



B2B SOLUTIONS 2025

TaHoma[®] pro Account

Sub-account management guide

somfy.

Sub account management guide

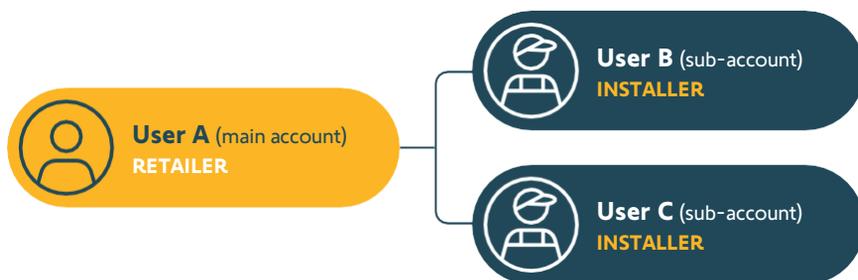
What is TaHoma pro?

TaHoma pro is a mobile app designed for manufacturers, retailers and installers. It streamlines the programming and configuration of Somfy's Smart Shading offer including TaHoma switch and products featuring Zigbee 3.0 technology.

To enable our retailers and installers to provide proactive after sales support, the TaHoma pro application also acts as a database of historical connected installations. A connected installation includes a TaHoma switch which is configured to motors & controls using Zigbee or RTS technology; versus a stand-alone solution, which includes a motor and a hand-held remote control only (no TaHoma switch). In a stand alone set up a TaHoma switch can be added at any point in time.

TaHoma pro Account Structure

- Each business account requires a main contact person who will manage the account (also known as main account).
- A main account is the only account type that can grant/edit/remove access to employees/contractors (also known as sub-accounts).
- There are no limits to the number of sub-accounts under a main account.
- All sub-accounts (company employees) will have full visibility to all historical connected installation data.



NOTE:

Owners of the main account must ensure that any employee or contractor visiting a site for installation has valid sub-account access, is trained on TaHoma pro and can successfully log in before attending a site. Email addresses cannot be shared/duplicated between business accounts. i.e., independent installers who subcontract to multiple business accounts (main accounts).

Sub account management guide

How do I access TaHoma pro?

Identify your company's main account holder. This person will complete the process below and will be the only one who can create and manage TaHoma pro sub-accounts for other employees.

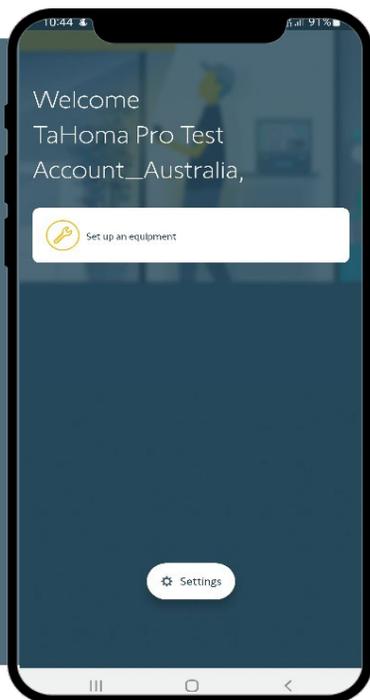
1. Your RSM will create your TaHoma Pro account using your preferred email address.
2. Upon creation, an activation email will be sent to you.
3. Click 'log in' to activate your account and create a password.

NOTE: Your main account email [username] and password can be used to log-in to TaHoma Pro application and somfypro.com.au to manage sub-accounts.

Somfy recommends that main account login detail is not shared within your organisation.

Sub account management guide

TaHoma pro account types



Manufacturer Mode

Guide manufacturers through a step-by-step commissioning to set Zigbee motors by using Bluetooth (BLE) to avoid any cross pairing.

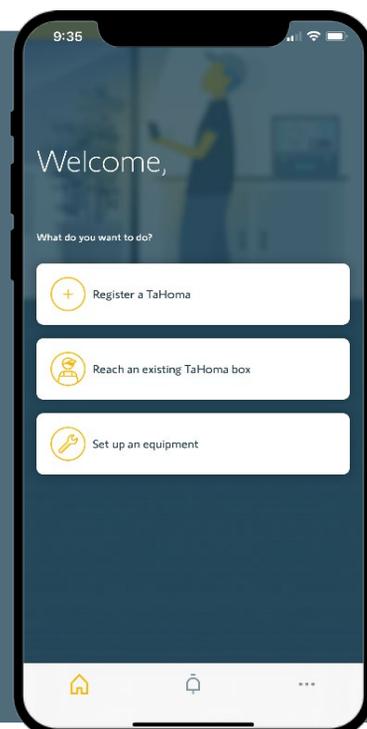
- Pre-filled parameters
- Set up and test Zigbee motors
- Pair Ysia controls to Zigbee motors

Manufacturing mode works offline. Installer mode requires an internet connection.

Installer Mode

Guide installers through a step-by-step commissioning to set (or adjust) Zigbee motors using Bluetooth (BLE) and configure connected installations.

