

Troubleshooting

Motor is not responding

Insufficient battery - Please refer to the section **Checking the battery level**. If the battery is low, charge it at least for 2 hours and try again. A full battery charge may take about 6 hours.

Cannot pair with remote control

Not holding the HEAD button long enough - To enter pairing mode, you need to press the button, and keep it pressed, for 3 seconds, until the motor moves.

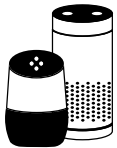
The motor pairing mode lasts 30 seconds. Pressing the set button on the back of the remote control should be done within this period.

Make sure you are using the right remote control and that it has a working battery. If the environment has too many 433MHz RF devices (RF noise), it may interfere with the pairing process.

Motor moves to the opposite direction

Simply follow the instruction in the topic **Reverse direction**.

Smart Controller Integrations



For information about third party systems such as Control4, Google Assistant and Siri Shortcuts, please visit our website.

neosmartblinds.com/smartcontroller-integrations/

In case of problem or doubt, please contact your dealer.

Warranty

Neo Curtain Motor (CM-BRE40, CM-RE40, CM-WRT40, CM-RT40) carries an one year warranty counting from the invoice date. Normal wear and tear are excluded from the warranty.

Disposal

The CM-BRE40 and CM-RE40 motors contain an external lithium battery. **Do not dispose of these items with your regular waste.** Please recycle batteries and damaged electric products according to local regulations.

Neo Curtain Motor specifications

Dimensions: 265mm x 40mm x 40mm

Radio Frequency (RF): 433.92 MHz

CM-BRE40 and CM-RE40

Electrical parameters: 15V DC external rechargeable lithium battery

Power sources: wall charger or 2W/11V solar panel

CM-WRT40 and CM-RT40

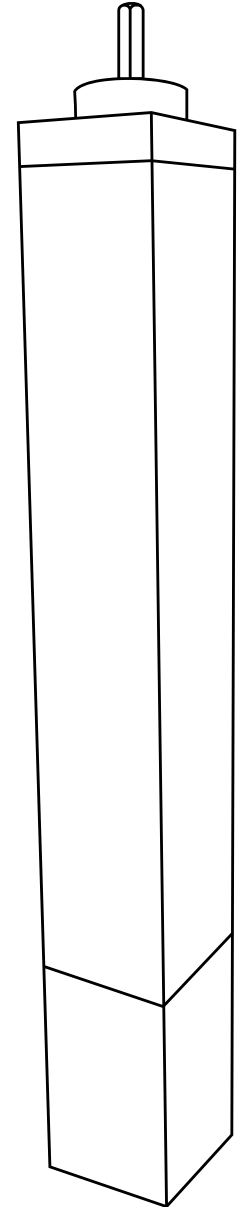
Electrical parameters: 24V power adapter

Power sources: 24V power adapter

NEO CURTAIN MOTOR

Works with all Neo Remote Controls RC-200 and WS -200 series

Version 2.1



SETUP CODE NEOV1

Choose the setup code above or the one provided by your dealer when creating a new account in the **Neo Smart Blinds app**.

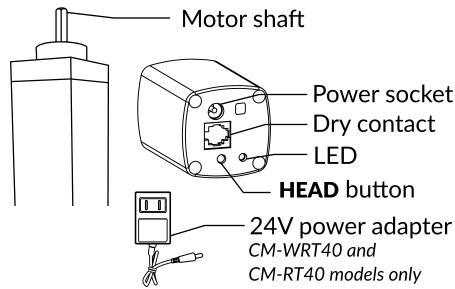
Models

CM-RE40
CM-RT40
CM-BRE40
CM-WRT40

powered by Neo Smart Blinds

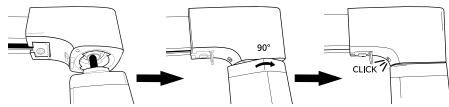
ENGLISH

Getting to know your Neo Curtain Motor



Motor installation

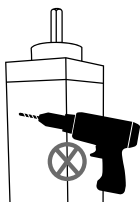
Choose one of the sides of your track, then insert the motor shaft. Twist the motor 90 degrees counterclockwise, until you hear the latch make a click sound.



To **remove the motor**, keep pressed down the latch while you twist and remove the motor.

Caution

- Motor must be installed in a vertical position and used with curtain tracks.
- Keep remote controls, Smart Controller device, Blue Link device and apps away from children.
- Ensure all cables and connected devices are protected and clear from moving parts.
- An environment with multiple 433MHz devices may interfere with the normal usage of the motor.
- Misuse or any design modification will void warranty.

