

QUICK START GUIDE

Automate™ HomeKit

INTEGRATION SUPPORT



AUTOMATE PULSE HUB 2 OVERVIEW

Take your Automate experience to the next level by integrating Automate motorized shades into Apple HomeKit control systems. The Automate Pulse is a rich integration supports discrete shade control and features a two-way communication system offering real time shade position and battery level status. The Automate Pulse Hub 2 supports Ethernet Cable (CAT 5) and Wireless Communication 2.4GHz) for home automate integration using the RJ45 port conveniently located on the back of the hub. Each hub can support integration of up to 30 shades.

ABOUT PULSE 2 AND APPLE HOMEKIT

Your Automate Pulse 2 just got smarter. Apple HomeKit works with Automate Pulse 2 to take control of your shades with your voice and Siri. All you need is an Automate Pulse Hub 2 and a compatible Siri device. This allows you to control individual or groups of shades with precision.

GETTING STARTED:

Go to the Apple Home App and add your Pulse 2 hub as an accessory: Proceed to pair Motorized shades through the Pulse 2 App

INDEX:

ABOUT Pulse 2 and Apple HomeKit	Page 1
GETTING STARTED	Page 1
CONTROLLING YOUR AUTOMATE SHADES THROUGH SIRI	Page 1
SIRI COMMANDS	Page 1
GROUP CONTROL	Page 2
PERCENTAGE CONTROL	Page 2
TIPS	Page 2
INITIAL SETUP:	
Adding Pulse 2 as a New HomeKit Accessory – Initial set up	Page 3
How to Operate the Shades from the Home app	Page 5
How to Create a Scene in the Home App	Page 5
How to Customize a Scene in the Home App	Page 6
How to Customize your Home App	Page 7
Siri expected responses	Page 8
HomeKit Troubleshooting – Deleting the Pulse 2 Hub from Home app	Page 9
Finding the Apple Home app on iPhone, iPad, or iPod devices	Page 11
Enable the Homekit Privacy on your phone.	Page 12
Get Stuck on HomeKit – Cannot delete the Home from your Homekit App.	Page 13
Can't use or scan the QR Code using my HomeKit App	Page 13
How can you pair the Hub from Home App	Page 14
FAQ's	Page 15
HOMEKIT QR CODE	Page 16
IDENTIFY NETWORK USING HOMEKIT	Page 18

CONTROLLING YOUR AUTOMATE SHADES THROUGH SIRI:

To create a seamless experience for handsfree voice activation, consider the natural way you and your family would call a shade on any Siri enabled device. You may want to consider changing the name from Shade 1 to Living room Shade in your Automate Pulse 2 App.

SIRI COMMANDS

Siri understands natural spoken language like open the blind or even replace blind with shade; Siri knows what you mean to say. Siri even understands adjectives like; "open the blind a little bit" or even if don't call the exact name that's listed in the Pulse app Siri will know what you meant. For example, if the Name of the Blind is Kitchen and the user says open the kitchen window, Siri will ignore the "window" portion. Here are the expected commands and expected responses from Siri.

Voice Command	Expected Shade Movement or response
Close / Open <blinds name>	Shade will open / Close to top or bottom Limit
Close / Open <room name> blinds / shades	Room will open / Close to top or bottom Limit (rooms are setup in the Home App)
Set <blinds names> to <percentage>	Shade will move to the called percentage (100% is Open 0% is closed)
Open / Close<blinds names> to <percentage>	Shade will move to the called percentage (100% is Open 0% is closed)
Close / Open <blinds name> <a little bit>	Shade will open or close 10% of the total limit to the direction of the called limit
Close / Open <blinds names> halfway	Shade will move to 50% from top or bottom limit
Open / Close Blinds	All blinds in the Pulse 2 App will follow the open or close command
Open / Close Shades	All blinds in the Pulse 2 App will follow the open or close command
Raise / Lower Blinds / Shades	All blinds in the Pulse 2 App will follow the open or close command
Are <blinds name> open?	Siri will respond yes or no your blind is open or closed
What's is the position of the <blinds name> ?	Siri will respond the percentage of the blind position is X%
What's is the battery percentage of the <blinds name> ?	Siri will respond either Critical or Normal, Normal is above 50% Critical means recharge now

GROUP CONTROL:

Another method of operating window shades through HomeKit is through rooms. These rooms need to be setup in the Home app, rooms created in the Pulse 2 App are not transferred over to home app. Once that room has been created in the Home app, triggering it to operate, is as simple as asking Siri to open / close that room.

PERCENTAGE CONTROL:

An individual window shade or group can be sent to any percentage of openness. The percentage will be based on the programmed limits on the motor. A shade that is completely raised to its upper limit is at 0%, while a shade that is completely lowered to its lower limit is at 100%. To move an individual shade only a little down, simply say "Siri close the shade a little bit"

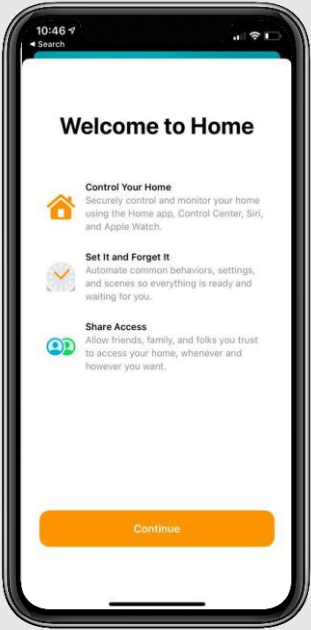
TIPS:

Siri responds to names created in the Automate Pulse 2 App. Avoid using the word blind or shade in the Automate Pulse 2 app description example blinds 1. This will conflict when you say open all blinds. If you have changed the name of your shade in your Pulse 2 App, please ensure you force close the Automate Pulse 2 App, then re-open the Pulse App. Open the Apple home app to check the names migrated to Apple Home

Automate Pulse 2 – Apple HomeKit

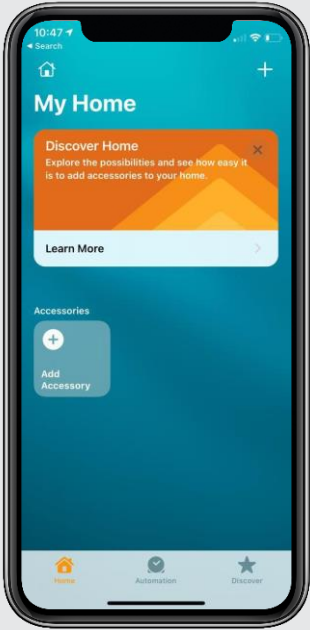
Initial Set Up:

STEP 1



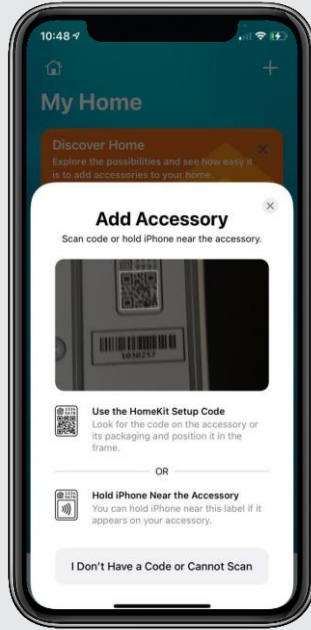
Open the "HomeKit" mobile App.

