cannot find the hub, temporarily disable the 5 GHz band on your router, complete setup, and re-enable it.

Get the app & create an account.

The smart-home app is a free download from the Apple App Store or Google Play. Scan the QR code below to go straight to the right app, or ask your DualMotion Shade dealer for the exact app name.



Scan to install.

Open your phone's camera, point it at this code, and tap the link that appears. The App Store or Google Play opens to the correct app.

- 1 Install the app.** Scan the QR code above, or search the app store using the name your dealer provided.
- 2 Open the app.** Tap **Sign Up** and enter your email address. The app sends a verification code; enter it on the next screen.
- 3 Create a password.** At least 8 characters with a mix of letters and numbers.
- 4 Pick your country and home.** Choose your country and either create a new home or accept the default. This becomes the address your hub belongs to.
- 5 Allow permissions.** When prompted, allow the app access to Bluetooth, your local network, and notifications. Bluetooth speeds up first-time hub discovery; notifications let the app alert you when a schedule runs or a device goes offline.

One account, many devices. Sign in with the same account on any phone or tablet to control your shades from anywhere.

07 / ADD THE HUB

Add the hub to Wi-Fi.

- 1 Plug in the hub.** Connect the USB-C cable to the hub and to the wall adapter. Plug the adapter into an outlet. The red LED comes on and starts flashing within 30 seconds.
 - 2 Open the app.** Tap + **Add Device** in the top right of the home screen, then choose **Gateway / Hub** from the category list.
 - 3 Confirm the red LED is flashing.** The app asks you to confirm this on screen. If the LED is steady on, press and hold the touch button on the hub for 5 seconds until it starts flashing.
 - 4 Enter your Wi-Fi password.** Choose your 2.4 GHz network from the list (or type the name in) and enter the password. Tap **Next**.
 - 5 Wait for the hub to connect.** A progress bar runs to 100%. The red LED stops flashing and goes steady on. The app shows the hub as connected.
 - 6 Name your hub.** Give it a friendly name (Living Room Hub, Main Hub) and assign it to a room. Tap **Done**.
-

RESET THE HUB

If setup fails or you want to start over, press and hold the touch button for **10 seconds**. The red LED turns off and starts flashing fast. The hub is reset to factory defaults. Begin again at Step 2.

08 Add your Shades.

With the hub online, every DualMotion shade in your home joins the network with the same simple pairing flow. Group them into rooms, save scenes, and run schedules from there.

08 / DEVICES

Add your DualMotion shades.

Repeat the steps below for each shade. The first one usually takes a minute; the rest go faster.

Select Zigbee. DualMotion motors pair with the hub over **Zigbee**. When the app asks which protocol to use, choose **Zigbee**. The shade will not be discovered on any other setting.

- 1 Power on the shade.** Confirm the motor switch is set to I and that the shade responds to its Scrol-Control remote. A working remote is the easiest way to confirm the motor is ready.
- 2 Open the app.** Tap your hub on the home screen, then tap **+ Add Subdevice** and choose **Zigbee** when prompted. The app shows the hub searching, with the blue LED flashing on the hub itself.
- 3 Put the motor into pairing mode.** Press and hold the **Programming button** on the back of the remote for 5 seconds. The motor jogs once.
- 4 Confirm in the app.** Within a few seconds, the shade appears in the discovered list. Tap it, give it a name (Living Room Left, Kitchen North), and assign it to a room.
- 5 Test it.** Use the up, stop, and down buttons in the app to confirm the shade responds. Repeat for the next shade.

Pairing window. The hub stays in pairing mode for two minutes. If the shade does not show up in that time, tap **+ Add Subdevice** again and retry.

Rooms, groups & scenes.

A room holds the shades in one space. A group pulls shades from several rooms together. A scene runs them all at once with one tap.

