
RE: Tahoma Help - Peter Drew Ref

From Technical UK <technical.uk@somfy.com>

Date Tue 25/02/2025 14:18

To Scott Ruderham <scott@cpinteriors.je>

Hi Scott,

Oh yes it looks to be a issue with the box.
I would say a replacement would be needed.

There is a few things we could try if you are on site as it would require me to speak to you over the phone to assist. But if that doesn't get the box working then it would be a new unit that is needed.

Kind Regards
Christopher Crozier
Technical Support – B2B

T +44 (0)113 391 3030

technical.uk@somfy.com

Somfy Ltd
Unit 7, Lancaster Way
Airport West, Yeadon Leeds
West Yorkshire LS19 7ZA
United Kingdom
www.somfy.co.uk



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From: Scott Ruderham <scott@cpinteriors.je>

Sent: 25 February 2025 14:12

To: Technical UK <technical.uk@somfy.com>

Subject: RE: Tahoma Help - Peter Drew Ref



From: Technical UK <technical.uk@somfy.com>

Sent: 25 February 2025 14:03

To: Scott Ruderham <scott@cpinteriors.je>

Subject: RE: Tahoma Help - Peter Drew Ref

Hi Scott,

Ahh this sounds like a issue with the box then for some reason if they have followed the steps correctly.

Can you send me the Box PIN number and I can have a look to see if there is anything out of the ordinary?

Kind Regards
Christopher Crozier

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technical.uk@somfy.com

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West Yorkshire LS19 7ZA
United Kingdom
www.somfy.co.uk



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From: Scott Ruderham <scott@cpinteriors.je>

Sent: 25 February 2025 13:59

To: Technical UK <technical.uk@somfy.com>

Subject: RE: Tahoma Help - Peter Drew Ref

Hi Chris

See below:

I've tried another reset.

There is no problem connecting to the wifi which is strong. It says “connection successful” but then one has to press finish and it is at that point it comes up with the same message every time

“The issue seems to have persisted.....”

And the red lighting is still flashing on/off

From: Technical UK <technical.uk@somfy.com>

Sent: 25 February 2025 13:21

To: Scott Ruderham <scott@cpinteriors.je>

Subject: RE: Tahoma Help - Peter Drew Ref

Hi Scott,

Ask the customer to connect the Tahoma Switch to his Hotspot on this phone, that is a quick test to see if it's a issue with this WIFI.

Make sure the phones hotspot is set to 2.5Ghz and not 5GHz. The box doesn't connect to 5Ghz WIFI band.

Kind Regards
Christopher Crozier
Technical Support – B2B

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technical.uk@somfy.com
Somfy Ltd
Unit 7, Lancaster Way
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West Yorkshire LS19 7ZA
United Kingdom
www.somfy.co.uk



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From: Scott Ruderham <scott@cpinteriors.je>
Sent: 25 February 2025 13:04
To: Technical UK <technical.uk@somfy.com>
Subject: RE: Tahoma Help - Peter Drew Ref

Hi Christopher,

All good thanks, I hope you are too.
Please see below from client response – I had forwarded them your feedback.

I've done that several times – I even switched to a different position and plug in the room.

Every time the connection is successful then press "Finish" and it reports unexpected error.

Peter

From: Technical UK <technical.uk@somfy.com>

Sent: 25 February 2025 10:15

To: Scott Ruderham <scott@cpinteriors.je>

Subject: RE: Tahoma Help - Peter Drew Ref

Hi Scott,
Trust you are well,

Ask the customer to power down the unit and wait for it to boot up.

It sounds like it just lost connection to the Wifi.

If the customer try's to follow the steps to connect it back to WIFI what happens?

Kind Regards
Christopher Crozier
Technical Support – B2B

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technical.uk@somfy.com

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West Yorkshire LS19 7ZA
United Kingdom
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From: Scott Ruderham <scott@cpinteriors.je>

Sent: 25 February 2025 08:23

To: Technical UK <technical.uk@somfy.com>

Subject: Tahoma Help - Peter Drew Ref

Good Morning,

I need some help please

In April 2024 we changed over a sottazza blind and internal blinds to a Tahoma system for a client.

All has been fine and working well but they have phoned yesterday to advise that the Tahoma has stopped working.

On the switch itself there is a red light on the bottom flashing, and there is a message coming up saying 'unexpected fault' – they have followed all steps to try and get back up and running but no joy.

Can you please advise on what we can do to get back up and running? We have not attended site yet

Kind regards,

Ruderham

Logistics/Customer Care
scott@cpinteriors.je



Unit 28 Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN
01534 768141 | www.cpinteriors.je



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