

## Getting to know your Neo



## System requirements

- A strong WiFi signal (3 bars or more) in the location where you will setup your Neo Box.
- The Neo Box 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 4.4 (KitKat) or higher, or iOS 8 or higher is needed.

## Getting Started

### 1. Download the App



Using your phone or tablet, download and install the "Neo Smart Blinds" App.

*Do not install "Neo Smart Blinds Blue"*



iOS Device Version 8.0 or later



Android Device Version 4.4 or later

### 2. Create an account

Run the installed app. On the Login page click on "Create one".

On the New Account page enter:

1. Account email (End users email address)
2. Account password (End users password)
3. Confirm account password
4. Select your regions time zone
5. Select setup code **W3428** from rotating list
6. Click "Register"



## Adding a Neo Box

### 1. Power up your Neo Box

Install your Neo Box somewhere central with a strong Wi-Fi signal from your router. Plug the 5V DC power pack into a 240V AC power point. Take the power supply cable and connect the USB plug into the power pack and connect the mini USB into the Neo Box. The LED in the Neo Box will turn on to indicate it is receiving power.

### 2. Prepare

You need to transfer your home's Wi-Fi information (network name and password) to the Neo Box so it can access the Internet. This is done by first putting the Neo Box into a special "Setup-Mode".

A Neo Box is in Setup-Mode when the LED underneath is blinking blue. (The first time you plug in your Neo Box it will probably start in Setup-Mode.)

You can put a Neo Box into Setup-Mode anytime by holding the "S" button for a few seconds.

### 3. Join Hotspot

You must now leave the App and adjust the Wi-Fi settings on your phone or tablet to connect to the Neo Smart Blinds hotspot. The hot spot will be active while the LED is flashing blue.

From a phone or tablet it will appear on your list of available Wi-Fi networks as:

"Neo-Smart-Blinds"

You must connect your phone or tablet to this hotspot.

No password is required. Then return to the App and press next at the bottom of the screen and progress forward to **step 4**.

### Important note to 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 continuing.

### 4. Choose the Wi-Fi

Your Neo Box will automatically scan for the Wi-Fi networks available in the area. Select your home network, and enter your password. The Neo Box only supports 2.4GHz Wi-Fi. Ensure that your router security is set to WPA2-PSK.

If you don't see your Wi-Fi network on the list, you can try rescanning. If you still don't see your Wi-Fi network after rescanning, you will need to reposition your Neo Box for stronger Wi-Fi signal.

To reposition your Neo Box, simply exit the process, move your Neo Box closer to your router, and start over. When successful, exit the App and reconnect your phone/tablet to your wireless network. Then return to the App.

## Adding a blind

**IMPORTANT: You must read this section before proceeding.**

At this point you will be creating blinds, and rooms to put them in within the app. Look at a room as an area or a group of blinds you want to control together. A few points to consider:

1. Create separate rooms for sheers and blockouts so they will be controlled separately as groups from the home screen e.g. Living Sheers and Living blockouts.

## Adding a blind

2. Schedules (timer operation) are setup within each room (bottom right of screen) and will schedule all blinds in that room to operate. If you plan to schedule a room, only include blinds to be scheduled. Create an additional room as required. Each blind can be included in several rooms if needed.

3. There is a limitation of 8 blinds per room. If you have a large room with more than 8 blinds, then break them down into areas and create rooms for each area e.g. living North wall, Living East wall.

4. You can create up to 30 rooms, 8 blinds per room and up to 25 schedules in total.

### Open the "Add Blind" page

Select "Add a blind" from the menu

(The pull-down menu is in the top left corner of the App.)

Adding a blind consists of two parts:

1. Creating a virtual blind in the app.
2. Pairing the physical blind in your home with the virtual blind in the app.

### 1. Provide details about the blind

Note: There will be four rooms automatically added by the App. You may use these rooms if appropriate to your installation, otherwise use the "add a room" function on the screen to create your own rooms as required.