CREATE A ROOM

- 1 From the home screen, tap the room name at the top, then tap **Home Management**.
- 2 Tap **Room Management**, then **Add Room**. Name it (Living Room, Bedroom, Office) and save.
- 3 Go back to the device, tap the pencil icon, and pick the new room.

CREATE A GROUP

- 1 Open any one shade in the group. Tap the pencil icon, then **Create Group**.
- 2 Tick every shade you want in the group. Tap **Save**. The group now appears alongside individual shades.

CREATE A SCENE

- 1 Tap the **Smart** tab at the bottom, then **+ Add Scene**.
- 2 Choose **Tap-to-Run**. Pick a shade or group, set its position (up, down, or a percentage), and save.
- 3 Name the scene (Good Morning, Movie Time, Goodnight) and pick an icon. Pin it to the home screen.



PART 10 / EVERYDAY USE

10 Everyday Control.

Open, close, or set any shade to a percentage. Talk to it through Alexa or Google. Schedule sunrise and sunset, or pin a scene to your phone's home screen. Daily use is one tap.

TAP. SPEAK. SCHEDULE.

10 / DAILY CONTROLS

Daily controls in the app.

Open the app, tap a shade, and you have three primary controls plus a slider.



Up. Raises the shade to its saved top limit.



Stop. Stops the shade at any position.



Down. Lowers the shade to its saved bottom limit.



Position slider. Drag from 0% (fully up) to 100% (fully down) for precise positioning. Releasing the slider sends the command.

FAVORITES & QUICK ACCESS

- Pin frequently used scenes to the home screen for one-tap access.
- Add a home-screen widget on iOS or Android for shade controls without opening the app.
- Share your home with family members so everyone uses one account.

11 / VOICE CONTROL

Voice control: Alexa & Google.

Both Amazon Alexa and Google Home work with the Smart Hub. Link the account once and every shade you add later joins automatically.

LINK WITH AMAZON ALEXA

- 1 Open the Alexa app. Tap **More » Skills & Games** and search for the skill name your dealer provided.
- 2 Tap **Enable to Use**, then sign in with your smart-home account.
- 3 Tap **Discover Devices**. Your shades appear in Alexa within 30 seconds.

LINK WITH GOOGLE HOME

- 1 Open the Google Home app. Tap **+ Add » Works with Google**.
- 2 Search for and select the same service name. Sign in with your smart-home account.
- 3 Assign each shade to a room. Speak: *"Hey Google, open the living room shades."*

Phrases that work. "Open the bedroom shades," "Close all shades," "Set the office shade to fifty percent," "Run movie time."

12 / SCHEDULES

Schedules & automations.

A schedule runs a scene at a set time. An automation runs a scene when a condition is met (sunrise, sunset, motion, or another device).

SCHEDULE A SCENE BY TIME

- 1 Tap the **Smart** tab, then **Schedule**.
- 2 Pick a time and repeat days (Monday to Friday, weekends, every day).
- 3 Choose the scene to run. Save.

SUNRISE & SUNSET

On the time picker, choose **Sunrise** or **Sunset** instead of a clock time. The app uses your home location to set this automatically, all year long.

AUTOMATION EXAMPLE

- Tap **Smart** » **Automation** » +.
- Add a condition: *When sunset arrives*.
- Add an action: *Run the Goodnight scene*.
- Save and name it. The automation runs in the background from then on.

Local execution. Most schedules run locally on the hub, so they keep working even if your internet drops. Voice commands and remote control from outside the home require an internet connection.

13 / TROUBLESHOOTING

When something is off.

PROBLEM	WHAT TO TRY
Hub will not pair to Wi-Fi	Confirm I am on the 2.4 GHz network and the red LED is flashing. Move the hub closer to the router for setup, then move it back.
App cannot find the hub	Allow the app local-network access (Settings » App permissions). On iOS, also enable Bluetooth. Restart the app and try again.
Hub keeps going offline	Wi-Fi signal is weak. Move the hub closer to the router. Reboot the router. Check for router firmware updates.
Shade is not discovered	Confirm the motor is on and the remote works. Hold the Programming button on the remote for 5 seconds to put the motor in pairing mode, then retry from the app.
Shade is discovered but unresponsive	Move the hub closer to the shade for first connect. Once paired and stable, the hub can move back.

