



SMARTWINGS

Matter Getting Started



INS-102-C040

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Before You Pair Your Matter Shades



Matter-Compatible Smart Home Hub

A Matter-compatible smart home hub could be a software update away on your current hub. If starting anew, check the complete device lists from Apple, Google, Amazon Alexa, and Samsung SmartThings.

Thread Border Router

A Thread border router may already exist in a device you own.

Some smart home hubs double as Thread border routers, eliminating the need for two separate devices. Check the following Matter-compatible hubs that also serve as Thread Border Routers:

Apple Home

Pair and manage your Matter accessories using the Apple Home app on your iOS device. To add supported Matter accessories to the Home app, you need to set up a home hub using one of the following devices: HomePod (2nd gen), HomePod mini, Apple TV 4K (2nd gen), or Apple TV 4K (3rd gen, 128 GB).



Scan the QR code to learn more.



Google Home

Control 3rd party Matter-enabled devices with the Google Home app or Google Assistant, using a Google device as a Matter hub.

Updated devices include: Nest Hub (2nd gen), Nest Hub Max, Nest Wifi Pro. Use the latest Google Home app version to pair and control Matter devices.

Required software: Android 8.1+/iOS 16.5+.



Scan the QR code to learn more.



Before You Pair Your Matter Shades

Amazon Alexa

Starting with Echo (4th generation).



Scan the QR code to learn more.



Samsung SmartThings

To pair and control Matter devices, use the SmartThings app. Ensure your setup includes Samsung Matter controllers such as the SmartThings Hub v3 or SmartThings Station.

Additionally, your mobile device should have the SmartThings app installed: for Android devices, the SmartThings App must be version 1.7.91 or above, and for iOS devices, you must be running on iOS 16.2 or above and have the SmartThings App version 1.6.94 or higher.



Scan the QR code to learn more.



Function



Scene Control



Voice Control



Group Control



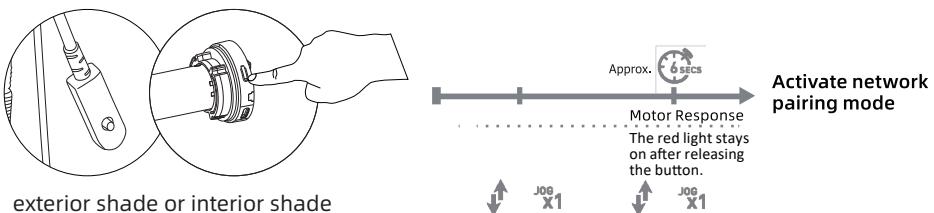
Timed

Activate Network Pairing Mode

Instructions for : Roller Shade, Zebra Shade, Woven Wood Shade, Dual Shade, Roman Shade, Outdoor Shade.

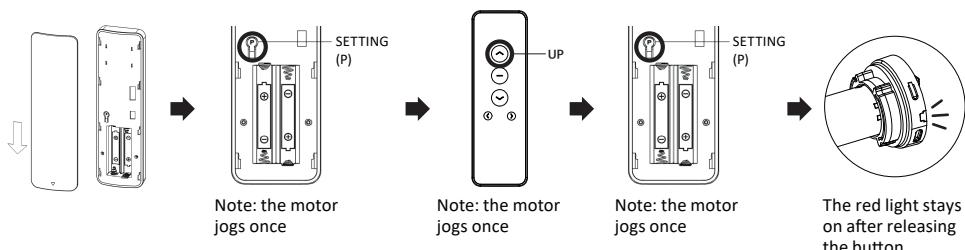
Method One:

Press and hold the P1 button on the motor head for 6 seconds until the motor jogs twice, then release the button. When the red LED light is on, it indicates that you have entered the pairing mode.



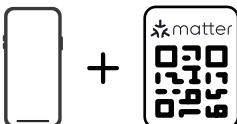
Method two:

Remove the rear battery cover of the remote, then sequentially press the left P button (1 jog), UP (1 jog), and P (1 jog). When the red LED light is on, it indicates that you have entered the pairing mode.