STEP 2



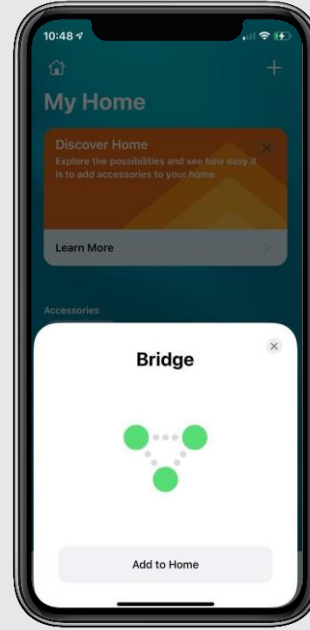
From the Home Screen, select "Add Accessory" at the icon of the page.

STEP 3



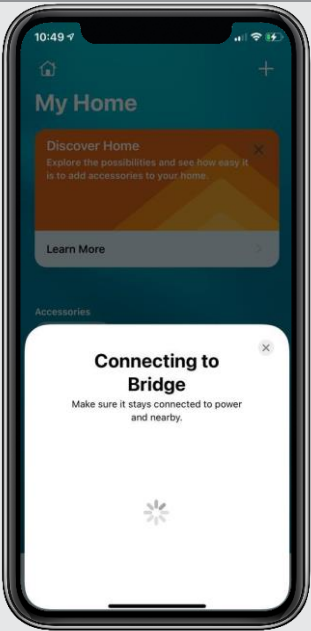
Scan the QR Code at the rear of the Hub, to synchronize with the HomeKit function of your Apple device.

STEP 4




Press the "add to home" button on the screen to proceed adding the Pulse 2 to the home app.

STEP 5



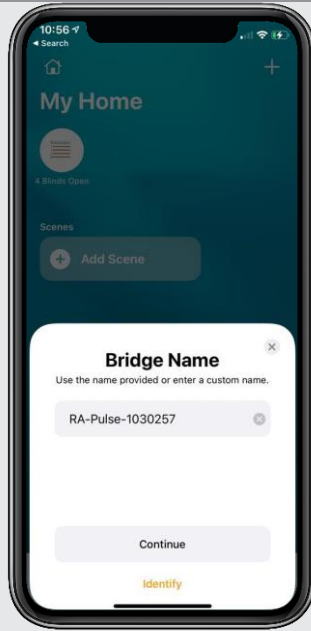
The Hub it been added on the HomeKit App.

STEP 6



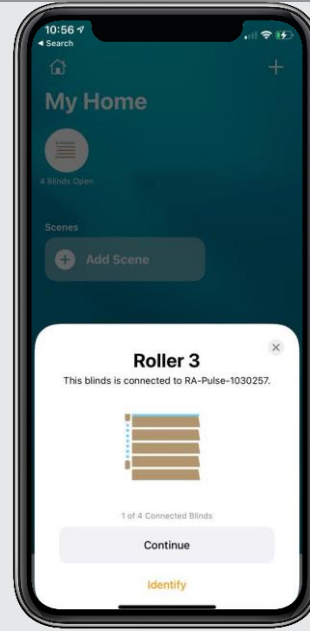
Select a name for the Hub location and press the "continue" button to move forward with the configuration.

STEP 7



Confirm or edit the Hub name and press the "continue" button to move forward with the configuration.

STEP 8



Confirm the shade device and press the "continue" button to move forward with the configuration.

STEP 9



Select a name for the Shade location and press the "continue" button to move forward with the configuration.

STEP 10



Confirm or edit the shade name and press the "continue" button to move forward with the configuration.

