

TAHOMA WEB ACCOUNT GUIDE

SOMFY TAHOMA[®] BY SOMFY



ACCOUNT CHANGES AND RESETTING

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TAHOMA® BY SOMFY

ACCOUNT SETTINGS AND RESETTING

VERSION 1.0 | OCTOBER 2023 | TECHNICAL SUPPORT

I. OVERVIEW

The Somfy Organization's strength has been demonstrated with 50 years of experience in motorization. As leaders in the shading industry with innovative and modern solutions for homes and commercial buildings, Somfy offers the widest range of strong, quiet motors and controls for all types of applications and technologies.

Who is this Guide for?

This guide is aimed at providing support and guidance to dealers, installers, and end users for adjusting the account credentials or reset the TaHoma interface.

What does this Guide contain?

This guide contains instructions on how to change a TaHoma® by Somfy email address login credential and to clear scenes, personal information, history and reset the TaHoma interface using the Somfy website.

When should this Guide be used?

This guide should be followed any time after a TaHoma account is setup and validated.

Where to find web access used in this Guide?

The steps of this guide are based on the use of Somfy website www.somfysystems.com.

Why to use the process in this guide?

This process is to be used for the following reasons;

1. The existing end user no longer owns, rents, or moved out of the house or commercial space
2. The existing end user/dealer is selling the TaHoma only

NOTE: Once the email address is changed, the previous email cannot be used with the same TaHoma pin.

However, the previous email address can be used to activate a new TaHoma pin.

II. ACCOUNT CHANGES

ACCOUNT EMAIL ADDRESS CHANGE

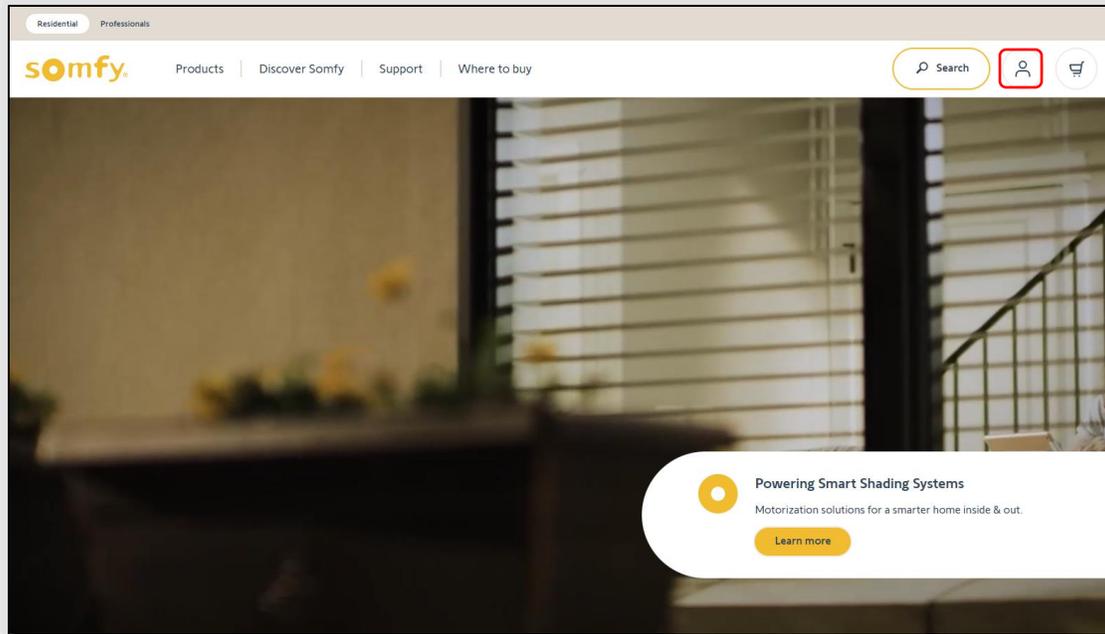
To change the TaHoma login to a different email address, follow the steps below.