Note: Please ensure that the displayed channel on the remote corresponds to the shade you intend to adjust. When pressing the 'up' button, the 5-channel remote should not display all 5 indicators lit up, and the 15-channel remote should not show as 0.

Add Matter Device



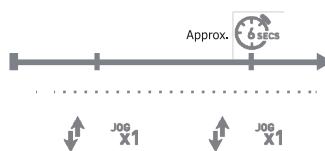
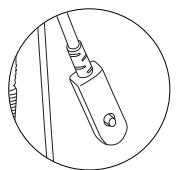
Scan the QR code stick on the shade to add it.

Activate Network Pairing Mode

Instructions specific to Zipper Windproof Outdoor Shade.

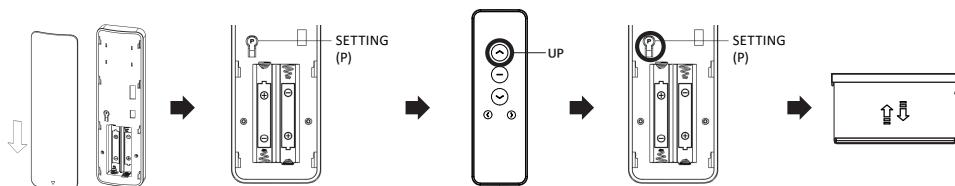
Method One:

Press and hold the P1 button on the motor head for 6 seconds. The motor will jog twice. After releasing the button, it will beep once to indicate it's in pairing mode and ready for app connection.



Method two:

Remove the rear battery cover of the remote, then sequentially press the left P button (1 jog), UP (1 jog), and P (1 jog). When the motor jogs once and beep once, it indicates that you have entered the pairing mode.



Note: Ensure that the operations are performed on the correct channel corresponding to the motor you wish to pair.

Add Matter Device



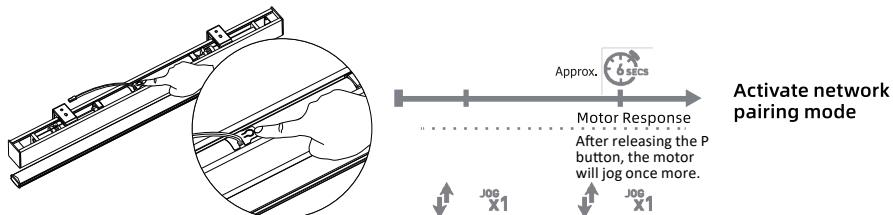
Scan the QR code stick on the shade to add it.

Activate Network Pairing Mode

Instructions specific to Hazel Cellular Shades.

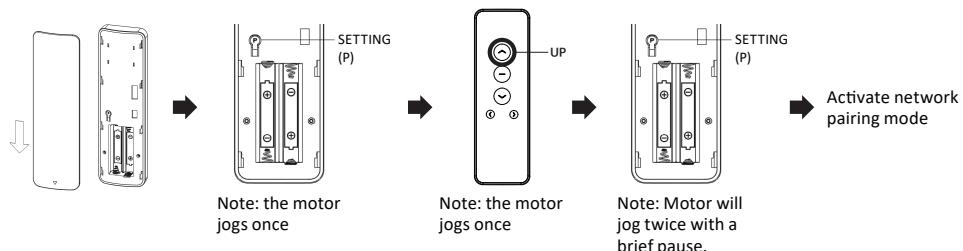
Method One:

Press and hold the P1 button on the motor head for 6 seconds until the motor jogs twice, then release the button. After a brief moment, the motor will jog once more, indicating that you have successfully entered the pairing mode.



Method two:

Remove the remote's rear battery cover, press the left P button (1 jog), UP(1 jog), and P(1 jog). A subsequent jog indicates entry into pairing mode.



