

# PowerView™ Guide

## Pebble™ Remote and App Setup and Operation



**HunterDouglas**

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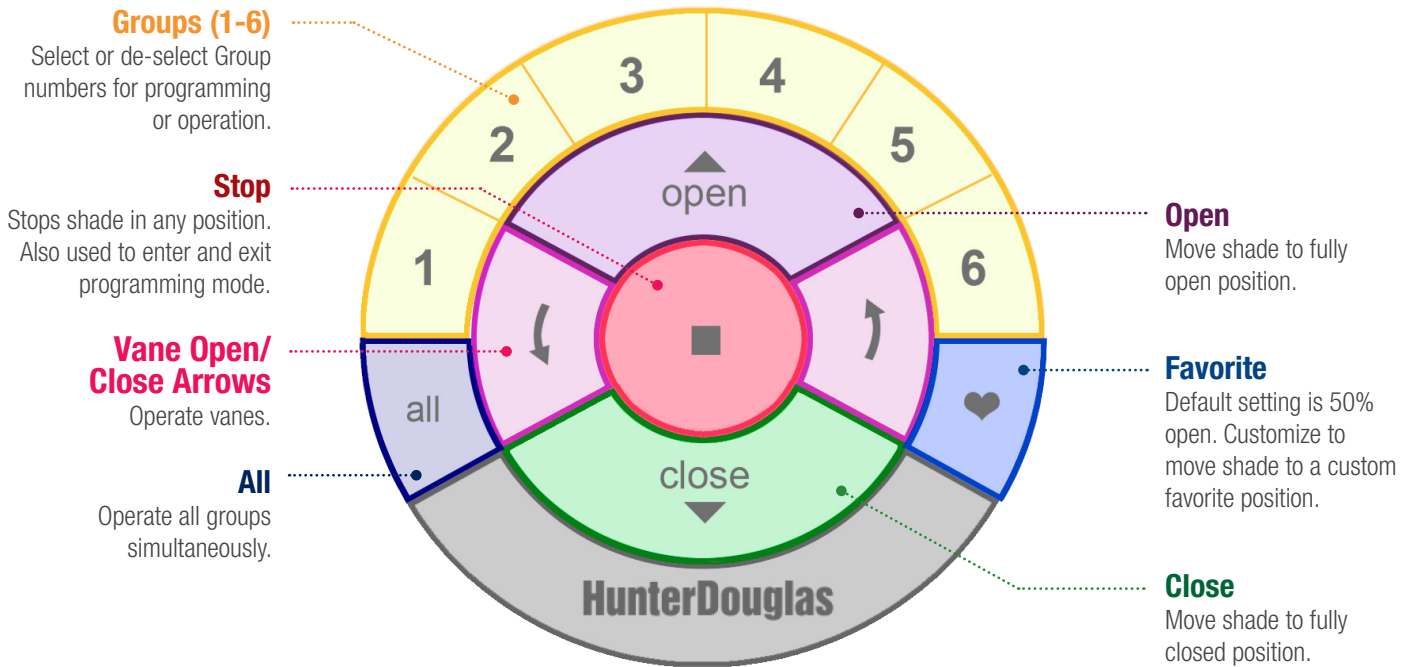
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\* Blue text indicates updated information

# GETTING STARTED with the PowerView™ Pebble™ Remote

## Remote Module

### Key to Operation



VIDEO INSTRUCTION

## Manual Control Configurations

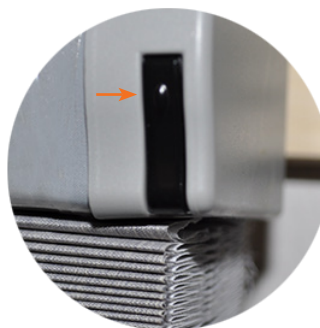
The manual control button, located on the headrail, is different depending on the product. See images for product examples.



Pirouette® window shadings



Designer Roller Shades  
Silhouette® window shadings  
Nantucket™ window shadings



Duette® honeycomb shades



Luminette® Privacy Sheers

# PAIRING MULTIPLE REMOTES to a Single Network ID

Each PowerView™ Remote comes with its own unique Radio Frequency (Network) ID. If multiple remotes (ie. PowerView Pebble™ and/ or PowerView Surface remotes) will be used in the home, it is necessary to establish a single PowerView Shade Network ID for all remotes before any window covering programming is done. This is to ensure that if a PowerView Hub, PowerView Scene Controller or PowerView Repeater(s) will be used in the future, it can be used to operate previously programmed window coverings in the home and be used in conjunction with *all* the remotes on a single, unified network.