Following these steps will preserve the TaHoma device setup.

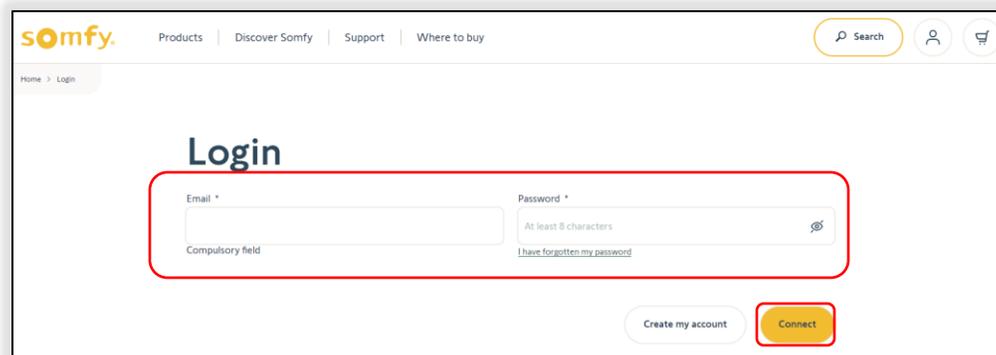
If all devices need to be removed to be used for a new project, refer to the resetting section.

1. Go to www.somfy.com
2. SELECT "Person" icon

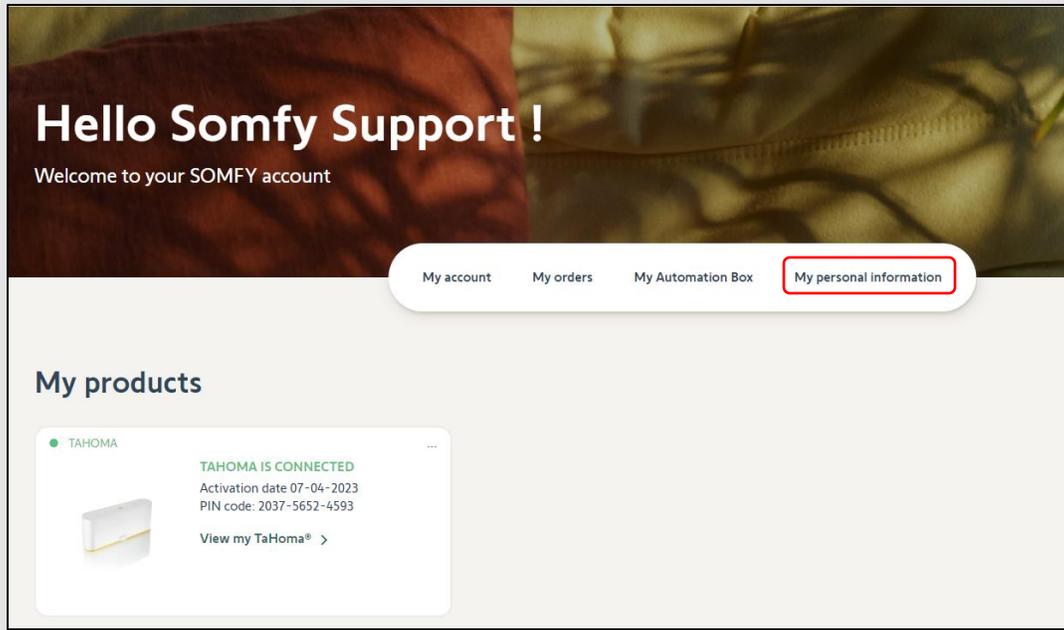
NOTE: SELECT the Menu icon(☰) to SELECT "TaHoma Account" when using a mobile device