You can delete the undesired rooms later by entering that room and touching the edit (pencil) symbol in the top right corner and then touching the bin in that same position.

Choose the room that the blind will belong to, or add a new one, then give the blind a name. Note that you can add up to 8 blinds into a single room.

When naming your blind, try to use a descriptive name (e.g. East Wall, or Bay Window) so that you can easily identify the blind later.

**Now follow the instructions in the App and continue to set up your rooms and blinds as required. Please note after pressing the button on the motor as instructed by the App, you have 10 secs to pair the App with the motor.**

## Relocating the Neo Box

### 1. Same Wi-Fi Network

To move a Neo Box that is already associated with your account to a new location with access to the same Wi-Fi network, simply unplug the Neo Box and re-plug in the desired location.

When powered back on, the Neo Box should move through four states:

1. Blinking green rapidly (connecting to the Wi-Fi)
2. Blinking green very slowly (Wi-Fi connection established)
3. Blinking light-blue rapidly (connecting to the Cloud)
4. Blinking light-blue very slowly (Cloud connection established)

If successful the Neo Box will get to state 4.

## Relocating the Neo Box

### 2. New Wi-Fi Network

To move your Neo Box to a location with a different Wi-Fi network, or upgrade your current Wi-Fi network, delete the Neo Box from your account, then re-add the Neo Box once in the new location or the upgrade is complete.

#### Deleting Neo Box

1. Select the pull-down menu in the top left of the App
2. Select "Your controllers"
3. Delete the Neo Box by pressing the bin to the right of the controller details and pressing "OK" then "OK" to confirm.

#### Adding Neo Box

1. Reset the Neo Box network connection data by hold the "S" button for a full 10 seconds until the blue LED flashes rapidly, then press "R", which wipes the memory clean of any past Wi-Fi network information, providing a fresh start.
2. Select the pull-down menu in the top left of the App
3. Select "Your Controllers"
4. Press the "+" icon
5. Follow the set-up instructions from 2. Prepare on page 1. of these instructions.

## Need more help?

Visit [neosmartblinds.com/smartcontroller](https://neosmartblinds.com/smartcontroller) for detailed instructions about how to use the app and troubleshooting.

## Integrations

### Smart home devices

Visit [neosmartblinds.com/smartcontroller-integrations](https://neosmartblinds.com/smartcontroller-integrations) for detailed information about connecting to smart home devices, such as Amazon Alexa.

### Control4

Please send an email to [tech@neosmartblinds.com](mailto:tech@neosmartblinds.com) with your name, your email and your company's name. This information is necessary to always send to 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 installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one 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/TV technician for help

#### Contains transmitter module FCC ID: COFWMNBM11

To comply with FCC/IC RF exposure limits for general population/ uncontrolled exposure, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

#### IC

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- This device may not cause interference; and
  - This device must accept any interference, including interference that may cause undesired operation of the device.
- This device meets the exemption from the routine evaluation limits in section 2.5 of RSS102 and users can obtain Canadian information on RF exposure and compliance.

#### Contains transmitter module IC: 10293A-WMNB11

This End equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.



# NEO SMART BLINDS APP

## Recommendations for adding a new Smart Controller model C-BR300 to an account



### For model C-BR300 only

There are no changes for Smart Controller models WC100 and C-R200.



### Applicable for some recent Wi-Fi routers and modems

If your Smart Controller C-BR300 encounters difficulties during the initial setup and internet connection, adjusting your router's settings might be the solution. Start by **turning off** a router feature that could be known as “band steering”, “Smart Connect”, “Band Optimization”, or “Auto Network Switch”. **This step is crucial to ensure the Smart Controller connects to the appropriate WiFi signal - specifically the 2.4GHz band.**

Additionally, consider **temporarily turning off the 5GHz WiFi signal** in your router's settings. This action ensures that the Smart Controller connects exclusively to the 2.4GHz network, which is necessary for its correct functioning during setup. These router settings changes are intended to be temporary. **Once your Smart Controller C-BR300 successfully connects to the 2.4GHz network, you can re-enable the 5GHz signal on your router, preserving its full functionality for other devices.**

### If the router's configuration changes don't fix the issue, follow the recommendations and troubleshooting in the same order as shown below.