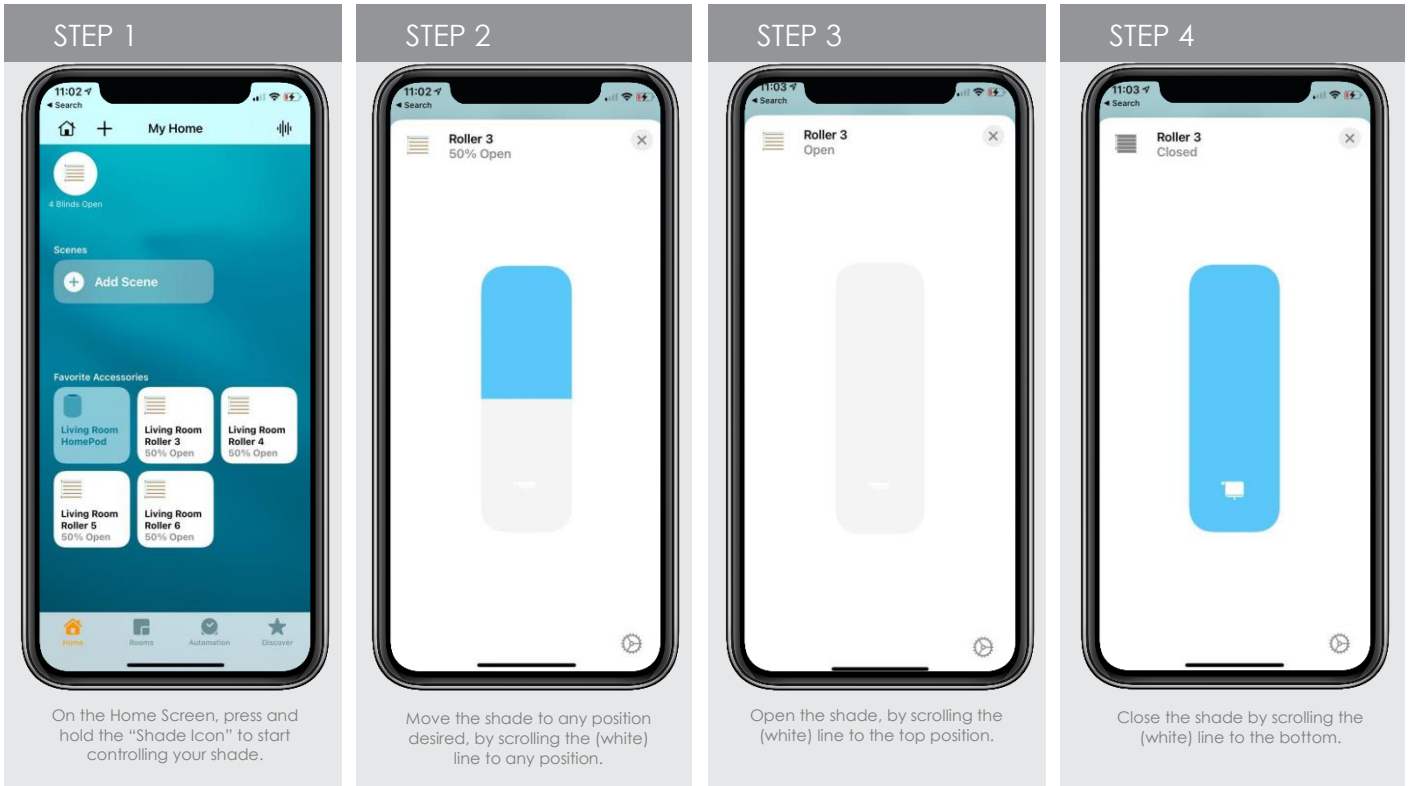
STEP 11



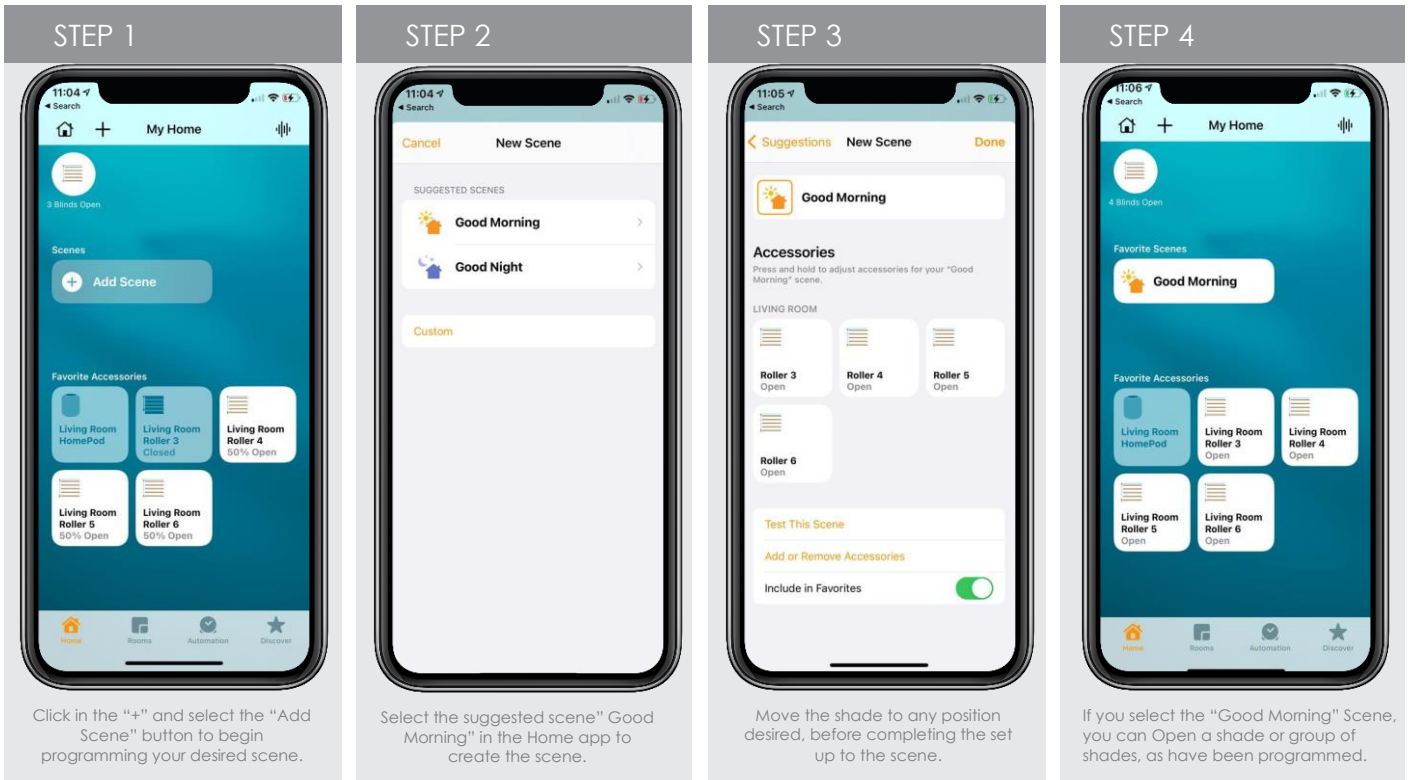
The Hub is ready to be used. Press "Done" to start using the HomeKit app to control shades.

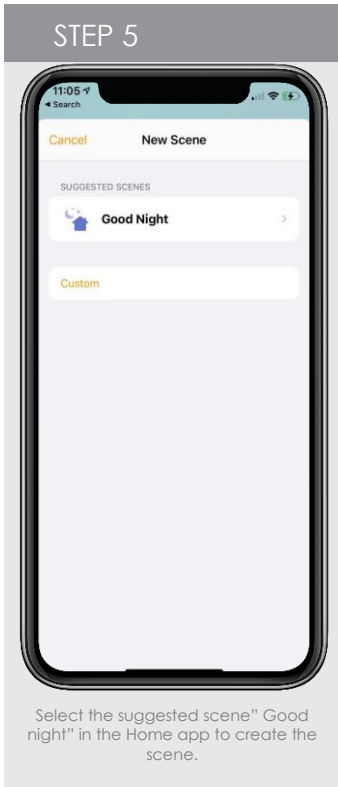
Automate Pulse 2 – Apple HomeKit

How to Operate the Shades from the Hub App

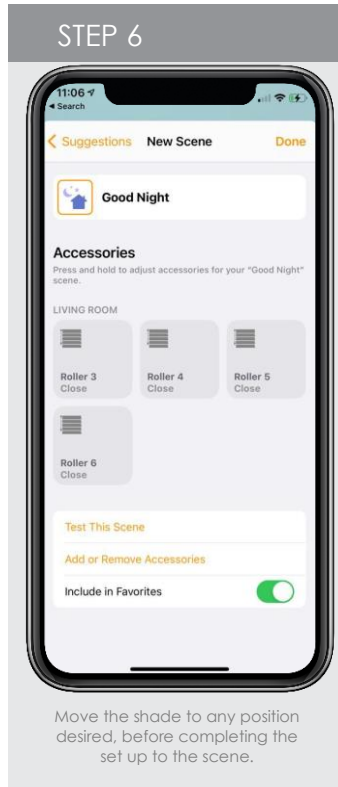


How to Create a Scene in the Home App:

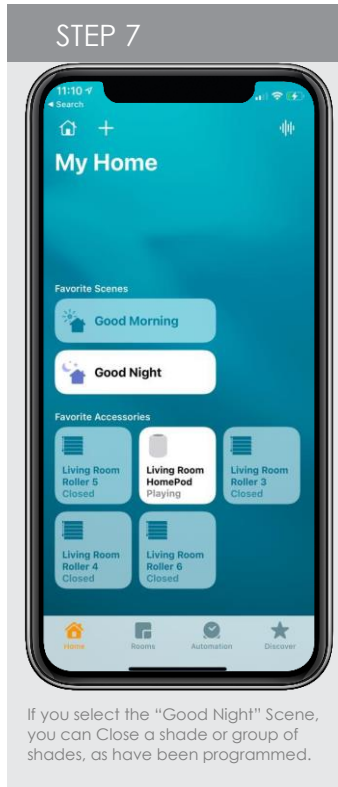




Select the suggested scene "Good night" in the Home app to create the scene.



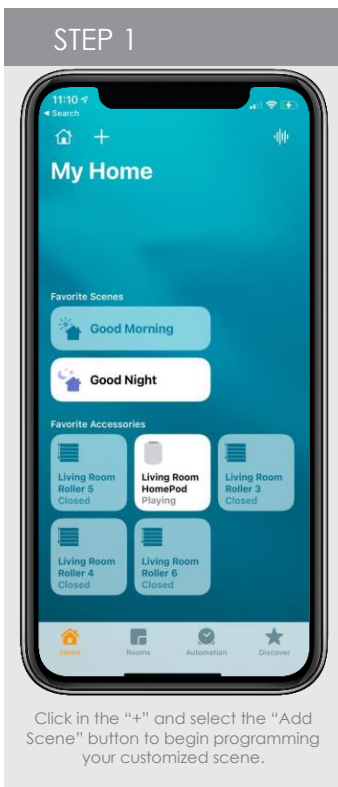
Move the shade to any position desired, before completing the set up to the scene.