3. ENTER the current credentials (email and password required)
4. SELECT "Connect"



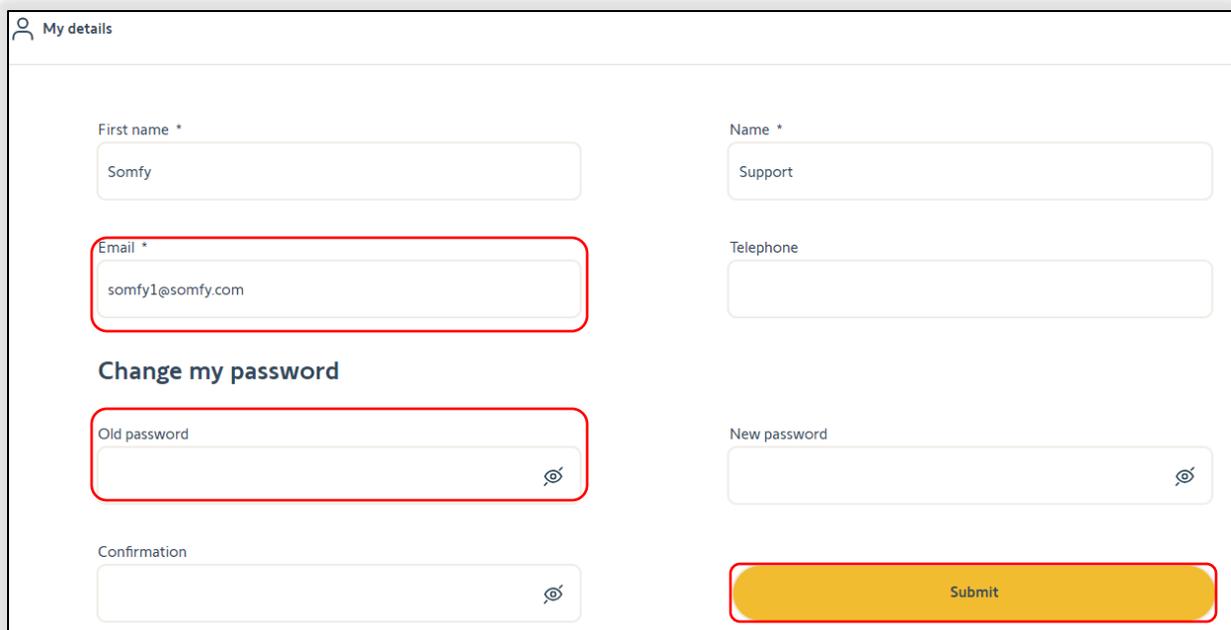
5. SELECT "My personal information"



6. SELECT the email field and delete the current email address
7. ENTER the new email address to be used

NOTE: An error will appear if the email entered has already been used to create an account

8. ENTER the same password under "Change my password"
9. SELECT "Submit" when complete



The TaHoma account is now updated using the new email address.

III. RESETTING – “I AM MOVING”

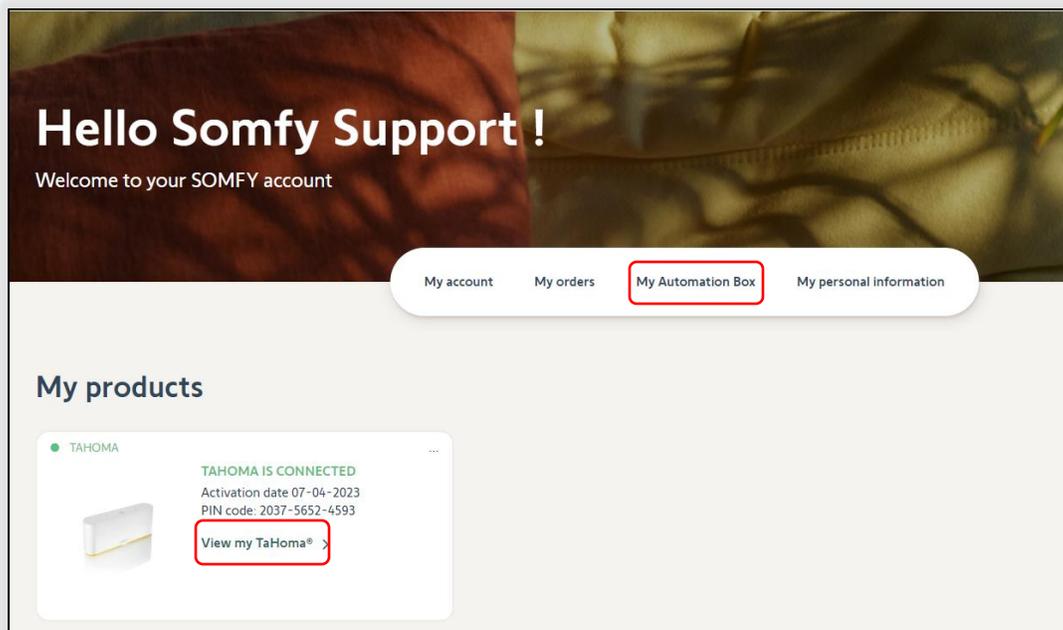
RESETTING – “I AM MOVING”