- A.** Have the correct Wi-Fi passport on hand. If in doubt, use a phone to connect to the same Wi-Fi that the Smart Controller will be set up and search for something on Google. If it all works, you have the correct password.
- B.** Using the Neo Smart Blinds app, start the Add Smart Controller process and follow steps 1 to 4 as indicated in the app.
- C.** In step 5, do not tap the “Next” button as soon as it appears on the screen. **Wait an extra 10 seconds and observe the Smart Controller LED. Identify the scenario that fits best and follow the instructions.**
- D.** Once the Smart Controller is added successfully:
  1. If any Wi-Fi extenders were turned off, turn them back on again.
  2. Proceed to add blinds and schedules as usual.

#### The LED is blinking white

1. Close the Add Smart Controller process.
2. Power off all Wi-Fi extenders, if any.
3. Reboot or power cycle the Wi-Fi router and wait 1-2 minutes until the Wi-Fi router comes back online.
4. Go back to **step B** above.

#### The LED is slow pulsing orange

1. Wait a couple of minutes for the Smart Controller to finish the firmware update.
2. Go back to **step C** above.

#### The LED is NOT pulsing blue/green

1. Please do not leave the Add Smart Controller process (**leave the phone as it is**), and **do not** press any buttons on the back of the Smart Controller.
2. Power off all Wi-Fi extenders, if any.
3. Reboot or power cycle the Wi-Fi router and wait 1-2 minutes until the Wi-Fi router comes back online.
4. Observe the Smart Controller LED, and wait until it starts pulsing blue/green.
5. In the Neo Smart Blinds app, tap on the **Next** button once available.

#### The LED is pulsing blue/green

1. Tap on the **Next** button and finish the process.

**!** Power cycling the Smart Controller during the Add Smart Controller process won't help troubleshoot issues. The same goes for deleting the Smart Controller from the account when it doesn't behave as expected.

If the Smart Controller keeps failing, other symptoms occur, or you need further assistance, please refer to our [online guide on our website](#) (Smart Controller > Troubleshooting > C-BR300 model: Issues when adding to the account) or contact our technical support.

## **The Smart Controller can be controlled by one account at a time.**

If you have already paired your Smart Controller with one account, and then you try to pair it with another account from another device, the first account will lose control over it. If you want to control your blinds with more than one device (phone, tablet, etc.), you need to keep using the same account.

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

*This can occur for several reasons:*

1. The blind motor does not have power. Ensure the battery is charged.
2. The remote control is not working. Ensure it can control another blind. If it can't, replace the batteries or the remote control.
3. The memory on the blind was cleared or the remote was un-paired by mistake. Try pairing the remote and the blind again.

## **Smart Controller: Issues when adding to the account. (Smart Controller model: CBR300)**

The Smart Controller C-BR300 may struggle to go through the initial setup and internet connection with some recent models of Wi-Fi routers and modems. We are working to improve compatibility to such devices.

Meanwhile, please follow the troubleshooting in the scenarios below to solve the issue. If the Smart Controller keeps failing, other symptoms occur, or you need further assistance, please contact our technical support.

## **The Smart Controller (CBR300) went offline right after being added to the account.**

*This can occur for several reasons:*

- The Smart Controller shows offline on Menu>Smart Controller page.
- The Smart Controller LED is in a loop, showing the states: blinking green, long white, short yellow.