- 1 **SELECT** the initial Network remote. This will be the **source remote** from which a unified PowerView Shade Network will be established for the home.

**NOTE:** Because a unified network has not yet been established, it does not matter which available remote you choose to use to create a PowerView Shade Network.

- 2 **SELECT** the **target remote**.
- 3 **REMOVE** the back cover on the **target remote**.
- 4 Using a ball point pen, **PRESS** and **HOLD** the **recessed Reset button** on the back of the **target remote** for six seconds.

**NOTE:** The Group numbers (1-6) buttons will flash twice on the press of the Reset button, then again at six seconds.

- 5 **REINSTALL** the back cover onto the **target remote**.
- 6 **PRESS** and **HOLD** ■ (Stop) on the **source remote**, until indicator lights begin to blink.

**NOTE:** This puts the source remote in Programming Mode. Indicator lights on the source remote will continue to blink for 20 seconds following each set of commands, allowing additional target remotes to be networked.



- 7 With the **source remote** in Programming mode, **PRESS** and continue to **HOLD** ■ (Stop) on the **target remote**.

**Complete steps 8 and 9 at the same time.**

- 8 **PRESS** and **RELEASE** ■ (Stop) on the **source remote**.

- 9 **RELEASE** ■ (Stop) on the **target remote**.

**NOTE:** The Group numbers (1-6) on the target remote will flash twice to indicate that it has been networked to the source remote.

- 10 **PRESS** and **HOLD** ■ (Stop) on the **source remote** until the indicator lights stop blinking.



**VIDEO INSTRUCTION**



# PROGRAMMING MODE OVERVIEW

In programming mode, you can set a variety of functions, from joining a shade to a Group to removing a shade from a Group, to setting Favorite shade positions. You must activate programming mode on the PowerView™ Pebble™ Remote to establish communication between the remote and shade.



## ENTER PROGRAMMING MODE

- 1 **PRESS** and **HOLD** ■ (Stop) for 6 seconds until indicator lights blink on the PowerView Pebble Remote.
- 2 **RELEASE** ■ (Stop).

**NOTE:** Indicator lights on the remote will continue blinking for 20 seconds following each set of commands allowing additional shades to be programmed, if desired.

## EXIT PROGRAMMING MODE

- 1 To **EXIT** programming mode, **PRESS** and **HOLD** ■ (Stop) until the indicator light stops blinking.
- 2 **RELEASE** ■ (Stop).

**NOTE:** If no buttons are pressed on the remote for 20 seconds, the remote will exit programming mode. All settings performed while in programming mode will be retained.



VIDEO INSTRUCTION

# SELECTING & DE-SELECTING GROUPS

Before operating a single window covering you must first select its corresponding Group number (1-6) or the ALL button. Multiple Groups numbers can be selected for simultaneous operation in any combination. Group numbers can be selected or deselected. Like any Group number, the All button can also be selected or deselected; however, its selection will override any active Group(s).



## SELECTING A GROUP

- 1 **PRESS** and **RELEASE** the **Group number(s)** (1-6) of your choice.

**NOTE:** Selected Group numbers are illuminated to indicate that they are active.

## DE-SELECTING A GROUP

- 1 **PRESS** and **RELEASE** the **Group number(s)** (1-6) of your choice.

**NOTE:** Deselected Group numbers will darken to indicate that they are no longer active.



VIDEO INSTRUCTION

# JOINING A SHADE TO A GROUP

Shades must be joined to a Group to operate. A single shade can be joined to multiple Groups, if desired.

- 1** PRESS and HOLD ■ (Stop) until indicator lights blink on the PowerView™ Pebble™ Remote.
- 2** RELEASE ■ (Stop).
- 3** PRESS and RELEASE the desired Group number (1-6) on the remote.  
The selected group number will blink.
- NOTE:** Steps 4-6 must be completed within 5 seconds.
- 4** PRESS and HOLD the manual control button on the headrail.
- 5** Then PRESS and RELEASE ▲ (Open) on the remote.  
The shade will jog to indicate it's been joined to the selected Group.
- 6** RELEASE the manual control button.
- NOTE:** To join additional shades to the same Group, repeat steps 4-6 for each shade.
- 7** PRESS and HOLD ■ (Stop) on the remote until the indicator lights stop blinking.