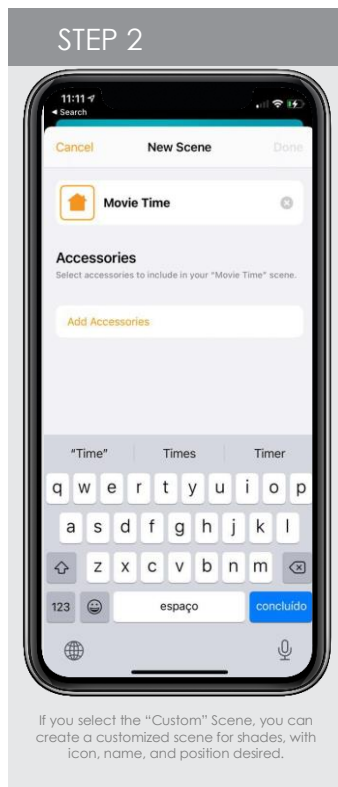
If you select the "Good Night" Scene, you can Close a shade or group of shades, as have been programmed.

Automate Pulse 2 – Apple HomeKit

How to Customize a scene your Hub



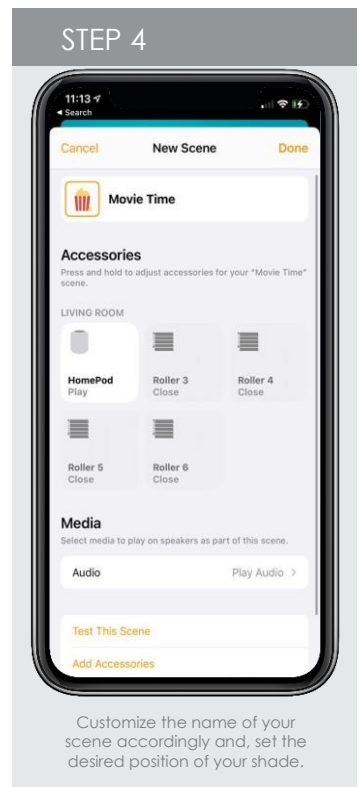
Click in the "+" and select the "Add Scene" button to begin programming your customized scene.



If you select the "Custom" Scene, you can create a customized scene for shades, with icon, name, and position desired.



Select the appropriate icon for the Scene.



Customize the name of your scene accordingly and, set the desired position of your shade.

STEP 5

If you have any other HomeKit device available on Home App you can also include it into the "Customized Scene" as the Homepod device

STEP 6

If you select the "Movie Time" Scene, you can move a shade or group of shades, that have been programmed. Also, you can activate the Homepod device.

Automate Pulse 2 – Apple HomeKit

How to Customize your Home App.

STEP 1

If you prefer, customize the Room color and name according to you desired.

STEP 2

Select which color or image you want to use to customize your home app.

STEP 3

Update the image the "old color" on your home app as needed.


STEP 4

Update the image the "new color" on your home app as needed.

Automate Pulse 2 – Apple HomeKit


Siri Expected Responses:

STEP 1




On your phone, say "Hey Siri or press and hold the side button to activate Siri for controlling your shades."

STEP 2




Ask Siri to open the shades.

STEP 3



Ask Siri to close the shades.

STEP 4



Ask Siri to provide you the battery level for the shades.


Automate Pulse 2 – Apple HomeKit

HomeKit Troubleshoot:

If you have failed to pair your hub to the Automate Pulse 2 app or HomeKit you may need to first remove the Pulse2 Hub from the Home app. Here are the steps to clear the Pulse2 Hub out of the Pulse 2 app and Apple Home.

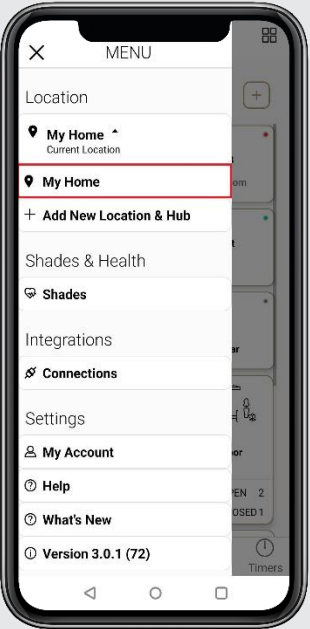
From the Automate Pulse 2 App.

STEP 1




Open the Pulse 2 App.

STEP 2



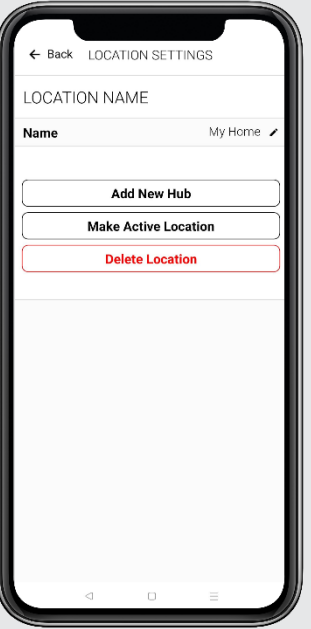
Select location from the top left menu.

STEP 3



Select the location and "Remove Hub"


STEP 4



Confirm that the Hub has been deleted from Pulse 2 App and force quit the app.

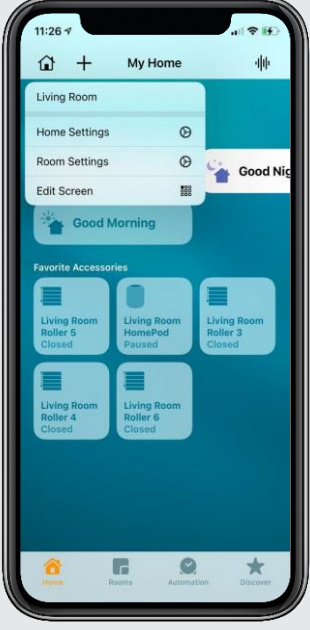
Removing the Pulse 2 Hub from Apple Homekit:

STEP 1



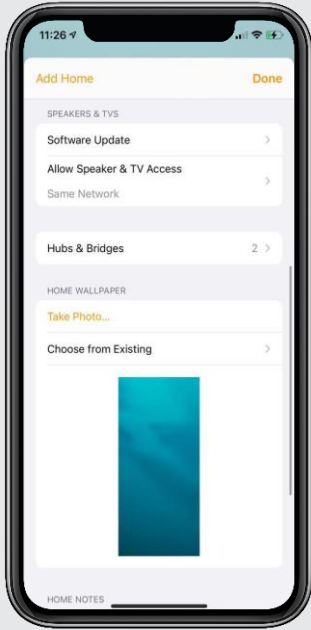
Select Home App on your phone.