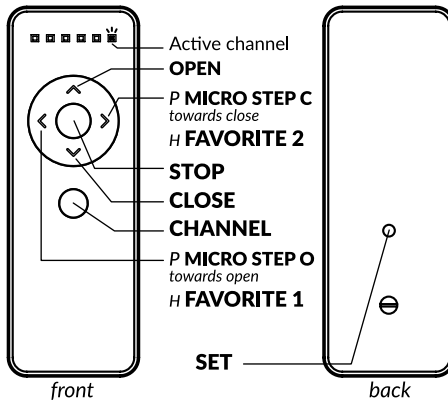


DO NOT DRILL OR CUT ANY PART OF THE MOTOR

Neo Remote Control

Models RC201, RC202 and RC206

For other remote control models, please refer to the instructions inside the box of the remote control.



P - Press the button
H - Hold the button for 2 seconds

In order for a remote control to execute commands on a motor, its active channel must be paired with that motor. See topic "Pairing Process" for instructions.

Basic operation

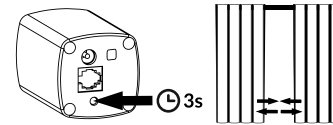
Key	Description
Press OPEN	The motor moves all the way to the open limit.
Press CLOSE	The motor moves all the way to the close limit.
Press STOP	The motor stops any ongoing motion.
Press MICRO STEP O	The motor moves a small amount towards the open limit.
Press MICRO STEP C	The motor moves a small amount towards the close limit.
Hold FAVORITE 1 for 2 seconds	The motor moves to the favorite position 1.
Hold FAVORITE 2 for 2 seconds	The motor moves to the favorite position 2.
Press CHANNEL	The remote control cycles to the next channel (or group of channels), making it active ¹ .

¹ - This command is not sent to the motor, and affects only the remote control on which it is executed.

Change Dry Contact Control Modes

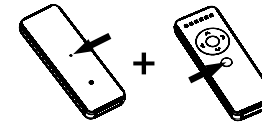
The three dry contact control modes cycle between themselves. Repeat the procedure below as many times as necessary to set the desired control mode. Test it to confirm that the right control mode was set.

1. Hold the **HEAD** button for 3 seconds, until the curtains move, then release it. The LED will turn on.



2. Press the **CHANNEL + SET** buttons at the same time. The LED will turn off indicating the mode was changed.

RC215, RC230 - Press the buttons NEXT CHANNEL + SET instead.



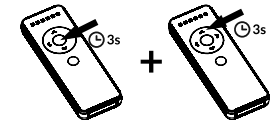
Touch Control

The motor comes with touch control mode enabled from the factory. To disable or enable this feature, follow the instructions below.

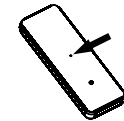
To open or close the curtains using the touch control, hold one of the curtains panels and give it a firm tug towards the open or close position.

Enabling touch control

1. Hold the **STOP + OPEN** buttons for 3s. The motor will move and the LED will turn on.

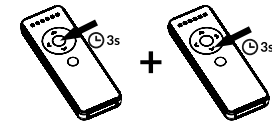


2. Within 3 seconds, press the **SET** button. The motor will move and the LED will turn off to confirm that the touch control mode is enabled.

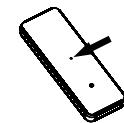


Disabling touch control

1. Hold the **STOP + CLOSE** buttons for 3s. The motor will move and the LED will turn on.

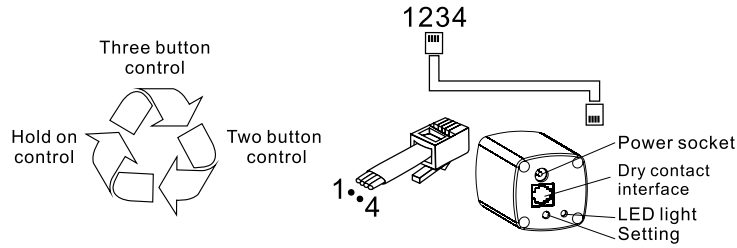


2. Within 3 seconds, press the **SET** button. The motor will move and the LED will turn off to confirm that the touch control mode is disabled.

