ALPHANEO

SET UP TIPS

TIPS FOR BEFORE YOU START

If starting an account, make sure you have your correct Wi-Fi password.

Neo Box Will only connect to a 2.4ghz network.

If you have a Wi-Fi 6 router you may need to split the Wi-Fi signal. Speak to your ISP (internet service provider).

Check smart controller and check Wi-Fi signal make sure it's a good connection or better.

Check settings. Under your email address is Set up code this should be W3428

If set up code is wrong, click **Change set up code** in settings and update to correct code above.

TO ADD A BLIND IN THE NEO APP

Open Neo App.

Create account and connect to Wi-Fi. Follow app directions.

Navigate to rooms screen, press menu button top left of screen.

Press add blind and press next.

Name blind and select icon and press next.

Choose the correct room or create room and press next.

Press the writing in blue **"Show me instructions via remote control".**

Press next again.

You should be on Pair Blind screen.

On the remote select the correct channel for the blind you want to connect.

On the remote press the up & down buttons simultaneously for 1 second then press the stop button 8 times. The motor will "jiggle".

On the Neo App press the send Pair signal.

Motor should "jiggle" when connected.

If you don't get a "jiggle" follow app directions and try again.

NEO - DELETING A MOTOR AND ADDING A MOTOR

With deleting a motor, navigate to the room that you want to delete a blind from.

Press the room.

Press the blind you want to delete.

Press the pencil top right-hand corner.

Press the bin to delete blind.