STEP 2



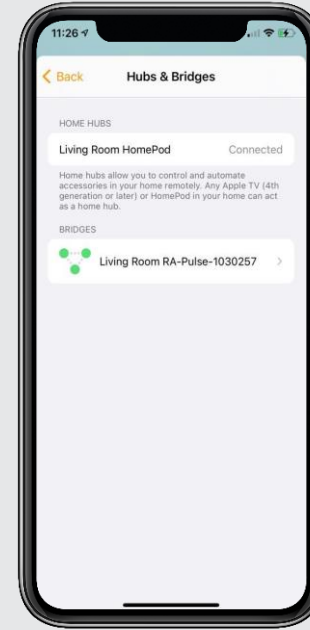
Select "Home" icon in the top left and select "Home Settings".

STEP 3



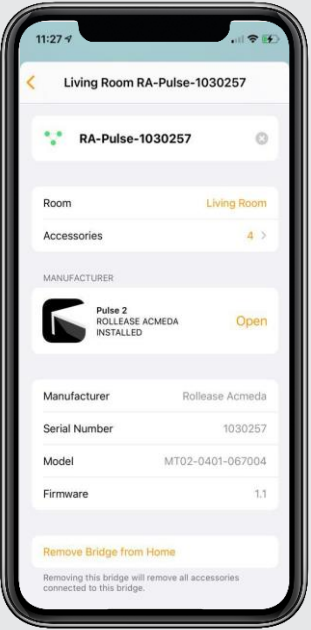
Select "Hubs and Bridges" on the list and select the RA-Pulse- XXXX device to be deleted.

STEP 4



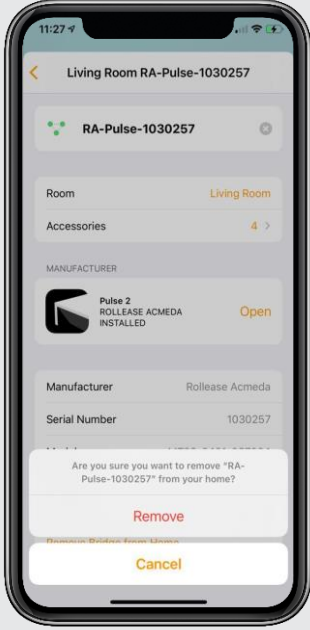
Delete only the RA-Pulse- XXXX device from the Living Room location.

STEP 5



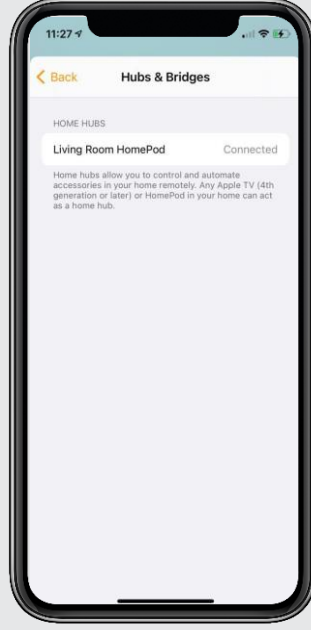
Select "Remove Bridge from Home" to proceed to delete only the Pulse 2 Hub from home app.

STEP 6



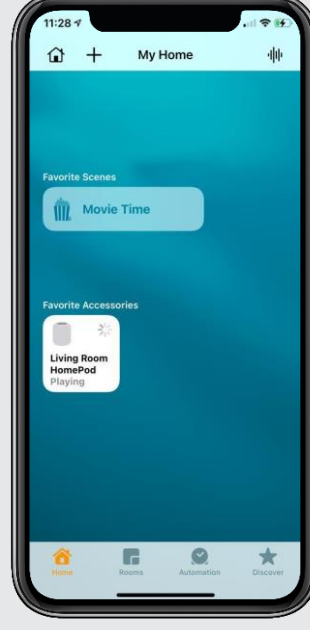
Press "Remove" button on the screen to delete the Pulse 2 Hub.

STEP 7



Confirm if that the other devices still on the same Home App location as before and Pulse 2 Hub has been completed removed.

STEP 8



All the other devices should still work from the same location in the home app.

Finding the Apple Home app on iPhone, iPad, or iPod devices.

In some cases, the Apple Homekit may not be installed on your phone. Please follow below steps install the home app.

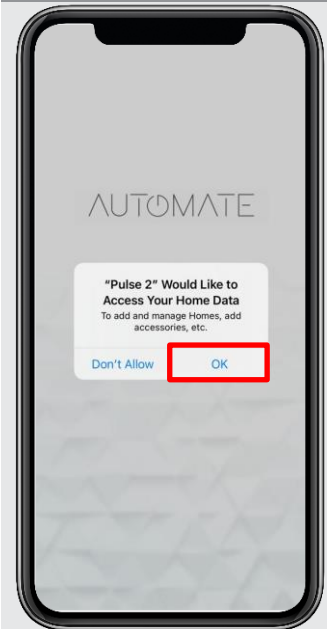
STEP 1	STEP 2	STEP 3
		
<p>Select "Settings" and verify its installed. If not, go to the App Store and type Homekit.</p>	<p>Download the Home App.</p>	<p>The Home App is now ready. Refer to the Initial setup above (page3)</p>

Enable the Homekit Privacy on your phone.

In some cases, the user does not allow the Apple Homekit on your phone, and it does not allow you pair your Hub with the Automate App. If you are facing a kind of issue, please follow the steps below:

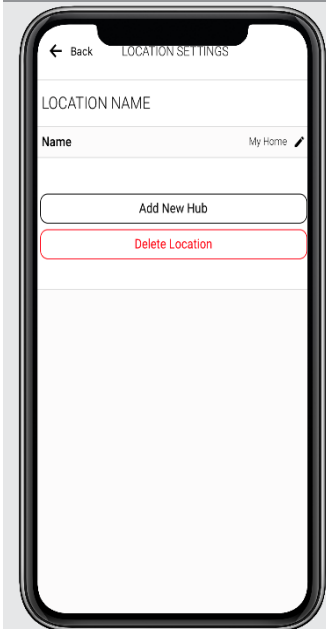
Hub does not come up into Automate App.

STEP 1




When you open the Automate App, it is asking about the Home Data permission. If it is not allowed, the pairing process will fail.

STEP 2



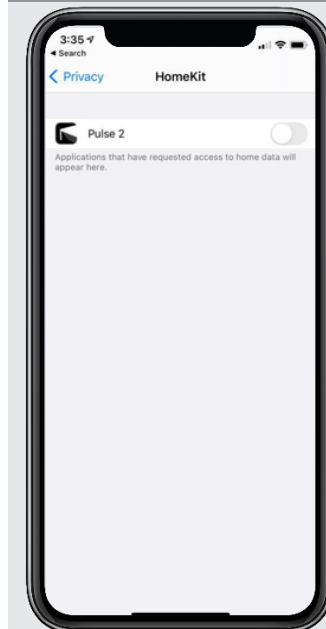
If it is not allowed, the Hub will not come up, forbidding you to proceed with the pairing process.

STEP 3



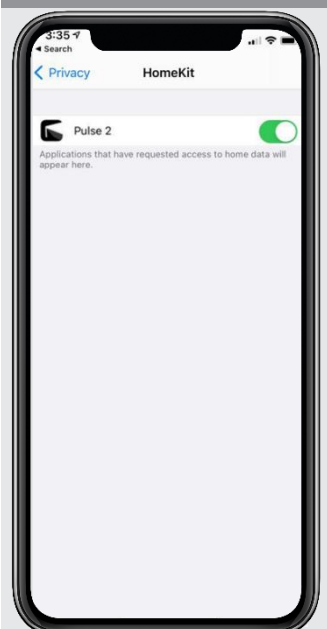
If that happens, you can enable manually. Select "Settings" and type Homekit.

