

Home Hub

Troubleshooting Guide

Home Hub Troubleshooting guide

Click a bullet point to access page quicker

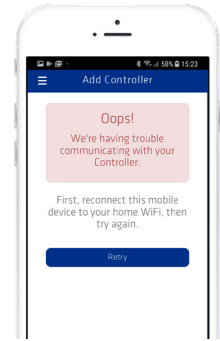
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Problems connecting to the Home Hub hotspot

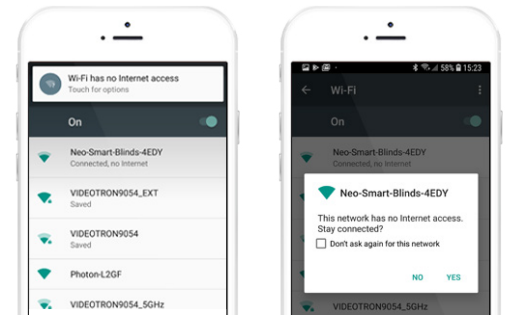
While the WiFi signal may look strong before you connect, it can significantly drop in intensity while the One Touch™ Controller is transmitting information. Keep your phone or tablet within a few feet to minimize transmission problems. Please check the information below regarding some phones.

If the problem persists, contact technical support.



Important notice for Android users

After connecting to the hotspot, you should wait about 10 seconds before returning to the App. Your phone may notify you that this access point does not have Internet access, and ask you whether you want to remain connected. You should confirm that you do before pressing "Next" in step 3, otherwise you will see an error message in the App.



Important notice for Samsung Galaxy 8 Note users

Some owners of Samsung Galaxy Note 8 are experiencing Wi-fi connection problems. When adding a Home Hub, the phone won't be able to connect properly to the Home Hub's hotspot and the App won't go further the step 3. Until Samsung fix this problem in future updates, the only solution for now is to use another phone to add the Home Hub to your account. As a last resort, you can also use our web App to add the Home Hub to your account. Adding blinds, controlling the blinds and creating schedules can be done using the App in the Samsung Galaxy Note 8 without problems.

One Touch™ Home Hub didn't come online

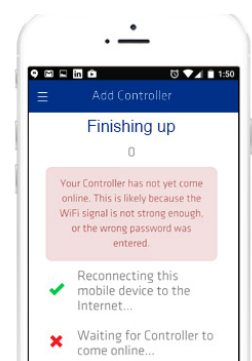
This can happen for a few reasons:

The wrong WiFi credentials (i.e. combination of network name and password) were provided. We suggest verifying you can connect with another device (e.g. phone or tablet) using those WiFi credentials before trying again. If you see this error message and your Home Hub is blinking blue, it is because the wrong credential were provided.

The WiFi signal is not strong enough. Even with the right credentials, your controller will fail to connect if it doesn't get a strong signal from the router. Move it closer and try again. Your controller will be blinking green or blue rapidly if this is the problem.

Your WiFi network does not have access to the Internet, or your internet is being blocked by a firewall. Your controller will be blinking green very slowly if this is the problem.

A firewall is blocking your Home hub access to our servers. Your Home Hub will be alternating between flashing cyan/blue-green and orange if this is the problem. Make sure to configure your firewall to allow outgoing CoAP TCP connection to 54.208.229.4 on port 5683.



One Touch™ Home Hub shows offline in the App

Various things could cause your Home Hub to stop working normally. First, ensure it is connected to a wall charger and has power, then check if the light located on the back of the Home Hub is on.

Quick Fix

In most cases, the problem can be solved by restarting the Home Hub. Press once the "R" button on the back of the Home Hub, then observe the light colour and behavior. Is the light slow pulsing cyan (blue green)? If yes, it means it's back online. Open the One Touch™ App, go to the "Your Controllers" page and tap on the refresh icon in the upper right corner to update the Home Hub status. If the problem persists, check the list below to know what's happening with the Home Hub and how to properly troubleshoot it.

The light is blinking green




It can be a problem related to the Wifi credentials, caused by replacing the router or changing the Wifi network name and/or password. In these cases, you will need to delete the Home Hub from the App, clear the old credentials by holding the "S" button for 10 seconds and adding it again to the App using the new Wifi credentials.

