Home Decorator Collection: Motorized Shade FAQ's

1. **How do I operate the motor module once I put it in the shade?**

Out of the box, the motor module will not operate until calibrated. Calibration defines the upper & lower limits of shade travel customized to your window size. The free smartphone Shade App or optional remote control are required to perform calibration. Once the motor module is calibrated, you can operate the shade it is connected to via your smartphone, optional remote or the button on the electronic shade endcap.

2. **How many motorized shades can the remote operate at the same time?**

The optional Bluetooth remote control is capable of operating up to 6 shades either individually or simultaneously.

3. **How many motorized shades can the App control?**

There is no limit to the number of motorized shades the smartphone Shade App can control.

4. **Where can I find the App?**

The Shade App is available on the App Store (for Apple devices) or on GooglePlay (for Android devices). Search terms include Shade App, Home Decorators Collection, The Home Depot or similar terms.

5. **Will motor modules work with any shade?**

No, the Cellular Shade Motorization Kit or Cellular Shade Motorization Kit with Remote are for use with Smart Home Compatible Home Decorators Collection Cellular Shades. For complete details on the Shades that are compatible with Motorized Kit; please look up the item number at homedepot.com/windowtreatments.

6. **Can I connect my motorized shade(s) to Amazon Alexa or Google Home?**

Integration with Amazon or Google hubs are planned in the future but, for initial launch, controls are limited to the free smartphone Shade App, optional Remote Control or the button on the electronic shade endcap.

7. **How often does the motor module need to be charged?**

On average, the integrated lithium ion battery in the motor module (fully charged) will run up to a year before charging is necessary. That said, battery runtimes are relative to the size of the shade and how often you move the shade per day. Larger shades and more frequent use will increase the need to charge more frequently.

8. **Can I connect my motorized shade(s) to my home router?**

No, your home router uses WIFI to send and receive data where the motor module utilizes Bluetooth.

9. **Can I control my shade(s) when I am away from home?**

Currently, the range for shade control is limited to the Bluetooth signal from your smartphone or the optional remote control. That said, planned integration with Amazon or Google hubs in the future will allow control away from home.

10. **Can I sync shade(s) to open/close at the same time?**

Yes, using either the smartphone Shade App or optional Remote Control will allow motorized shades to be controlled simultaneously. With the Remote Control, you can control up to 6 shades at the same time. With the Shade App, shades within the same Group can be operated at the same time or schedules can be created to automatically have a group a shades move at predetermined times of day or days of the week.

11. **How do I program my shade(s) to open/close on their own?**

Programming and setting schedules for motorized shades requires the free smartphone Shade App. Once downloaded, you can program schedules for Groups of shades either by day (Advance Mode) or by

weekday/weekend (Simple mode). Once schedules are created, you will be prompted to save your schedule. Saved schedules are then sent and stored in the memory of the shade motor module.

12. What is the difference between "simple" or "advanced" schedule?

A "simple" schedule allows you to create schedules that are the same for every day of the week or weekend. An "advanced" schedule allows you to create a different schedule for every day of the week independently.

13. Using the smartphone App, why do I need to create a Group?

Creating Groups allows for better organization of multiple shades. Typical group names are: Living Room, Master Bedroom, Dining Room, etc. but you can also create groups within the same room if you want custom control of upper and lower windows for instance.

14. I can't connect to my shade(s) – what can I do?

First, check to make sure the motor module battery is charged. Also, If you're also using the optional remote control, ensure the AAA batteries required for remote operation are new.   Once you've confirmed battery power is acceptable, you may need to RePAIR to the motor module(s) in your shades. Follow the pairing instructions for the remote control or go to settings in the smartphone Shade App to RePAIR the Bluetooth connection.

15. Why do I have to calibrate my shade(s)?

Motor module calibration ensures the shade operates within its window frame size. Without calibration, a shade could accidentally be operated beyond their physical limits; which promotes shade damage.

16. What is a "favorite" or custom position?

A "favorite" position is a location anywhere between fully open or fully closed positions. Often, this position is a halfway point and used to block afternoon sun but still allow a view to the outside.

17. I pulled the shade after the motor was installed… now what?

Once a motor module is installed, you should NEVER pull the shade manually. A motorized shade will not only provide a significant amount of tension if you try to pull it but, the act of pulling could damage the shade. Of course, accidents happen and, in an effort to avoid or reduce damage, the motor module will reset to factory settings if a shade pull has been detected.   If this happens, the motor module will need to be recalibrated using the Shade App or the optional remote control.

18. In the Shade App, how do I add my shade(s)?

Once you've created a group name (e.g. Living Room), a group tab will be created. Select the group tab and you will be prompted to add a shade by tapping the (+) icon in the upper right of the screen. Tapping this icon will then start the setup and calibration process. Once you create a name for your shade and complete calibration, a control tab will be created for that specific shade in the group you designated.

19. How do I rename my shade(s) in the Shade App?

Each shade has a setting icon in its control tab. Select the icon (gear shape) and choose "Name". From there, you will be prompted to enter the new name you'd like for that specific shade.

20. Can I move a shade from one Group to another?

Yes. Each shade has a setting icon in its control tab. Select the icon (gear shape) and choose "Group". From there, if another Group has previously been created then you can select that Group to move your shade there.

21. Can I recalibrate my shade?

Yes. Each shade has a setting icon in its control tab. Select the icon (gear shape) and choose "Calibration". From there, you will be prompted to start the calibration process and overwrite your current calibration settings.

22. What happens if I delete my shade?

In shade settings, there is an option to "delete" your shade. This process will not only remove the shade from the Shade App but also reset the motor module in the shade back to factory settings. This process is necessary, for example, if you decide to remove a motor module and install into a different shade. To delete a shade, you must have an active connection with the motor module in the shade.

23. How do I rename or delete a Group?

From the Groups menu, select the group tab you want to edit. That specific group screen will then appear and, at the top right of the screen, you'll see the (⋯) icon. From there, you can rename your group or delete it. In order to delete a group, shades associated with that group need to be moved to another group or deleted.

24. Can other smartphone(s) control my shade(s) as well?

Yes, but you'll need the Shade App and physical access to each shade to complete the pairing process. The new user can then organize shades using their own group and shade names. That said, only one Bluetooth device can connect at a time so if one user is already connected then another user will not be able to connect. IMPORTANT: if one user creates a schedule and another user creates a different schedule, the last schedule created will be implemented.

25. I have the optional remote control but the Shade App on my smartphone isn't connecting to my shades… what happened?

The remote control features Bluetooth and communicates with the motor module the same way the smartphone Shade App does. Since only one Bluetooth connection is allowed at a time, it is likely the remote control is connected to your shades. Once remote use is discontinued, its Bluetooth connection should free up within 60 seconds.

26. My shade is flashing a RED light… what does that mean?

A flashing red LED light indicates a low battery state. To correct this, connect the AC adapter to the electronic endcap and charge the battery until the flashing red light stops.

27. How do I completely erase and reset the motor module in my shade?

To manually erase and reset the motor module, hold the electronic endcap button for 10 seconds and until the LED light flashes RED and BLUE. Alternatively, using the Shade App, go to shade settings by tapping the setting icon in its control tab. From there, selecting "Delete" will erase and reset the motor module associated with that shade.

28. Where can I find the optional solar panel?

The solar panel accessory will be available on HomeDepot.com in Q1 2020.