STEP 4



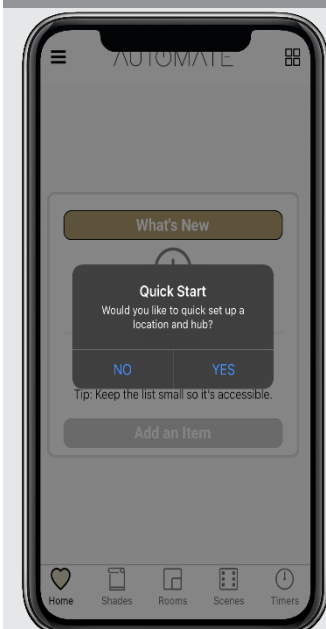
Press the Homekit Privacy icon and check if the Pulse 2 App is disabled to work with Homekit.

STEP 5




Press and toggle the button to enable Pulse 2 App to work with Homekit.

STEP 6



If you are pairing the Hub for the first time, you can use the "Quick Start" as a step to guide you to enable the Pulse 2 app to work with Homekit.

STEP 7

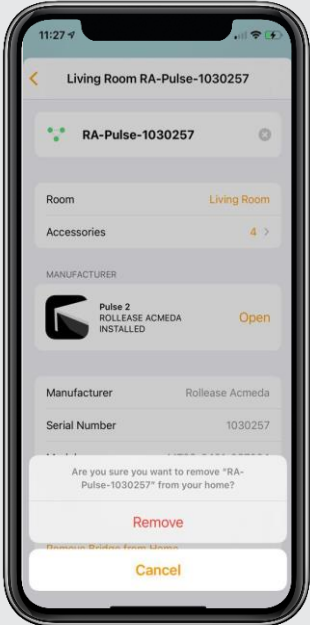


The Pulse 2 App Guides you to enable the Homekit permissions automatically.

Get stuck on HomeKit – Cannot delete the Pulse 2 Hub from your Homekit App.


In some cases, the Apple Homekit does not allow you delete the home from the Home App. In order to delete the home from your Homekit App, you need to reset your device completely and try again.

STEP 1



If you cannot delete the Pulse 2 Hub from your Home App, Reset your device completely.

STEP 2




Press and Hold the Power Button for a few seconds and slide the power off button. After that, turn on your device and repeat the steps to remove the Hub.

Cannot use or scan the QR Code using my HomeKit App.

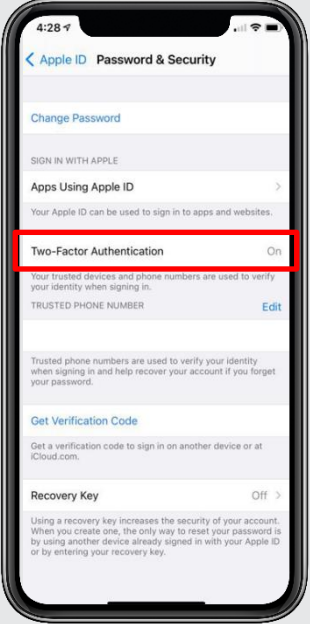
To use the Homekit App in your devices, you need make sure that the Two Factor Authentication is ON. If not, you can't use your Home App to control any shades. Follow the steps below in order to confirm or become your Two Factor Authentication is "ON" in your device.

STEP 1



If you are not able to scan the QR code using the Homekit App, check if your apple ID account has the Two-Factor Authentication On.

STEP 2

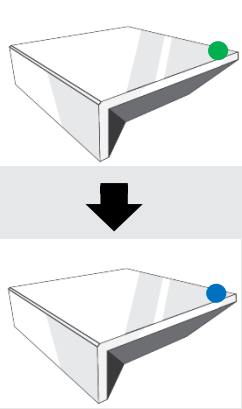


Select "Settings", go to "Password and Security", check if the Two-Factor Authentication is **ON**. If not, you need enable this option to use with HomeKit.

Can I pair the Pulse 2 Hub from Home App in the first place?

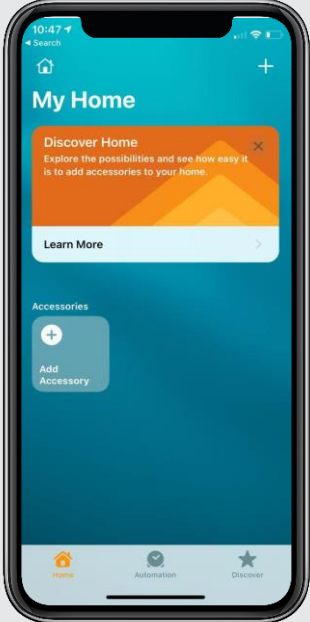
It is possible to use the Home App as an alternative option to be provisioning the Hub on the Wi-fi and then complete the configuration on the Automata App.

STEP 1



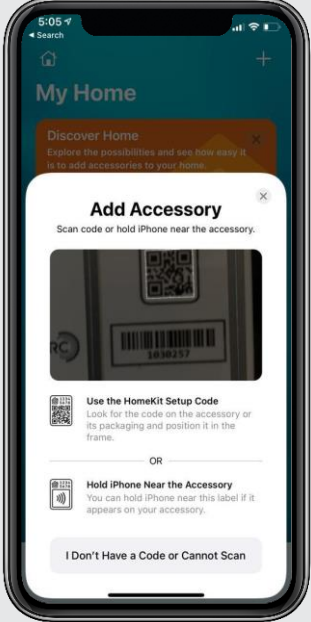
Press and hold the "P" button on the back of the Hub until the LED becomes green. Then, release the button. To get the Hub on pairing mode to repeat the pairing process.

STEP 2




From the Home Screen, select "Add Accessory" at the icon of the page.

STEP 3




Scan the QR Code at the rear of the Hub, to synchronize with the HomeKit function of your Apple device.

STEP 4



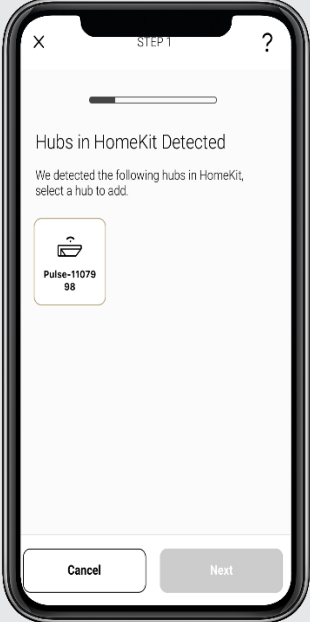
The Hub is ready to be used. Press "Done" to start using the HomeKit app to control shades.

STEP 5



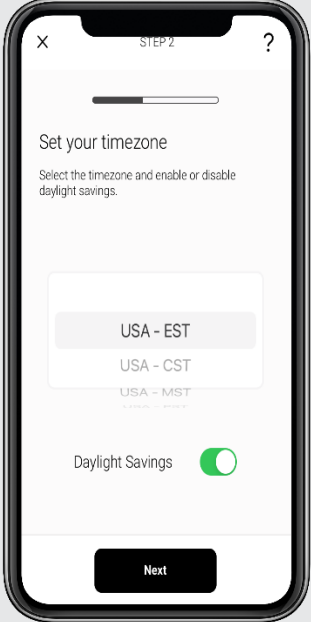
Select the "Hub" in your Automate App through the Home kit pop up.