To clear scenes, personal information and history, follow the steps below.

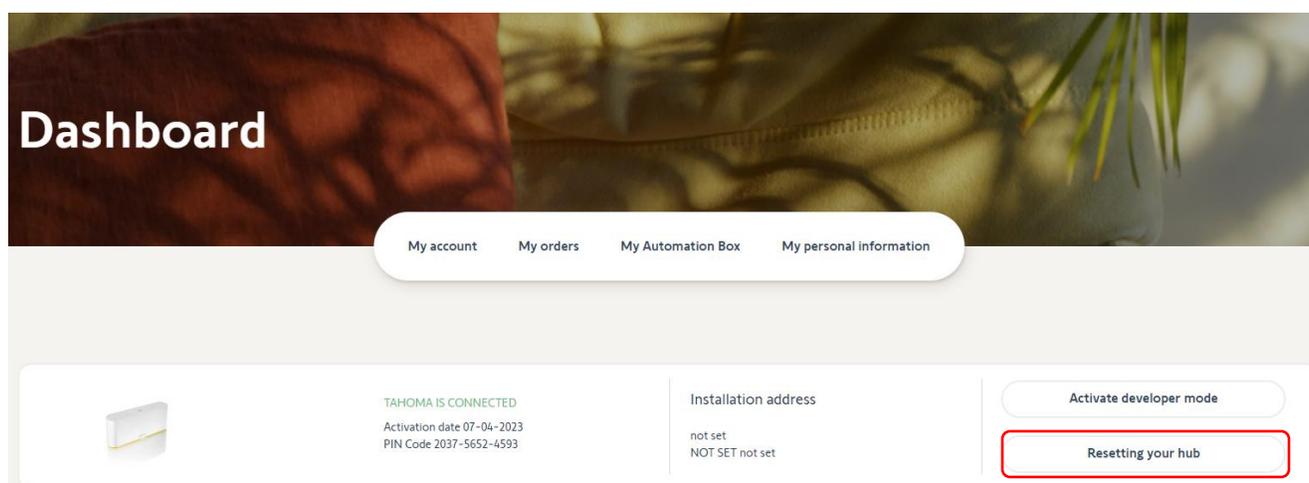
Following these steps will preserve the TaHoma device setup.

If all devices need to be removed to be used for a new project, refer to the next section.