### **It's important to follow the steps in the same order as below:**

1. If you have Wi-Fi extenders, unplug all of them.
2. Power off the Wi-Fi router, wait 10 seconds and power it on. The Internet will be back in 1-2 minutes.
3. The Smart Controller should come online shortly after. The LED in the bottom will be pulsing blue/green.
4. Close and open the Neo Smart Blinds app. You should see the Smart Controller online on the Menu>Smart Controller page.
5. Power on all the Wi-Fi extenders, if you have any.

## **Can't add Smart Controller to account. (Smart Controller model: CBR300)**

*This can occur for several reasons:*

- The Smart Controller does not show on Menu>Smart Controller page.
- The Smart Controller LED is in a loop, showing the states: blinking green, long white, short yellow.
- The Smart Controller fails to enter pairing mode.

### **It's important to follow the steps in the same order as below:**

1. Power off the Wi-Fi router and its extenders.
2. Wait 10secs and power on the Wi-Fi router. Wait 1-2 minutes until the router starts and has internet access.
3. Using the Neo Smart Blinds app, start the Add Smart Controller process again. Follow the instructions until finishing the process.
4. Power on the Wi-Fi extenders. You can now proceed with adding blinds and creating schedules.

## **Adding a Smart Controller fails at step 5. (Smart Controller model: CBR300)**

*This can occur for several reasons:*

- I can't pass step 5 when adding the Smart Controller to my account.
- The Smart Controller LED blinks white at step 5, although the Wi-Fi password is correct.

### **It's important to follow the steps in the same order as below:**

1. Power off the Wi-Fi router and its extenders.
2. Wait 10secs and power on the Wi-Fi router. Wait 1-2mins until the router starts and has internet access.
3. Using the Neo Smart Blinds app, start the Add Smart Controller process again. Follow until step 5.
4. In step 5, do not tap on the "Next" button. Wait an extra 20 seconds and observe the Smart Controller LED.
  - i. If it is in a loop, showing the states blinking green, long white, short yellow:
    - a) Power cycle the Wi-Fi router again.
    - b) Wait 1-2 minutes until the router comes back online.
  - ii. If it is pulsing green/blue:
    - a) Tap on the Next button to finish the process.
5. Power on the Wi-Fi extenders. You can now proceed with adding blinds and creating schedules.



## Repositioning the Smart Controller. Repositioning on the same Wi-Fi Network.

To move a Smart Controller within your account to a new location while keeping it connected to the **same Wi-Fi network**, unplug it and plug it in at the desired location.

## Repositioning on a different Wi-Fi Network.

To move a Smart Controller within your account to a new location with access to a **different Wi-Fi network**, add the Smart Controller again by tapping the + button and follow the setup process.

## Smart Controller didn't come online.

*This can occur for several reasons:*

1. The **wrong Wi-Fi 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 Smart Controller is blinking blue, it is because the wrong credentials were provided.
2. The **Wi-Fi signal is not strong enough**. Even with the right credentials, your Smart Controller will fail to connect if it doesn't get a strong signal from the router. Move it closer and try again. Your Smart Controller will be blinking green or blue rapidly if this is the problem.
3. Your **Wi-Fi network does not have access to the Internet**, or your **internet is being blocked by a firewall**. Your Smart Controller will be blinking green very slowly if this is the problem.
4. A **firewall is blocking your Smart Controller** to access to our servers. Your Smart Controller will be alternating between flashing cyan/blue-green and orange if this is the problem. Whitelist all your Smart Controller devices by MAC address, allowing them to make outgoing TCP connections to port 5683 on any host.
5. If your firewall rule uses an upstream DNS resolver, please, check local DNS settings and, if not resolved locally, also at the ISP's end.

## I repositioned my Smart Controller but it won't come back online.

This is likely because the **Wi-Fi signal is not strong enough** in the Smart Controller's new location. Move the Smart Controller to a position with a stronger Wi-Fi signal.

## Smart Controller shows offline in the app.

Various things could cause your Smart Controller 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 Smart Controller is on.