STEP 6



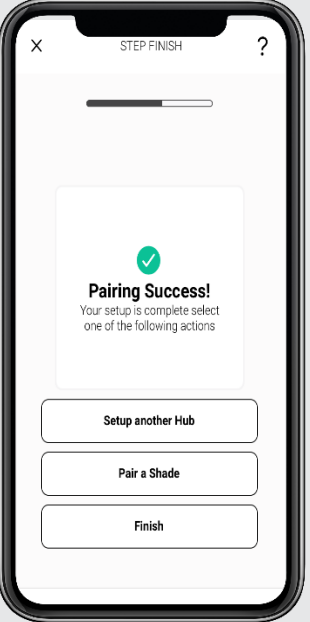
Select your HUB ID from that list and to proceed with the pairing process.

STEP 7



Select your respective Time Zone and press "Next".

STEP 8



Press "Finish" to finalize the pairing process of your Hub using the Pulse 2 App.

Automate Pulse 2 – Apple HomeKit

FREQUENTLY ASKED QUESTIONS

What Does “HomeKit” mean for the Automate Pulse 2?

The Automate Shades can be operated by talking to Siri in your home if you have the Pulse 2 Hub connected to your Router via Lan or Wi-Fi and the free Automate Pulse 2 App installed on an iOS device using iOS 11.3 or higher with Apple® HomeKit. Also, you can send the commands to your shade operating any HomeKit-enabled” products outside the home talking to Siri requires 4th Generation Apple TV or Homepod. For more information on HomeKit click: (<https://support.apple.com/en-us/HT204893>)

Can I control my shades via Siri from anywhere?

Siri will only operate the shades if you are connected via local Wi-Fi. Alternatively set up a Home Pod, Apple TV or iPad as a home hub to grant you access to remotely control your HomeKit devices.

What Apple hardware/software is required for HomeKit?

An iPhone®, iPad®, or iPod® touch with iOS 11.3 or later is required for HomeKit. You can check your iOS version in Settings > General > About > Version.

For remote access you'll need to have a third generation or later Apple TV with software version 7.0 or later in your home or a Homepod Device. Follow the steps here to make sure you have a supported Apple TV or Homepod: <https://support.apple.com/en-us/HT200008> or <https://www.apple.com/homepod/>

Remote access through Apple TV may require you to log out of iCloud® and log back in on your Apple TV.

Tip: Siri® will be more responsive if you set the “Sleep After” setting to “Never” in Settings >

If you have any other issues setting up Apple TV, please contact Apple Customer Support.

What Automate hardware/software is required for HomeKit?

A Automate Pulse 2 Hub (MT02-0401-067001) is required, as well as the latest version of iOS Automate Pulse 2 App.

Note: The Automate Pulse 1 (MTRF-WIFIBRIDGE-KIT) do not support HomeKit. Except for HomeKit support, all other features remain identical for generation 1 and generation 2.

Do the Automate Pulse 2 Hub with HomeKit features work with non-Apple smartphones and tablets (e.g. Android™)?

The Automate Pulse 2 App for Pulse 2 Hub is available for Android. However, Android devices do not have Siri and do not support third-party HomeKit apps. All Automate Pulse 2 (generation 1 and 2) have identical performance on Android.

Can everyone in the home use Siri from their own iOS device?

Using the HomeKit App, you can share control with family and friends. And get notifications about the activity in your home so you never miss a thing. For more information on HomeKit click: <https://support.apple.com/en-us/HT204893>

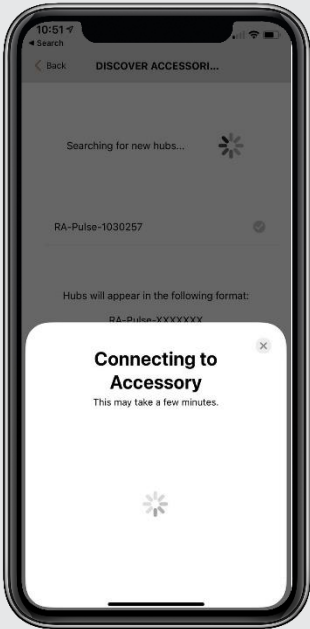
Finding the Apple Home app on iPhone OS 12.4.3 or below.

If your Automate Pulse 2 App fails or with a message saying “ERROR”, there is issue to connecting with your Hub with HomeKit.

Removing Pulse 2 hub from HomeKit


Please ensure your hub is removed from the 'Home' app and try again." Go to the Home app (this app is on your iOS device whether you have used it or not), select the house icon in the upper left corner of the home screen, select 'Home Settings', select 'Hub Location' (Hub location is automatically added to 'Home' when pairing in app), scroll down and select 'Remove Home'. Go back to the Automate app and start from the beginning.

STEP 1



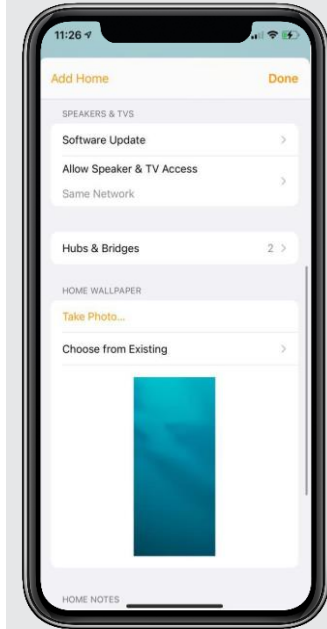
Spinner in this message

STEP 2



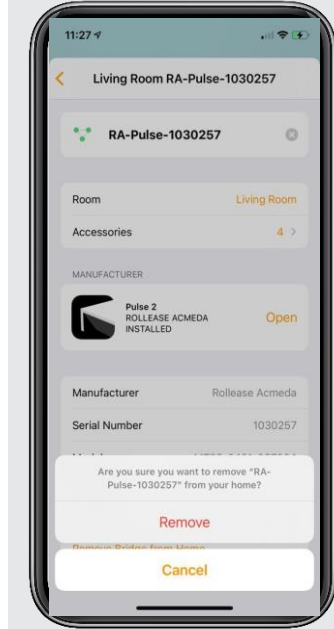
Select "Home" icon in the top left and select "Home Settings".

STEP 3



Select "Hubs and Bridges" on the list and select the RA-Pulse- XXXX device to be deleted.

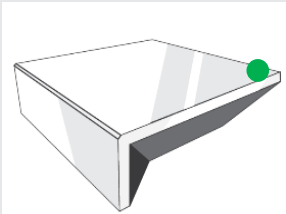
STEP 4



Press "Remove" button on the screen to delete the Pulse 2 Hub.

If you want to start from the beginning, please ensure that you are pressing the "P" button on the back of the Hub to repair it again either from Pulse 2 App or from Home App.

