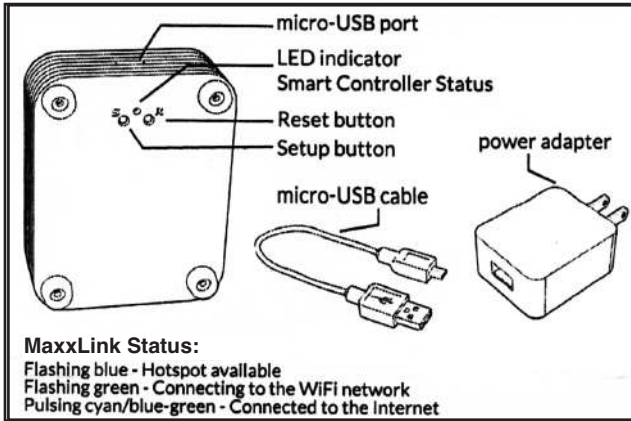# Compatible Products to Automate your Home

MaxxLink

Control your blinds from anywhere using your phone or tablet. Voice commands are available if Integrated with **Amazon Alexa or Google Home (Google Assistant).**

micro-USB port
LED indicator
Smart Controller Status
Reset button
Setup button
power adapter
micro-USB cable

MaxxLink Status:
Flashing blue - Hotspot available
Flashing green - Connecting to the WiFi network
Pulsing cyan/blue-green - Connected to the Internet

System requirements

• A strong WiFi signal (3 bars or more) in the location where you will setup your Smart Controller.

• The MaxxLink only supports 2.4GHz WiFi(IEEE 802 11b/g/n), not SGHz.WiFi security needs to be set to WPA-PSK or WPA2·PSK.

• A smartphone or tablet running Android 5.0 (Lollipop) or higher, or lOS 8 or higher is needed.

Set Up Code: MA432

Getting to know your MaxxLink

1. Download the Neo Smart Blinds app
Download the app to your phone or tablet by searching **Neo Smart Blinds on Google Play or the App Store.**
Note: Do not Install Neo Smart Blinds Blue

2. Plug in your MaxxLink in reach of your home WIFI
Choose a place not too far from your home router or a place you know has good WiFI signal strength. You will be able to change its location after, If necessary.

3. Create an account and choose the setup code written on the cover
After opening the app, tap on **Create one** to create a new account. Enter a valid **email address and choose a pass word,** select the **region time zone** from the place where the MaxxLink will be located. Choose the setup code written in the cover and tap on **Register**.

4. Follow the app step by step to add the MaxxLink
Have in hand the home WiFi password. It will be necessary to connect the MaxxLink to the Internet.

Note: Some Android users won't be connected quickly to the hotspot. If it is the case, please wait about 10 seconds before returning to the app. During this time, your device may notify you that the hotspot does not have Internet access, and will prompt you whether you want to remain connected. You need to select the option that will allow you to keep connected before returning to the app

Troubleshooting

1. The home WIFI doesn't appear in the step 4
Try rescanning, if the problem persists, you will need to reposition the MaxxLink to a place with stronger WiFi signal. In this case, exit the process (tap on the menu, then tap **Your Rooms**), replace the MaxxLink and start over.

2. The MaxxLink LED in the bottom is not blinking blue - **the process fails in the last step** Press the **S** button for 10 seconds, then press the **R** button once and start over. Pay special attention when typing the WiFi password.

Need more help?

Visit **neosmartblinds.com/smartcontroller** for detailed instructions about how to use the app and troubleshooting.

Integrations

1. Smart home devices
Visit **neosmartblinds.com/smartcontroller-integrations** for detailed information about connecting to Amazon Alexa, Google Home and other systems.

2. Control 4
Please send an email to **tech@neosmartblinds.com** with your name,your email and your company's name.
This Information is necessary to always send to you any further driver update.
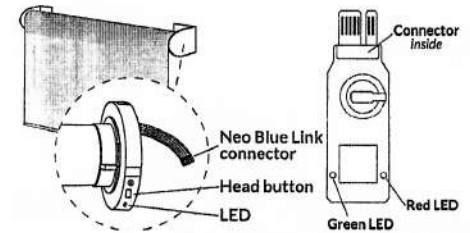
Bluetooth

How to setup a blind?
First, download the Blue Link app to your device using one of the buttons below:

For each motorized blind, add the Neo Blue Link to the motor using the Neo Blue Link connector. You may need to use a chair or a ladder to be able to reach the connection wire. If that is the case, you should remain on the chair/ladder until the end of the claim process.

Now, enable the Bluetooth on your device, then, open the Neo Smart Blinds Blue app. Tap on *"Tap to Claim"* of the unclaimed blind and follow the steps. Once your blind is claimed, you are ready to go to the next motorized blind and repeat the same process.

How do I enable the Bluetooth in an Android device?
Each Android device may vary, below is the general guide to enable the Bluetooth.
If this doesn't work, please see your phone's manual or support site.

Enabling the Bluetooth via home screen:
1. Swipe down from the top of your screen to fully expand your notification tray.
2. Tap on the **Bluetooth symbol**.
3. Tap or swipe the switch so it will be in the **"on"** position   .

Enabling the Bluetooth via settings:
1. Tap on Settings.
2. Look for Bluetooth or the **Bluetooth symbol** in your settings and tap it.
3. Tap or swipe the switch so it will be in the **"on"** position.

One or more blinds are "not found". What should I do?
There are 3 possible causes for this:
1. You may not be in range of the blinds. In this case you just need to move towards to the blinds until you are in range and the app shows the option **"Tap to Connect"**.
2. The blind may be in use by another person in the house. In this case, the blind will be available to you as soon as nobody else is using it.
3. The Bluetooth in your device may be turned off: you just need to turn it on. If you need help to enable the Bluetooth in your device, please check the links below:

> **ENABLE THE BLUETOOTH IN AN ANDROID DEVICE**
> **ENABLE THE BLUETOOTH IN AN APPLE DEVICE**

Do I need m internet connection (Wi-Fi or cellular data) to use the Blue Link app?
You will only need a Wi-Fi or a mobile data connection to download or update the Neo Smart Blinds Blue app (available for both Android and iOS devices). Otherwise in everyday use you will only need your Bluetooth enabled.

I have a smart home system at home. Is Blue Link compatible with major smart home systems?
Blue Link is not currently compatible with any smart home system. We are currently exploring the possibility of adding major smart home systems. Check back with us for progress and updates.

What's the range for the Blue Link? How many do I need for my house?
Up to 10m indoors and up to 30m for open areas, but please note that it depends largely on the smart device used to connect, the construction and layout of your home, and where you are while you are using the app to control the blinds. It is necessary to use one Blue Link per blind.

The app doesn't show any blind to pair even though the Blue Link is connected to my blind. What do I do?
Make sure that you are close enough to the blind and that the Bluetooth in your device is not turned off.If Bluetooth is turned off: just turn it on. If you need help to enable the Bluetooth in your device, please check the links below:

> **ENABLE THE BLUETOOTH IN AN ANDROID DEVICE**
> **ENABLE THE BLUETOOTH IN AN APPLE DEVICE**

What mobile devices are compatible with the Blue Link?
Smart devices with Bluetooth 4.0 or newer, both iOS and Android.
Neo Smart Blinds Blue app is currently compatible with:
• Android 5 .1 and newer
• iPhone 4S and newer (iOS 8 and newer), iPad 2 and newer (iOS 8 and newer)