Note: Please ensure that the displayed channel on the remote corresponds to the shade you intend to adjust. When pressing the 'up' button, the 5-channel remote should not display all 5 indicators lit up, and the 15-channel remote should not show as 0.

Add Matter Device



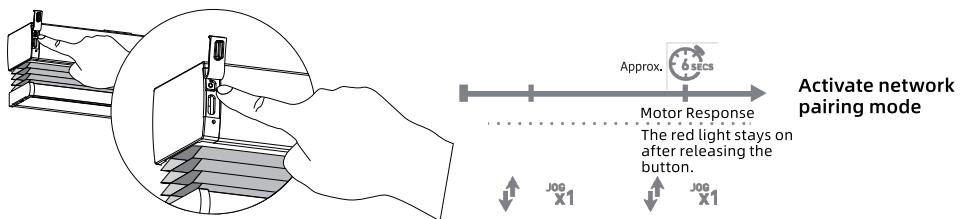
Scan the QR code stick on the shade to add it.

Activate Network Pairing Mode

Instructions specific to Nowa Cellular Shades.

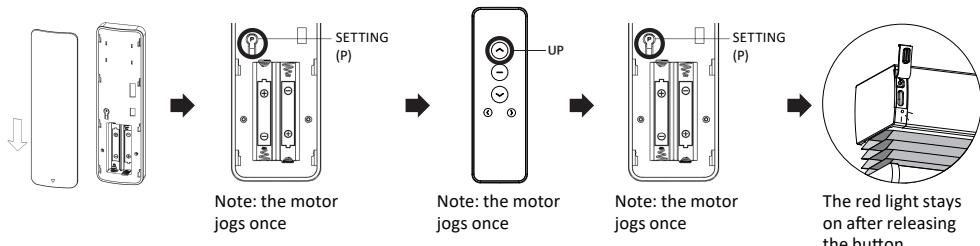
Method One:

Press and hold P1 on the motor head for 6 seconds until the motor jogs twice, then release. When the red LED light is on, it indicates that you have entered the pairing mode.



Method two:

Remove rear battery cover of remote, press P button (1 jog), UP (1 jog), and P (1 jog). When the red LED light is on, it indicates that you have entered the pairing mode.



Note: Please ensure that the displayed channel on the remote corresponds to the shade you intend to adjust. When pressing the 'up' button, the 5-channel remote should not display all 5 indicators lit up, and the 15-channel remote should not show as 0.

Add Matter Device



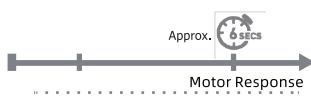
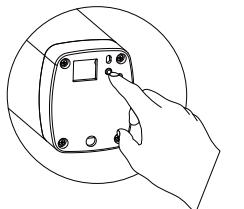
Scan the QR code stick on the shade to add it.

Activate Network Pairing Mode

Instructions specific to Motorized Drapery.

Method One:

Press and hold the P1 button on the motor head for 6 seconds until the motor flashes twice then release the button. When the red LED light is on, it indicates that you have entered the pairing mode.



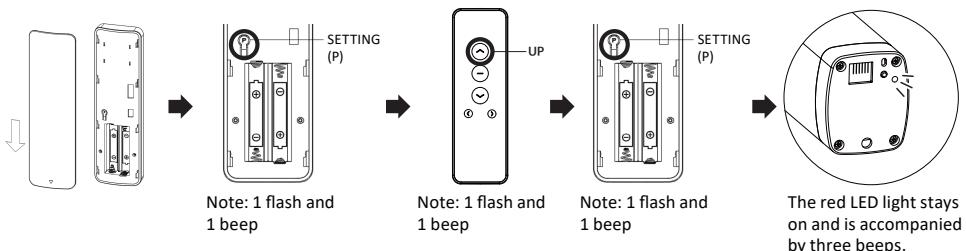
Motor Response

Activate network pairing mode

Release the button, the red LED light stays on and is accompanied by three beeps.