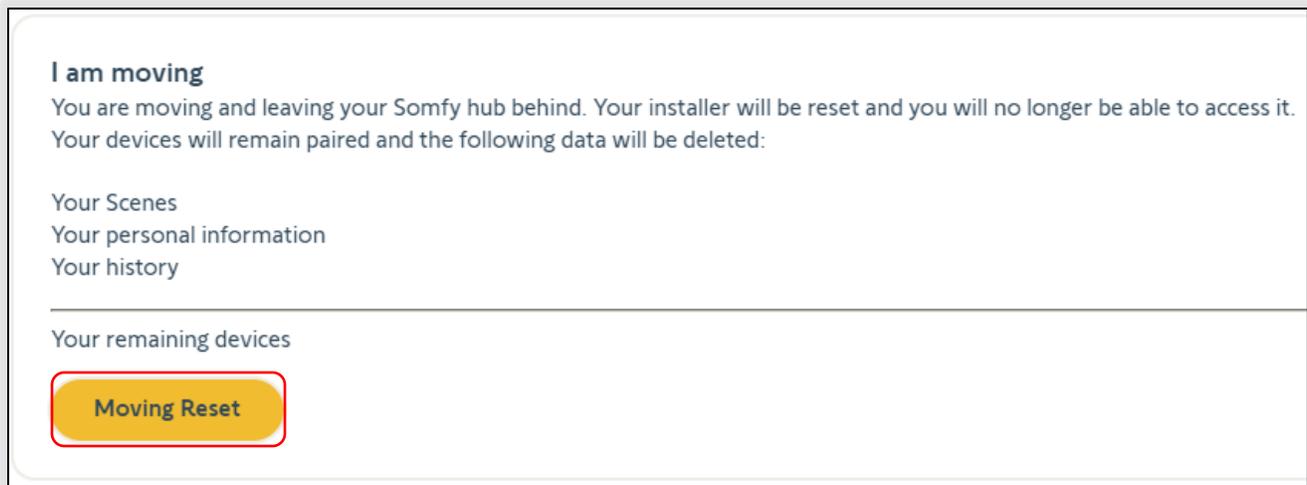
1. SELECT “My Automation Box” or “View my TaHoma”



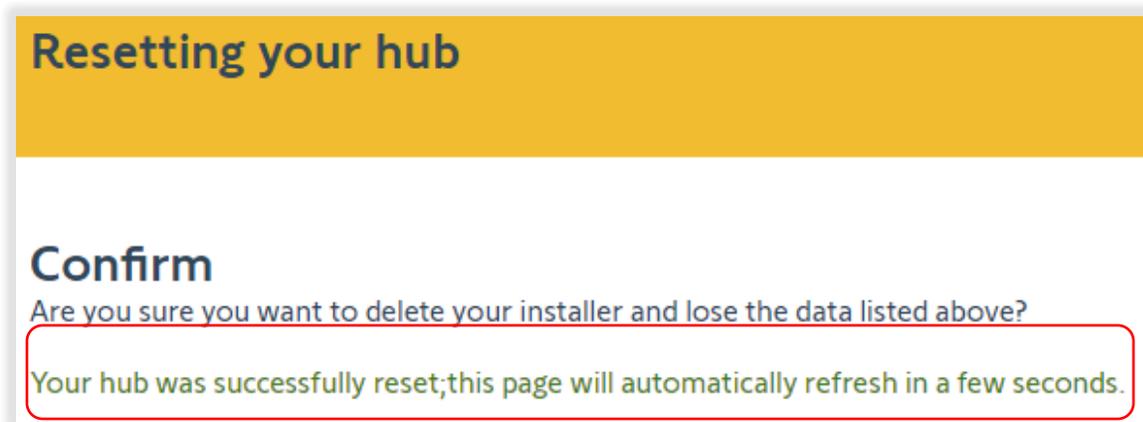
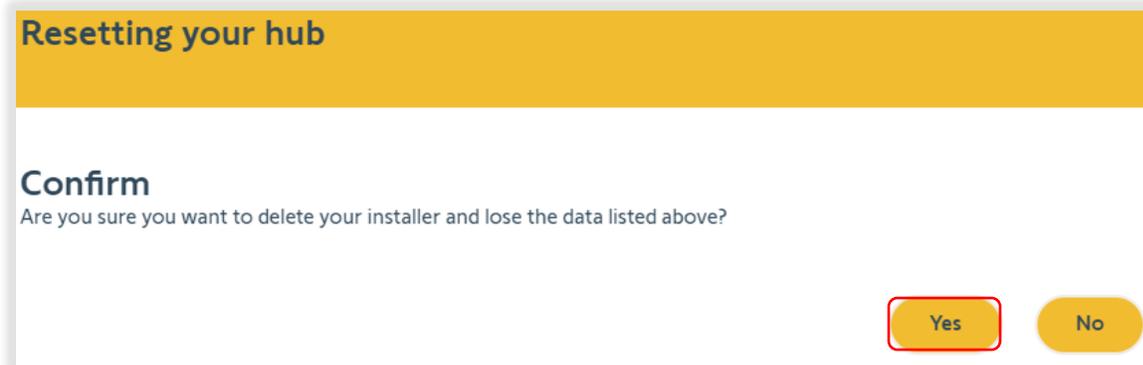
3. SELECT “Resetting your hub”