### Quick fix

**Press the "R" button** on the back of the Smart Controller. Then observe the light colour and behaviour.

**Is it breathing/pulsing cyan (blue/green)?**

- If yes, it's back online.
- If not, try rebooting your home Wi-Fi router, wait a few minutes and check the Smart Controller light again.

**Open the Neo Smart Blinds app**, go to the "Smart Controllers" page and tap on the refresh icon in the upper right corner to update the Smart Controller status. This refresh icon is only available for account with WC100 and CR200 Smart Controller models. The CBR300 model will always show its current state.

**If the problem persists, check the list below** to know what's happening with the Smart Controller and how to properly troubleshoot it.

1. The light is blinking green.
2. The router wasn't replaced. The Wifi credentials and/or password wasn't changed - Reboot your router, then reboot the Smart Controller by pressing once the "R" button on its back. The Smart Controller will be back online if its light is breathing/pulsing cyan (blue/green).
3. The router was replaced. The Wifi credentials and/or password was changed - The Smart Controller can't connect to the router because it has the wrong credentials. Clear the old credentials by holding the "S" button for 10sec and re-add the Smart Controller again to the app using the new Wifi credentials.
4. The router and/or Smart Controller was recently moved - The Smart Controller may be out of its signal range. Unplug the Smart Controller and plug it somewhere central in the house closer to the router. The Smart Controller should come online automatically.

## The light is breathing/pulsing magenta (red/blue)

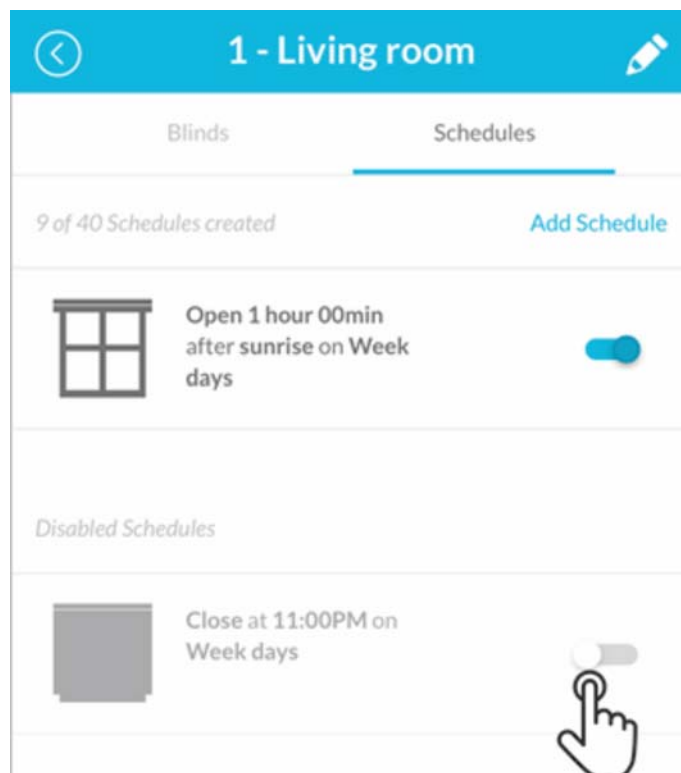
Something went wrong during the firmware update and the Smart Controller entered safe mode. Press once the "R" button on the back of the Smart Controller to reboot it. It should start blinking magenta, indicating that the firmware update has started progress. Please read the topic "The light is blinking magenta" to know more about this.

## The light is blinking magenta (red/blue)

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

## The schedule didn't run automatically

For the command to be sent to the room's blinds, **all the Smart Controllers of your account need to be online** with Internet access at the scheduled time. Double-check if the schedule is enabled and ensure it has the intended AM/PM times.



Besides that, you can also verify if the **account timezone** is suitable for where the Smart Controller is installed. Make sure the chosen timezone has the **daylight saving time**, if applicable. For that, access the Change timezone page by tapping on Settings in the menu, then on change timezone. Follow the app instructions to choose the correct timezone.