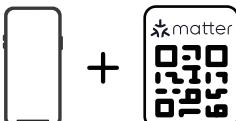
Method two:

Remove the rear battery cover of the remote, Press the left P button (1 flash and 1 beep), UP (1 flash and 1 beep), and P (1 flash and 1 beep), When the red LED light is on, it indicates that you have entered the pairing mode.



Note: Please ensure that the displayed channel on the remote corresponds to the shade you intend to adjust. When pressing the 'up' button, the 5-channel remote should not display all 5 indicators lit up, and the 15-channel remote should not show as 0.

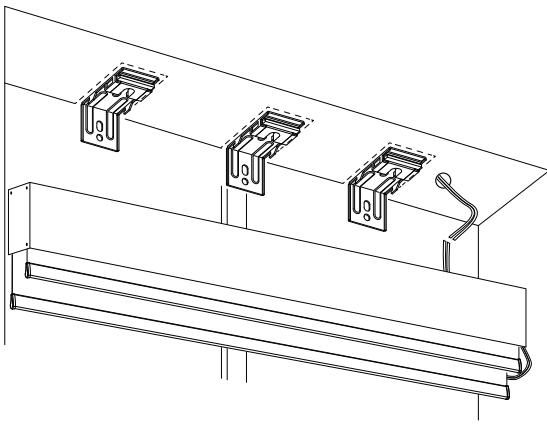
Add Matter Device



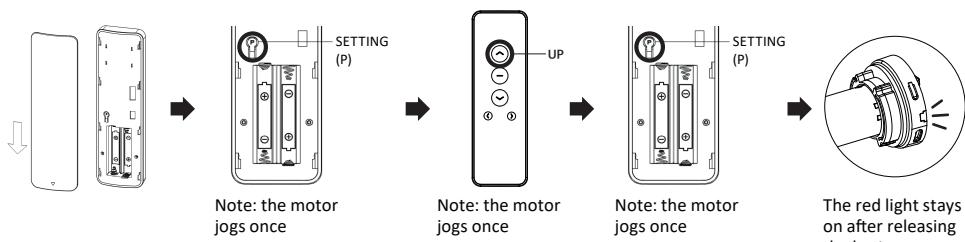
Scan the QR code stick on the shade to add it.

Activate Network Pairing Mode

Instructions for: Hardwired Harmony Duo Plus Dual Shade.



Remove the rear battery cover of the remote, then sequentially press the left P button (1 jog), UP (1 jog), and P (1 jog). When the red LED light is on, it indicates that you have entered the pairing mode.



Note: Please ensure that the displayed channel on the remote corresponds to the shade you intend to adjust. When pressing the 'up' button, the 5-channel remote should not display all 5 indicators lit up, and the 15-channel remote should not show as 0.

Add Matter Device



Scan the QR code stick on the shade to add it.

Sharing Your Matter Shades Between Ecosystems

One of the features of Matter is Multi-Admin which lets you share your Matter-compatible smart home device between ecosystems. Using this feature, it can be controlled by any or all of Apple Home, Google Home, Amazon Alexa, and Samsung SmartThings simultaneously!

Apple Home

1. In the Home tab, tap on the shade you want to share.
2. Scroll all the way down to the bottom of the control and settings screen.
3. Tap "Turn On Pairing Mode"
4. A prompt will appear saying "Accessory Ready to Connect".
5. Tap "Copy Code" and perform the following steps within 15 minutes.
6. Open the app of the ecosystem you want to share the shade with.
7. Begin the flow for adding a new device, select Matter if the device isn't automatically detected, and paste the code from the Apple Home prompt into the manual pairing code input

Google Home

1. Open the settings for the shade you want to share by either of the following methods:
 - a. Long press on the device card and tap on the gear icon at the top right
 - b. Navigate to the Settings tab and tap on the device under "Devices, groups & rooms"
2. Tap "Linked Matter apps & services" and then "Link apps & services".
3. Choose one of the provided options:
 - a. If the app for the ecosystem you want to share the shade with appears in the list, tap it and you'll be walked through the remainder of the flow.
 - b. If the app you want to share with does not appear and you want to pair with an app on the same phone/tablet, tap "Use pairing code" and then "Copy pairing code". Open the app of the ecosystem you want to share the shade with. Begin the flow for adding a new device, select Matter if the device isn't automatically detected, and paste the code from the Google Home prompt into the manual pairing code input.
 - c. If the app you want to share with does not appear and you want to pair with an app on a different phone/tablet, tap "Share with QR code". Open the ecosystem app you want to share with on the other phone/tablet, begin the flow for adding a new device, and scan the new QR code.