5. SELECT "Moving Reset" under "I am moving"



6. SELECT "Yes" to confirm or "No" to cancel



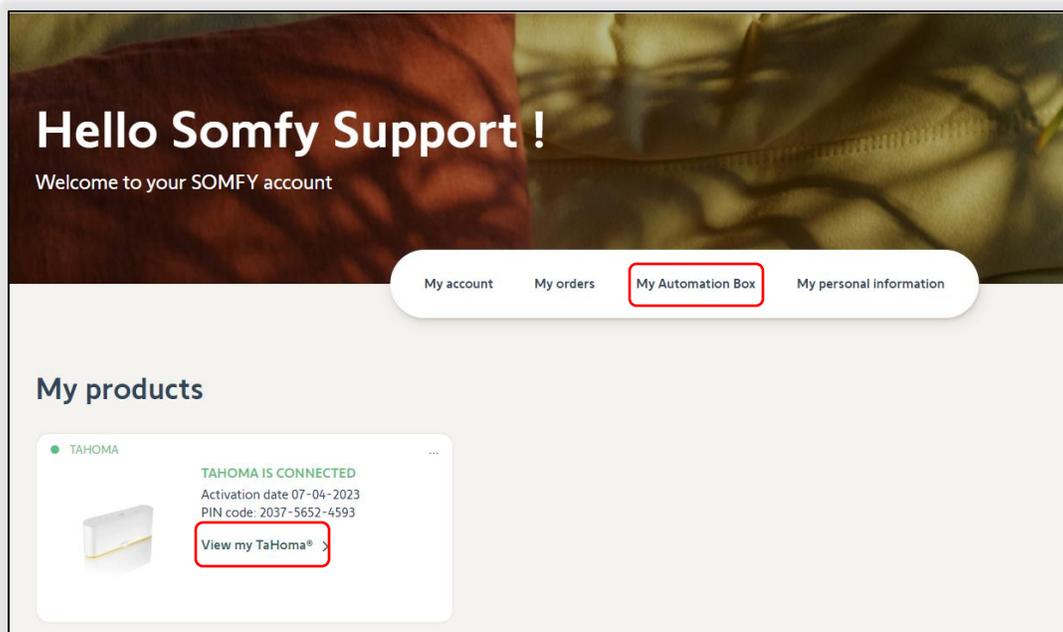
The TaHoma is now cleared of all personal information, scenes, and history.