If your router was moved recently, leaving the Home Hub out of its signal range, unplug the Home Hub and plug it somewhere central in the house closer to the router.

The Home Hub should come online automatically.


If none of the above solutions fix the problem, reboot your Wifi router and try again.

The light is slow pulsing magenta

 Something went wrong during the firmware update and the Home Hub entered safe mode. Press once the "R" button on the back of the Home Hub to reboot it. It should start blinking magenta, indicating that the firmware update has started progress.

Please read the topic "The light is blinking magenta" to know more about this.

The light is blinking magenta

 A firmware update is in progress. This process normally takes up to 5 minutes to complete. Do not turn off power to the Home Hub during this time. After the update is complete, the Home Hub will come back online automatically. You can visually confirm by looking at the light, which will be pulsing cyan. The App will also indicate that Home Hub is online. If the app still says that the Home Hub is offline, go to the "Your Controllers" page and tap on the refresh icon in right upper corner to update the Home Hub status.

How to operate the motor using the remote control

LOUVOLITE **OneTouch** ENGLISH
ADVANCED LIGHT CONTROL

SETUP CODE

L 2019

Getting to know your Smart Controller

Smart Controller Status:
Flashing blue - Factory available
Flashing green - Connecting to the WiFi network
Flashing red/blue-green - Connected to the Internet

Getting Started

- Download the Neo Smart Blinds app**
Download the app to your phone or tablet by searching **Neo Smart Blinds** on Google Play or the App Store.
Note: Do not install Neo Smart Blinds Blue.
- Plug in your Smart Controller in reach of your home WiFi**
Choose a place not too far from your home router or a place you know has good WiFi signal strength. You will be able to change its location after, if necessary.
- Create an account and choose the setup code written on the cover**
After opening the app, tap on Create one to create a new account. Enter a valid email address and choose a password. Select the region time zone from the place where the Smart Controller will be located. Choose the setup code written in the cover and tap on Register.
- Follow the app step by step to add the Smart Controller**
Have in hand the home WiFi password. It will be necessary to connect the Smart Controller to the Internet.
Note: Some Android users won't be connected quickly to the hotspot. If it is the case, please wait about 10 seconds before returning to the app. During this time, your device may notify you that the hotspot does not have Internet access, and will prompt you whether you want to remain connected. You need to select the option that will allow you to keep connected before returning to the app.

System requirements

- A strong WiFi signal (3 bars or more) in the location where you will setup your Smart Controller.
- The Smart Controller only supports 2.4GHz WiFi (IEEE 802.11b/g/n), not 5GHz. WiFi security needs to be set to WPA-PSK or WPA2-PSK.
- A smartphone or tablet running Android 5.0 (Lollipop) or higher, or iOS 8 or higher is needed.

Troubleshooting

The home WiFi doesn't appear in the step 4
Try repositioning; if the problem persists, you will need to reposition the Smart Controller to a place with stronger WiFi signal. In this case, exit the process (tap on the menu, then tap Your Rooms), replace the Smart Controller and start over.

The Smart Controller LED in the bottom is not blinking blue
The process falls in the last step
Press the S button for 10 seconds, then press the R button once and start over. Pay special attention when typing the WiFi password.

Need More Help?
Visit www.louvolite.com/home-hub/app-troubleshooting/ for detailed instructions about how to use the app and troubleshooting.

Integrations

Smart home devices
Visit www.louvolite.com/home-hub/connection-home-hub/ for detailed information about connecting to Amazon Alexa and Google Home.

Control4
Please send an email to smart.support@louvolite.com with your name, your email and your company's name. This information is necessary to always send you any further driver update.

Legal Information

FCC
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 properly used and installed, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If interference does occur, you may need to take 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/television technician for help.

Canada transmitter model FCC ID: C21100101
This equipment is a Class B digital device in accordance with the Interference-causing equipment, the approval number for this transmitter must be installed to provide a separation distance of at least 20 centimeters and must not be co-located or operated in conjunction with any other antenna or transmitter.
This device complies with Industry Canada's license-exempt RSSI. Operation is subject to the following two conditions:
• This device must not cause interference.
• This device must accept any interference, including interference that may cause unintended operation of the device.
This document respects the intellectual property of Louvolite.
© 2019 Louvolite Inc. All rights reserved. L2P 001002 and users can also see Canadian Registration of RF emissions and compliance.
Constant transmitter model IC: C21100101
This equipment must be installed and operated with a minimum distance of 20 centimeters between the antenna and your body.
To see the full instructions, visit www.louvolite.com

LOUVOLITE
POWERED BY NEO SMART BLINDS

Please use the link below to download the motor programming and operating instructions.

