

Home Hub

Troubleshooting Guide

Home Hub Troubleshooting guide

Click a bullet point to access page quicker

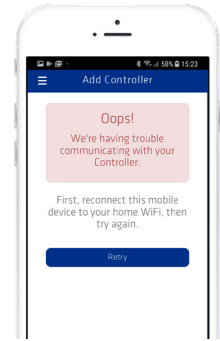
- Problems connecting to the Home Hub hotspot
- Important note for Android users
- Important note for Samsung Galaxy Note 8 owners
- One Touch™ Home Hub didn't come online
- One Touch™ Home Hub shows offline in the App
- How to operate the motor using the remote control
- The blind does not acknowledge the pairing signal in step 4
- This One Touch™ Home Hub is already associated with another account
- My original remote control no longer works with one of my blinds
- I changed my router and the Home Hub is not working anymore
- I repositioned my Home Hub but it won't get to stage 4
- The schedule didn't run automatically
- I have the latest version of the App, but the relative schedule doesn't show up for me
- I can't see relative schedule on my second phone/tablet



Problems connecting to the Home Hub hotspot

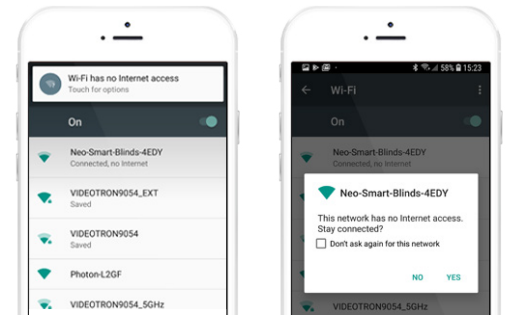
While the WiFi signal may look strong before you connect, it can significantly drop in intensity while the One Touch™ Controller is transmitting information. Keep your phone or tablet within a few feet to minimize transmission problems. Please check the information below regarding some phones.

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

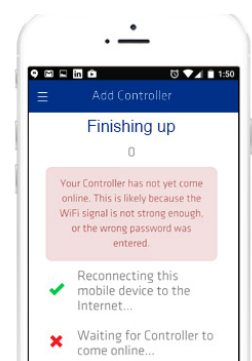
This can happen for a few reasons:

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

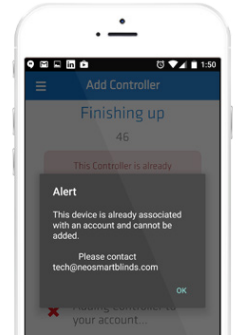
 A firmware update is in progress. This process normally takes up to 5 minutes to complete. Do not turn off power to the Home Hub during this time. After the update is complete, the Home Hub will come back online automatically. You can visually confirm by looking at the light, which will be pulsing cyan. 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.

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.

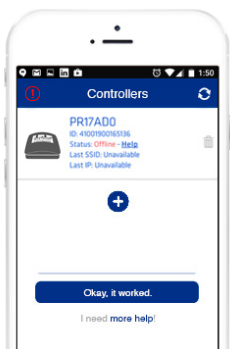
The memory on the blind was cleared. If the "P" button is held for too long, or if it is pressed for 2-3 seconds when the blind is already in Pair-Mode, the blind will jog back and forth twice, indicating the memory has been cleared. If this happens you will need to repair the original remote control.

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.