13 / TROUBLESHOOTING

More common scenarios.

PROBLEM	WHAT TO TRY
Voice commands fail	Re-link the skill in Alexa or Google Home, then run Discover Devices again. Make sure the device names in the app are short and unique.
Schedule did not run	Confirm the hub is online and the schedule is enabled. Check that the days and time zone are correct in the app.
Lost phone or new phone	Reinstall the app and sign in with the same account. Every device and scene comes back automatically.
Selling the home / starting over	Press and hold the touch button on the hub for 10 seconds. The hub resets to factory defaults and any old accounts lose access.
Adding a second hub	Repeat the Add the Hub flow. Each hub manages its own devices. Use room names to keep them organized.

Still stuck? Contact your DualMotion Shade dealer with the hub model number, the symptom, and what you have already tried. Most issues are resolved on the first call.

Care, safety & environment.

ROUTINE CARE

- Dust the hub housing with a soft dry cloth. Never spray cleaner directly on it.
- Keep the air vents clear; do not stack books or fabric on top of the hub.
- Keep the USB-C connector dry and free of dust.

SAFETY REMINDERS

- Indoor use only. Do not expose the hub to direct rain, immersion, or extreme humidity.
- Use only the supplied USB-C cable and wall adapter. Off-brand chargers may damage the hub and void the warranty.
- Do not open, modify, or attempt to repair the hub. There are no serviceable parts inside.
- Keep small parts and packaging away from children and pets.

OPERATING ENVIRONMENT

- Operating temperature: 0 °C to +40 °C (32 °F to 104 °F).
- Operating humidity: 10% to 90% relative, non-condensing.
- Place on a flat, stable surface with at least 4 inches of clearance on each side.

End of life. Do not place the hub in regular household waste. Contact your dealer or local recycler for safe disposal of electronics.

14 / SPECIFICATIONS

Specifications.

WIRELESS

Wi-Fi	IEEE 802.11 b/g/n, 2.4 GHz (channels 1 to 14)
Bluetooth	BLE 5.0 (Bluetooth SIG Mesh)
Zigbee	IEEE 802.15.4, Zigbee 3.0 standard
Wi-Fi frequency	2.400 to 2.4835 GHz
Zigbee frequency	2.405 to 2.480 GHz
Antenna	Integrated PCB (1 dBi)

RANGE & CAPACITY

Wi-Fi range	Up to 175 m line of sight
Zigbee range	Up to 210 m line of sight
Bluetooth range	Up to 140 m line of sight
Connected devices	Up to 128 sub-devices
Local control	Scenes and groups run locally when offline
OTA updates	Supported over Wi-Fi

POWER

Power input	USB-C, 5 V DC
Wall adapter	100 to 240 V AC, 50 / 60 Hz
Operating temperature	0 °C to +40 °C

Warranty & support.

LIMITED WARRANTY

A **3-year limited warranty** on the Smart Hub against manufacturer defects in materials and workmanship under normal residential use. Coverage runs for 3 years from the date of purchase by the original retail customer.

- **Coverage period:** 3 years from date of purchase.
- **What is covered:** manufacturer defects in materials and workmanship under normal residential use.
- **What is not covered:** damage from misuse, off-brand chargers, unauthorized service, water exposure, or normal wear.
- **How to claim:** contact your DualMotion Shade dealer with your order number and a description of the issue.

SERVICE AND SUPPORT

Start with your DualMotion Shade dealer. They have your installation file and can resolve most issues directly. Have your dealer name, order number, and hub serial number on hand.

**One hub. Every shade. One
simple app.**