Your setup code is
L 2019
DOWNLOAD

The blind does not acknowledge the pairing signal in step 4

If it doesn't work after several attempts you should try one of the following:

Ensure the blind is actually in Pair-Mode. A blind will automatically exit Pair-Mode if it isn't sent a pairing signal within several minutes.

To ensure a blind is in Pair-Mode:

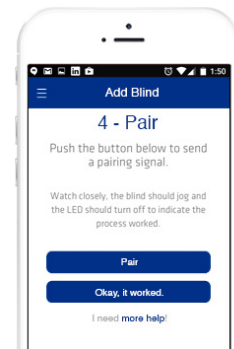
Force the blind into its normal operating state. This can be done by selecting its channel on its primary remote control, then pushing up or down repeatedly until it starts to move. This may take 15-20 clicks of the remote if the blind was in pair-mode.

On the blind, push and hold the "P" button for 2-3 seconds until it jogs back and forth or beeps. Now press "Retry" in the app.

Reposition your Home Hub Controller closer to the blind so as to improve the signal strength, then push "Retry". See instructions for repositioning your Home Hub Controller.

Make sure the setup code is right. To check it, tap on the menu (left corner in the top), then tap on Settings. In the bottom of the page, tap on "view advanced settings".

The setup code should be the same as the provided on the instructions or provided by your dealer.

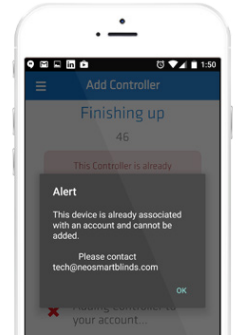


This One Touch™ Home Hub is already associated with another account

This error message appears if your Home Hub has already been added to another account. For example, an account you created with another email.

A Home Hub can only belong to a single account, so you must delete it from the old account before adding it to the new one.

If you have not already added it to another account, contact technical support.



My original remote control no longer works with one of my blinds

This can occur for several reasons:

The blind motor does not have power. Ensure the batteries are charged. The remote control is not working. Ensure it can control another blind. If it can't, replace the batteries or the remote control.

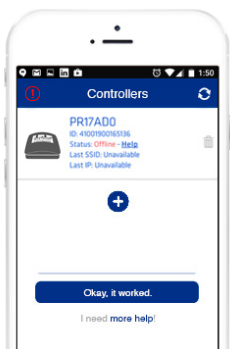
The memory on the blind was cleared. If the "P" button is held for too long, or if it is pressed for 2-3 seconds when the blind is already in Pair-Mode, the blind will jog back and forth twice, indicating the memory has been cleared. If this happens you will need to repair the original remote control.

To do so: On the blind, press and hold the "P" button for 2-3 seconds, until it jogs back-and-forth or beeps.

On the remote control, select a channel for the blind, then press "C" (on the back of the remote).



I changed my router and the Home Hub controller is not working



This is normal to happen since the Home Hub needs the new Wifi network and its password in order to work. You can either change these informations in your router or delete the controller from you account and add it again.

To delete your Home Hub:

Open the menu in the App

Tap on Your Controllers

Delete your controller using the trash icon

I repositioned my Home Hub but it won't get to state 4

This is likely because the WiFi signal is not strong enough in the Home Hub's new location. Move the Home hub to a position with a stronger WiFi signal.

The schedule didn't run automatically

All the Home Hub in your account need to be online (with Internet access) at the scheduled time so the command can be sent to the blind(s). If it's not the case, check if the scheduled time was well set and if AM/PM was correctly chosen.

I have the latest version of the App, but the relative schedule doesn't show up for me

The relative schedule is a beta feature, not all accounts will be supported at the moment.

The final version of this feature will support all accounts.

I can't see a relative schedule when using another phone/tablet

Please update the App on all your devices.

Only the 2.1.0 version or later of the app supports the relative schedule feature.