Sharing Your Matter Shades Between Ecosystems

Amazon Alexa

1. In the Devices tab, tap on the shade you want to share.
2. Tap on the gear icon at the top right.
3. Tap "Other assistants and apps"
4. Tap "Add another"
5. Wait for the new setup code to be generated, then tap Copy.
6. Open the ecosystem app you want to share with, begin the flow for adding a new device, and enter the setup code provided by Alexa.

Samsung SmartThings

1. In the Favorites or Devices tab, tap on the shade you want to share.
2. Tap the triple dots at the top right and then "Share with other services"
3. Choose one of the provided options:
 - a. If the app you want to share with on the same phone/tablet appears in the "Available services" list, tap "Share" and you'll be walked through the remainder of the flow.
 - b. If the app you want to share with on the same phone/tablet does not appear in the "Available services" list, tap "QR code" and then tap the 11-digit code to copy it to the clipboard. Open the app of the ecosystem you want to share the shade with. Begin the flow for adding a new device, select Matter if the device isn't automatically detected, and paste the code from the SmartThings prompt into the manual pairing code input.
 - c. To share with an app on another phone/tablet, tap "QR code, Open the ecosystem app you want to share with on the other phone/tablet, begin the flow for adding a new device, and scan the new QR code.

Frequently Asked Question

1. How can you check whether the device and the Home architecture are updated to the latest version?

- Please update to the latest version before using, browse this link to check the version: <https://support.apple.com/en-us/102287>.

2. If the app indicates that "Accessory Already in Another Home", what should you do?

- Please update to the latest version before using, browse this link to check the version: <https://support.apple.com/en-us/102287>.
- After confirming the previous issue, please follow these steps: enter the pairing mode. Please refer to the manual for detailed instructions, and then try scanning the QR code again.

3. If the "Home" shows "Opening" but the shades are not responding and the red and green lights are flashing alternately, what should you do?

- That indicates the upper and lower limits are not set. Please check the upper and lower limits using the remote before proceeding with the smart pairing.

Note: If you choose the Hazel series of Cellular Shades, there will be no indicator light.

4. If "no response" or "offline" appears during the connection process, what should you do?

(1) Troubleshooting

- Update your iOS to the latest software.
- Check if the motor antenna is intact.
- Check the distance between the Wi-Fi / Thread border router and the hub and Wi-Fi Signal Strength
- Check the distance between your device and the shade and whether there are walls that may affect the connection.

Frequently Asked Question

(2) Unplug and plug device

• Restart all home hubs (HomePod, HomePod mini, Apple TV 4K) to control the blind by unplugging them and then plugging them back into power.

(3) Power off and power on shade

• Hardwired Shades: unplug and then plug them back into power.
• Hazel series of Cellular Shades: unplug the external battery and then plug it back into power.

• If you choose a battery motor, follow these steps:

Method 1 (orders before May 2024):

1. Press the P button on the back of the remote until the motor jogs once.
2. Press UP+STOP+DOWN for 5 seconds until the motor jogs once.
3. Wait 10 seconds, repeat step 2, and the motor enters working mode.

Method 2 (orders before May 2024):

Press and hold the P button on the back of the remote for 5 seconds until it jogs twice. Wait 10 seconds for the motor to enter working mode automatically.

5. If you have already confirmed the steps above and it's still not working, what should you do?

• Please remove the device and add it again or restore the factory reset.



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