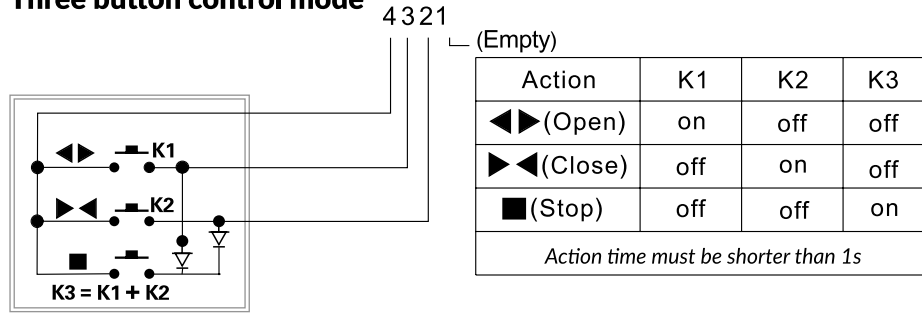


Dry Contact

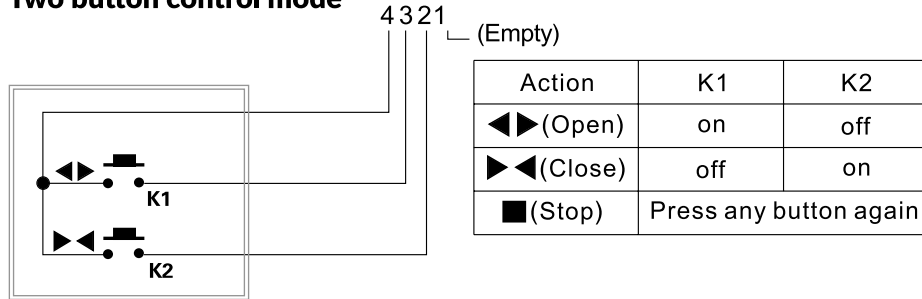
The dry contact interface offers three control modes.



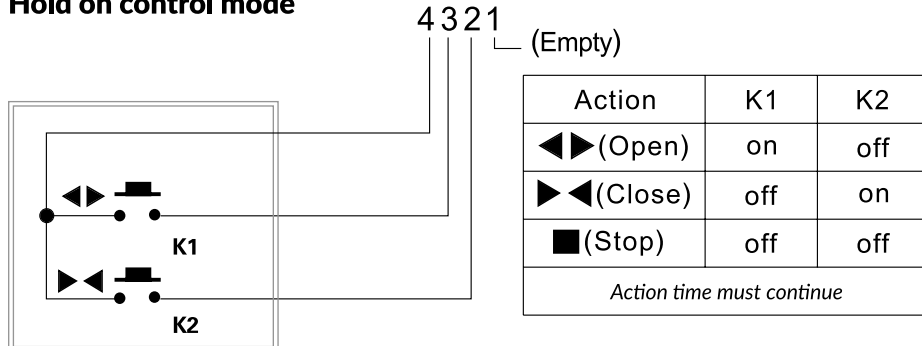
Three button control mode



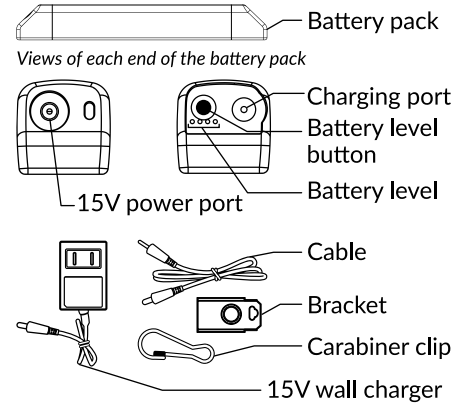
Two button control mode



Hold on control mode

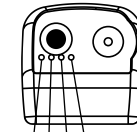


Only for the battery models CM-BRE40 and CM-RE40



Checking the battery level

Hold the battery level button and observe the LED lights. Compare to the table below:



R: Red; G: Green; O: Off

- GOOO** - 100% charged
- GGGR** - between 75% to 99% charged
- OGGR** - between 50% to 74% charged
- OOGR** - between 25% to 49% charged
- OOOR** - 25% or less charged

Battery installation

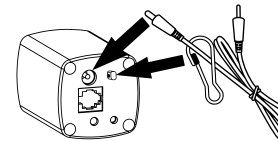


Magnetically attach the brackets on each end of the battery. Choose a place near the motor (in cable's reach) and behind the curtains. Using a pencil, mark the screws placements on the wall.

Detach the brackets from the battery and screw them to the wall. Connect the cable to the battery and the motor. Magnetically attach the battery pack to the brackets on the wall.

Optional step

You can use the carabiner clip to secure the cable in place. After threading the cable through the carabiner, fasten the carabiner in the motor.



When the battery level is very low, the motor will beep 5 times.

Charge the battery using the included 15V DC wall charger.

Solar Panel Installation (optional)

The solar panel must be within reach of the battery cable when selecting a place to mount. Attach the 2 provided mounts to the frame of the window 10 inches (25cm) apart from each other. Once the mounts are attached to the frame, install the solar panel blue side facing out and connect the provided cable to the battery.

Pairing process

Up to 16 channels can be stored on the motor.

Using a Neo Remote Control

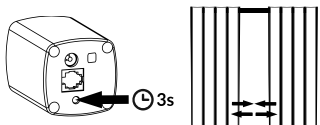
All our Neo Remote Controls RC200 series work with the motor.

1. Using the remote control, press the **CHANNEL** button as many times needed to select the desired channel to pair the motor.