STEP 5

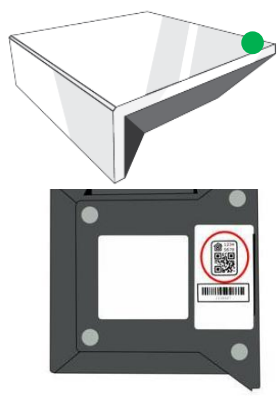


After remove, the Pulse 2 Hub from Home App, press and hold the "P" button on the back of the Hub until the LED becomes green. Then, release the button. To get the Hub on pairing mode to repeat the pairing process.

Where is the Homekit QR Code located on the Automate Pulse 2 Hub?

The Homekit QR code is located on the bottom of the hub. *The house icon in the top left of the QR code represents the Home app for Homekit.

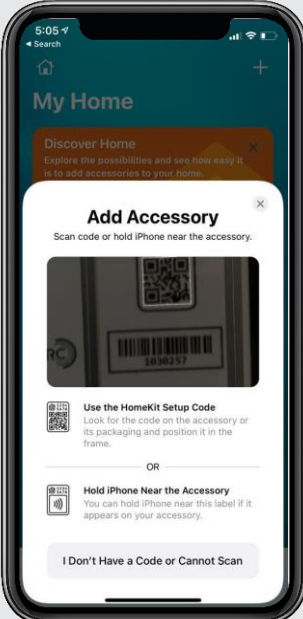
STEP 1



After remove, the Pulse 2 Hub from Home App, press and hold the "P" button on the back of the Hub until the LED becomes green. Then, release the button. To get the Hub on pairing mode to repeat the pairing process.

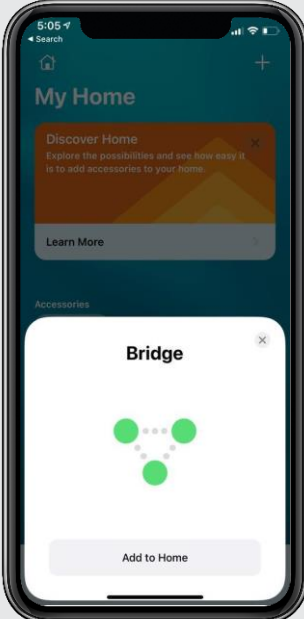
The Homekit QR code is on the bottom of the Pulse 2 Hub.

STEP 2



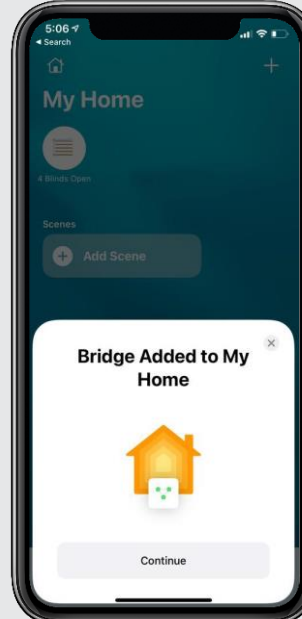
Scan the QR Code at the rear of the Hub, to synchronize with the HomeKit function of your Apple device.

STEP 3



Press the "add to home" button on the screen to proceed adding the Pulse 2 to the home app.

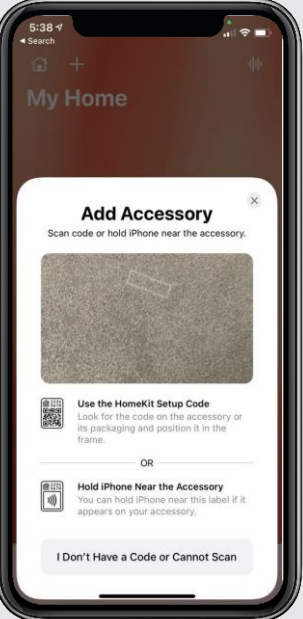
STEP 4



The Hub is ready to be used. Press "continue" to start using the HomeKit app to control shades.

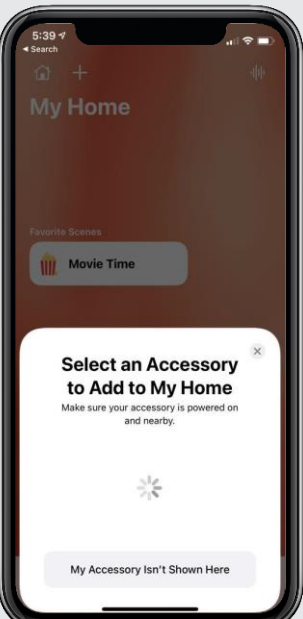
If the QR scan fails you will be prompted to enter the setup up code, this code is the eight-digit number located in the top right of the QR code.

STEP 1



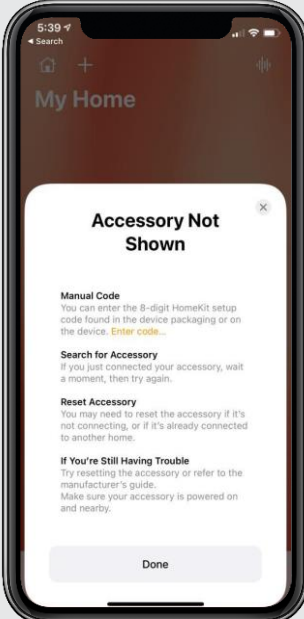
If you fail to scan the HomeKit QR Code, press "I don't have a code or Cannot Scan" to add it manually.

STEP 2




If your device still not showing up on the list, press "My accessory isn't shown here" to move to the next step.

STEP 3




On the Home App screen, select "enter Code" to enter it manually.

STEP 4



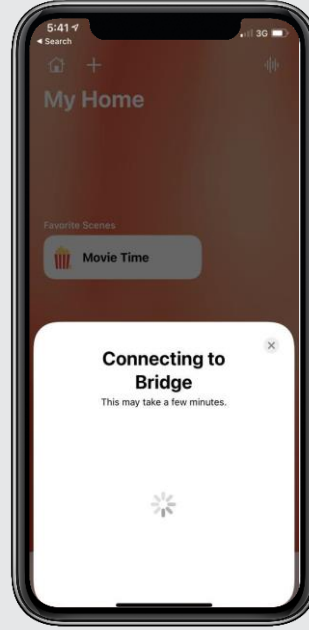
Type the Homekit Setup code available on the label on the bottom of the Pulse 2 Hub.

STEP 5



The Pulse 2 Hub will show up as a new accessory available on Home app to be added.

STEP 6

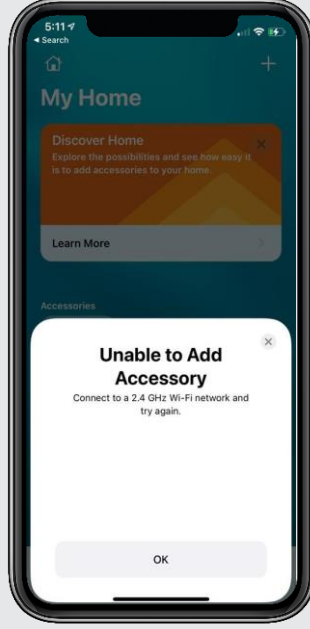


Select the Pulse 2 Hub and wait until the Home App complete the process to add the Hub into it.

How to identify if my phone device is connected to a 2.4Ghz or 5Ghz?

When you use the Homekit QR code to pair the Pulse 2 Hub, the app shows you if you are not connected to the proper network.

STEP 1



Use Home App to check and confirm if your device is connected to the 2.4Ghz network.