IV. RESETTING – “I AM SELLING”

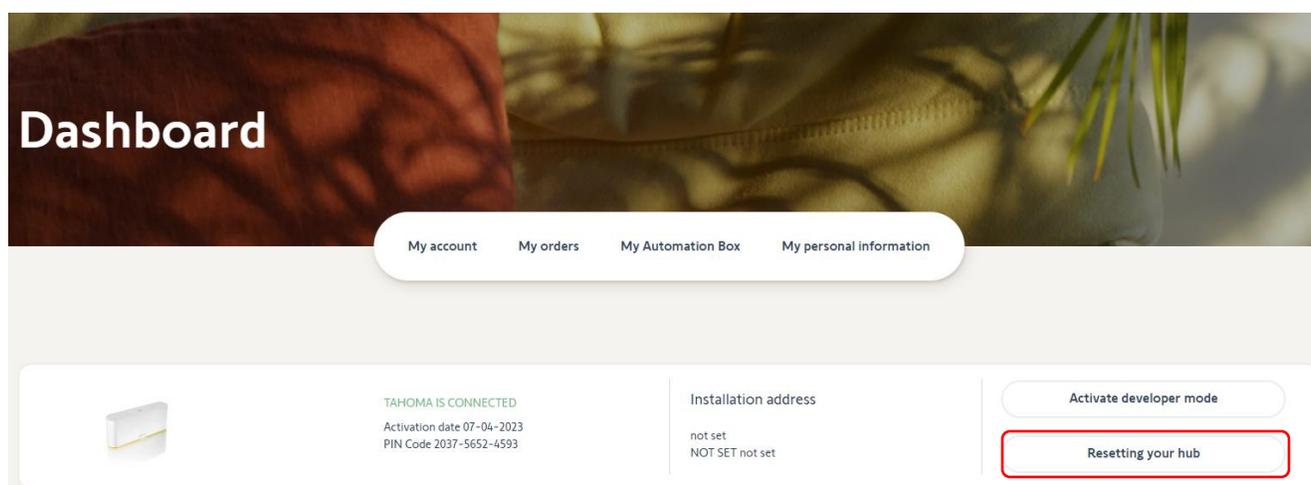
RESETTING – “I AM SELLING”

To clear all information including scenes, personal information, history, and devices follow the steps below.
Following these steps will remove all devices, all programmed limits for motors will remain. .

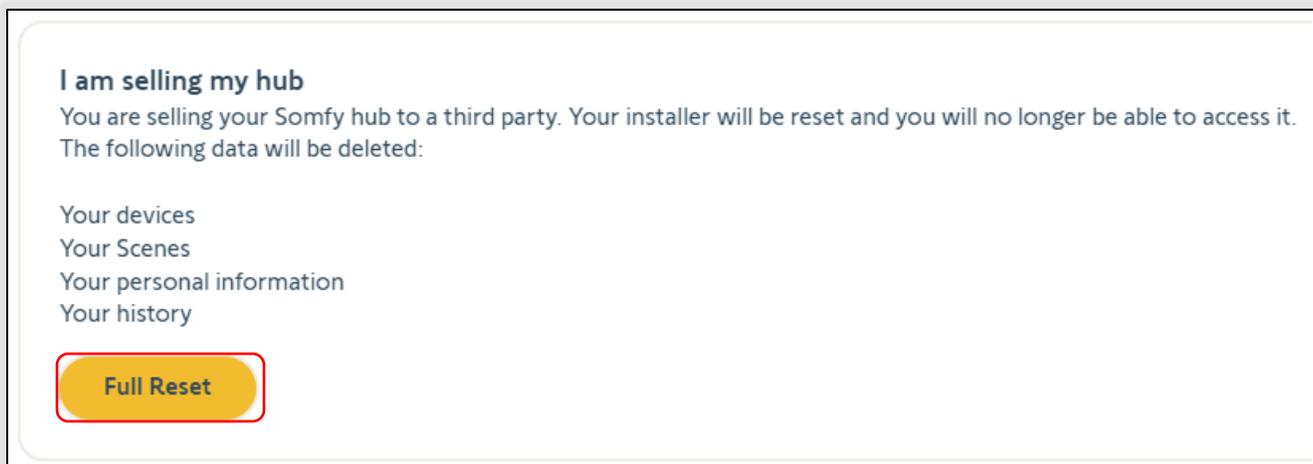
1. SELECT “My Automation Box” or “View my TaHoma”