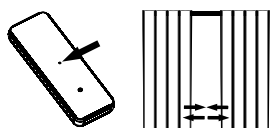


RC215, RC230 - Press the PREVIOUS CHANNEL or the NEXT CHANNEL buttons instead.

2. Hold the **HEAD** button for 3 seconds, until the motor moves.



3. Press the **SET** button on the back of the remote control, the motor will move to confirm the operation.



Using a Smart Controller



Download the app to your phone or tablet by searching **Neo Smart Blinds** on Google Play or App Store.

1. Open the app and login. If you don't have an account, create one by tapping on **Create Account**.
2. Follow the steps to add a Smart Controller.
If the step-by-step does not show up, tap on the **Menu** located on the top left corner, then tap on **Smart Controllers**. Tap on the **plus** button to add your Smart Controller.
3. Tap on the **Menu** located on the top left corner, then tap on **Add a blind**. Follow the in-app instructions.

Setting limits

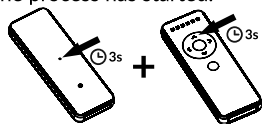
Each time the motor is powered up, limits will be deleted. During the first usage, the motor will move slowly to detect the track's length and automatically set its close and open positions. In consecutive commands, the motor will run at normal speed.

If the track is resized or the motor is installed in a track with a different length, power cycle the motor or follow the **Delete limits** instructions.

Adjusting limits

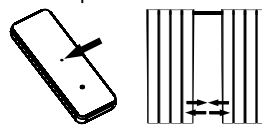
Open limit

1. Hold the **SET + OPEN** buttons at the same time for 3 seconds. The motor will move to indicate the process has started.



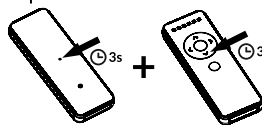
2. Use **OPEN** and **CLOSE** buttons to go to the desired opened position.

3. Press **SET** button on the back of the remote control, the motor will move to confirm that the new opened limit position has been saved.



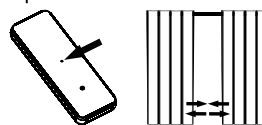
Close limit

1. Hold the **SET + CLOSE** buttons at the same time for 3 seconds. The motor will move to indicate the process has started.



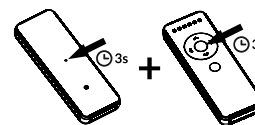
2. Use **OPEN** and **CLOSE** buttons to go to the desired closed position.

3. Press **SET** button on the back of the remote control, the motor will move to indicate that the closed limit position has been saved.



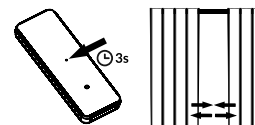
Delete limits

1. Hold the **SET + STOP** buttons at the same for 3 seconds. The motor will move to indicate the limits have been deleted.



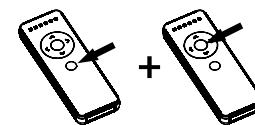
Reverse direction

1. Hold the **SET** button on the back of the remote control for 3 seconds. The motor will move to indicate the process has started.



2. Press the **CHANNEL + STOP** buttons at the same time, the motor will move to confirm the operation.

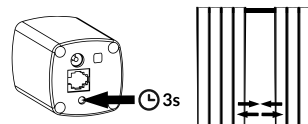
RC215, RC230 - Press the buttons PREVIOUS CHANNEL + STOP instead.



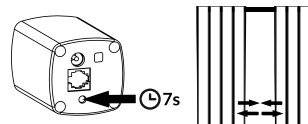
Delete all remote controls

Attention: this procedure does not delete close and open limits or the favorite positions 1 and 2.

1. Hold the **HEAD** button for 3 seconds, until the motor moves.



2. Hold the **HEAD** button for 7 seconds, until the motor moves.



Setting favorite positions

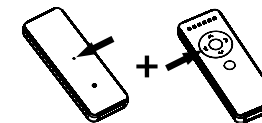
The motor comes with favorite positions set at 25% and 75% of the track's length, from the factory. These positions can be changed by following the instructions below.

To send the motor to the favorite position 1 or 2, hold the **FAVORITE 1** or **FAVORITE 2** button for 2 seconds.

Setting favorite position 1

1. Use **OPEN**, **STOP** and **CLOSE** buttons to go to the desired favorite position 1.

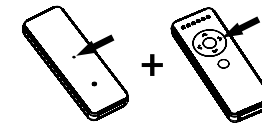
2. Press the **SET + FAVORITE 1** buttons at the same time. The motor will move to confirm that the favorite position 1 was saved.



Setting favorite position 2

1. Use **OPEN**, **STOP** and **CLOSE** buttons to go to the desired favorite position 2.

2. Press the **SET + FAVORITE 2** buttons at the same time. The motor will move to confirm that the favorite position 2 was saved.



Don't forget to always select the correct channel of the motor you want to adjust.