

Planning a Successful Kirsch® Automation Hub and App Installation

Helpful Hints for Installers

Kirsch wants every installer to represent our company with professionalism and excellence. This Checklist is designed to make each installation an efficient, customer-satisfying experience.

Please review before beginning your next Automation installation.

Prior to Installation Day

- 1** Plan the Project
For larger projects that include ten or more shades, Kirsch recommends that the individual responsible for the setting up and programming that App for the customer also accompany the dealer at the point of measure and sale to determine all Automation needs for the project.
- 2** Project Review
Review the Installation Report and/or the Automation Set Up Template if there is one available. If the template is not being used, begin using it on your next project of ten shades or more.
- 3** Set Expectations!
Be sure all parties are in agreement as to who will be responsible for setting up and programming the App. In most cases, it is the installer. It is very common, and shows a high degree of professionalism, that the individual who programmed the shades and App should also demonstrate for the customer how to operate the shades using the App. Whenever possible, request that the homeowner be present upon the completion of installation and programming so that the installer can spend some time acquainting the customer with the App and answering any questions the customer may have about the operation.
- 4** Update the Hub Firmware!
For optimum performance, the Hub periodically receives firmware updates when connected to an internet enabled Wi-Fi router. Plug the Hub into an internet connected Wi-Fi router prior to installation day to insure it has the most updated firmware.

What to Bring

- 1** Your Own Wi-Fi Router and Mobile Device (Apple® or Android®)
Just like you wouldn't rely on a customer's tools to install shades, you shouldn't rely on a customer's router or mobile device. Bring your own smart phone or tablet and easily work from room to room as you install shades. Be sure you have the most updated version of the Automation App installed on your device. Just as you rely on your cordless drill to run at optimum performance, take steps to insure your mobile device is also in good condition and operation.
- 2** Extra Remotes, Hubs & Repeaters
Many seasoned Automation installers see value in having extra components and accessories like remotes and repeaters at the ready, especially for larger projects.
- 3** Extra Cables
Items such as extension cords, power strips and a longer length of Ethernet cable are good things to carry.

Installation Best Practice Procedures

All Automation projects are unique. New features and benefits can occur over time. As an installation professional, stay up to date with Automation courses and training available in the Learning Center.

- Connect the Hub to your router using an Ethernet cable. *Whenever possible, carry the Hub and router from room to room in order to aid with shade discovery. After the shade discovery process, place the Hub and router in the agreed upon final location within the home. Please ensure the Automation signal can reach the shades, when the Hub is placed in its final location. Please see further instructions at Check the Automation Signal Strength.*
- Discover shades one room at a time. *Doing so allows for a more efficient use of time in identifying and naming shades.*
- Once shades are discovered and assigned to Rooms, place the Hub in its final location in the home. *If a Secondary Hub(s) was included on the project, place in proper location(s) and connect to the network.*
- Check the Automation Signal Strength and Add Repeaters. *Each discovered shade in the home can report the level of Automation signal strength it is receiving from the Hub. From the Menu, select Shades. Open each shade and scroll down to Power & Connectivity. Select Refresh and wait for updated information from the shade.*
 - *In the Shade List, screen any shade that reports signal strength at yellow or red and add a Repeater in a location between the shade and Hub location. Then select Refresh on the Shade Details screen to verify an increase in Automation signal strength. A green indicator means a strong Automation signal. You will no longer see a yellow or red indicator when viewing the shade on the Shades List. Repeaters should be used sparingly on any project.*
 - *For larger projects, find the shade or shades closest to the Hub that display low Automation signal, add a networked Repeater between the Hub and shade(s), then refresh all shade information in the App. By doing so, you may find that the one Repeater has solved for additional shades in further locations with low signal strength.*
 - *Especially for shades in bedrooms, close the doors when checking Automation signal strength. Closed doors can impede the Automation signal and it is a very strong likelihood that the customer will expect shades to operate with doors closed.*
- Create Scenes and Automations as needed. *During the process of creating Scenes and Automations, data is being sent from the Hub to the shades. For best Scene and Automation performance, be sure that all shades are receiving full signal strength prior to any programming.*
- Connect Hub to the homeowner's home network. *Now is the time to ask the customer to open the Automation App on his or her device and check operation.*