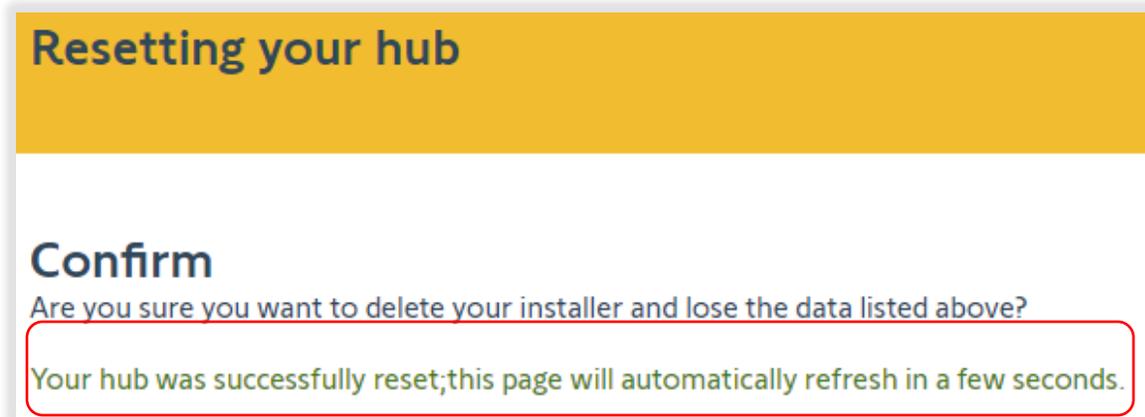
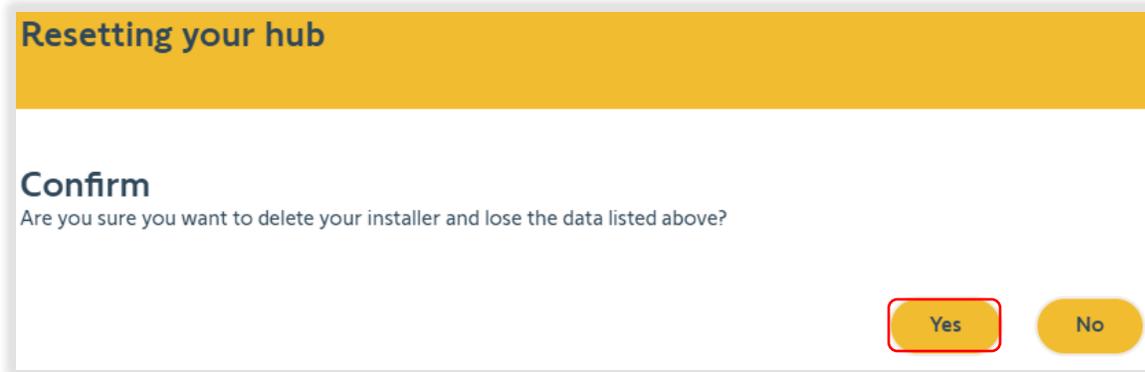
3. SELECT “Resetting you hub”



5. SELECT "Full Reset" under "I am selling my hub"



6. SELECT "Yes" to confirm or "No" to cancel



The TaHoma is now cleared of all personal information, scenes, history, and devices.
Note: Any Apple HomeKit integration must be removed manually.

FOR QUESTIONS OR ASSISTANCE PLEASE CONTACT TECHNICAL SUPPORT:
(800) 22-SOMFY (76639)



About Somfy®

For over 50 years, Somfy has been pioneering innovative motorization and automated solutions for window coverings and exterior shading products. With comfort, ease of use, security, and sustainability in mind, our seamless and connected solutions are designed to help people make the move to living spaces impactful for humans and with a reduced impact on nature.

A BRAND OF **SOMFY** GROUP

New Jersey
121 Herrod Blvd.
Dayton, NJ 08810
T: (609) 395-1300
F: (609) 395-1776

Somfy Systems, Inc.
T: (800) 22-SOMFY
www.somfypro.com
Florida
1200 SW 35th Ave.
Boynton Beach, FL 33426
T: (561) 995-0335
F: (561) 995-7502

California
15301 Barranca Pkwy.
Irvine, CA 92618-2201
T: (949) 727-3510
F: (949) 727-3775

Somfy ULC
T: (800) 66-SOMFY
www.somfypro.ca
Canada
6411 Edwards Blvd.
Mississauga, ON L5T 2P7
T: (905) 564-6446
F: (905) 238-1491

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