

FAQ security

1. What makes Bluetooth connections safe for operating window coverings?

Answer: Bluetooth uses radio frequencies that are difficult to break, and communications are encrypted for protection against data interception.

2. What should I do if I want to connect my window covering to another device via Bluetooth?

Answer: Re-linking requires you to find a specific code hidden in the cord of the window covering, which allows you to retain control over linked devices.

3. How does the WiFi Bridge ensure secure access to my window coverings?

Answer: The WiFi Bridge requires authentication with a unique username and password, and regular software updates to patch vulnerabilities.

4. How does Thread and Matter security work?

Answer: Thread and Matter use certified security protocols, including encryption and authentication codes, to protect communications from interception and unauthorised access.

5. What is 'commissioning' at Thread and why is it important?

Answer: 'Commissioning' is a secure pairing procedure that allows only authorised devices to access the network, preventing unwanted access.

6. Why is scanning a QR code important for security?

Answer: Scanning a QR code on the tassel provides an additional layer of security, as physical access to the window covering is required to connect, allowing access only to authorised users.

7. What should I do to protect my window coverings from unauthorised access?

Answer: Keep your login details private, choose strong passwords, don't share QR codes with others, and be careful when sharing access to your smart home devices.

8. How are window coverings protected against security breaches and threats?

Answer: Implementing certified security protocols, regular updates, and using multi-factor authentication and strong passwords minimises the risk of security breaches and keeps window coverings protected from threats.

Any questions or uncertainties?

Contact us at security@coulisse.com