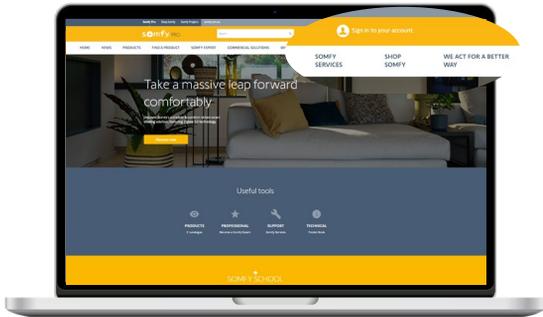
- Set up or adjust Zigbee motor settings
- Pair Ysia control to Zigbee motors
- Add Group controls
- Commission a Zigbee stand-alone set up
- Configure a TaHoma switch
- Pair Zigbee & RTS equipment to a TaHoma switch
- Customise & personalise a TaHoma switch setup (scenes, scenarios & times)
- Access historical connected installations to enable after sales service



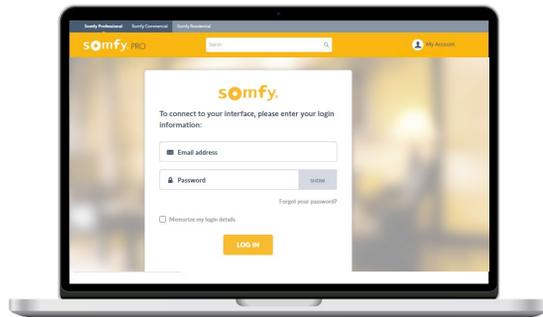
Sub account management guide

How to create sub-accounts:

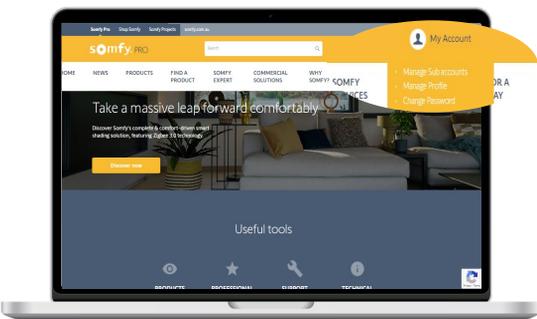
For company main account holders only.



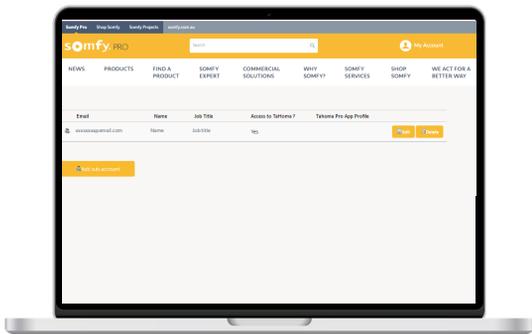
1. Visit somfypro.com.au and click 'Sign in to your account.' in the navigation bar or [Click here.](#)



2. Log in to Somfy Pro using your main account login details.



3. In the top navigation bar, click on **My Account > Manage Sub-account.**

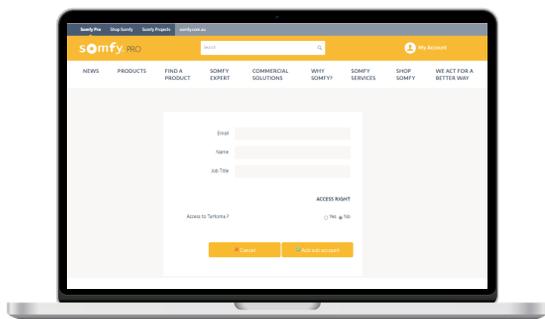


4. Click on **Add sub-account** to invite a new user.

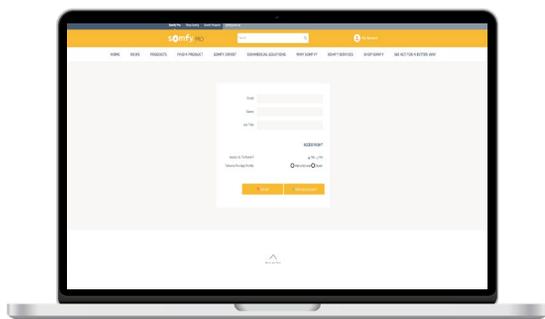
Sub account management guide

How to create sub-accounts:

For company main account holders only.



5. Enter the email, name and job title of the sub-account user.

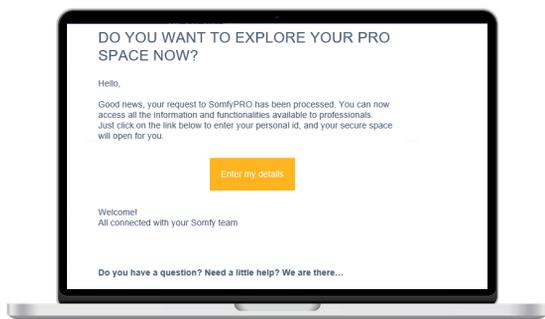


6. Check “Yes” under “Access to TaHoma pro services.”

7. Check “Dealer” under “TaHoma pro App Profile.”

8. Click the “Add sub-account” button.

Note: If a main account is set to installer mode, then a sub account cannot be set to manufacturer mode. If a main account is set to manufacturer mode, then sub-accounts can be set to either Manufacturer mode or Installer mode.



9. The new user/new sub-account holder will receive a SomfyPro invitation email (from us_insidesales@somfy.com) with steps to create a password (*please note that the activation link is only valid for 7 days*).

10. The user can then download the TaHoma pro app and sign in.



Make the move

About Somfy

For more than 50 years, Somfy has been driving durable positive motion as a pioneer in window and door automation. Developed with comfort, ease of use, security and sustainability in mind, our seamless and connective 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

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