VIDEO INSTRUCTION



# REMOVING A SHADE FROM A GROUP

Shades can be removed from a group, if desired.

- 1** **PRESS** and **HOLD** ■ (Stop) until indicator lights blink on the PowerView™ Pebble™ Remote.
  - 2** **RELEASE** ■ (Stop).
  - 3** **PRESS** and **RELEASE** the desired Group number (1-6) on the remote.  
The selected group number will blink.
- NOTE:** Steps 4-6 must be completed within 5 seconds.
- 4** **PRESS** and **HOLD** the manual control button on the headrail.
  - 5** Then **PRESS** and **RELEASE** ▼ (Close) on the remote.  
The shade will jog to indicate it has been removed from the selected Group.
  - 6** **RELEASE** the manual control button.
- NOTE:** To remove additional shades from the same Group, repeat steps 4-6 for each shade.
- 7** **PRESS** and **HOLD** ■ (Stop) on the remote until the indicator lights stop blinking.



VIDEO INSTRUCTION

# SETTING A FAVORITE

All shades come from the factory with a default Favorite position set at 50% open. If you prefer a different shade position, you can create a custom Favorite.

- 1 Use the PowerView™ Pebble™ Remote to move all shades to a desired Favorite position.
- 2 **PRESS** and **HOLD** ■ (Stop) until indicator lights blink.
- 3 **RELEASE** ■ (Stop).

**NOTE:** Steps 4-6 must be completed within 5 seconds.

- 4 **PRESS** and **HOLD** the manual control button on the headrail.
- 5 Then **PRESS** and **RELEASE** ♥ (Favorite) on the remote. The shade will jog to indicate the position has been set as a Favorite.

- 6 **RELEASE** the manual control button.

**NOTE:** To position additional shades, repeat steps 4-6 for each shade.

- 7 **PRESS** and **HOLD** ■ (Stop) until the indicator lights stop blinking.



VIDEO INSTRUCTION

# PRODUCT OPERATION: Groups 1-6

Shades must be joined to a Group to operate. Multiple Groups can be simultaneously operated, if desired.

- 1 **PRESS** and **RELEASE** desired **Group number(s) (1-6)** on the PowerView™ Pebble™ Remote.
- 2 With desired Group number(s) selected, **PRESS** and **RELEASE** either:
  - a. ▲ **(Open)** on the remote to open the shade.
  - b. ▼ **(Close)** on the remote to close the shade.
  - c. ⤴ **(Right Arrow)** for vane operation.
  - d. ⤵ **(Left Arrow)** for vane operation.
- 3 **PRESS** and **RELEASE** ■ **(Stop)** when the desired shade position is reached.

**Note:** Group numbers (1-6) are selected or deselected by pressing the desired Group number(s). Selected Group numbers are illuminated to indicate they are active. Multiple Groups can be selected for simultaneous operation.



VIDEO INSTRUCTION



# PRODUCT OPERATION: ALL Button

The ALL button allows all Grouped shades to be operated simultaneously.

- 1 **PRESS** and **RELEASE** the **ALL** button.
- 2 **PRESS** and **RELEASE** either:
  - a. ▲ **(Open)** on the remote to open the shade.
  - b. ▼ **(Close)** on the remote to close the shade.
  - c. ⤴ **(Right Arrow)** for vane operation.
  - d. ⤵ **(Left Arrow)** for vane operation.
- 3 **PRESS** and **RELEASE** ■ **(Stop)** when the desired shade position is reached.

**NOTE:** To de-select **ALL**, press any Group number.



VIDEO INSTRUCTION

# PRODUCT OPERATION: Favorite Button

The ♥ (**Favorite**) button moves selected Grouped shades to their individually set Favorite position.

- 1 **PRESS** and **RELEASE** desired **Group number(s) (1-6) or ALL** on the PowerView™ Pebble™ Remote.
- 2 **PRESS** and **RELEASE** ♥ (**Favorite**) on the remote.



VIDEO INSTRUCTION



# PRODUCT OPERATION: Top-Down/Bottom-Up & Duolite™

The PowerView™ Pebble™ Remote does not allow for both the middle and bottom rails to each have a midpoint within the window at the same time.

**1** PRESS and RELEASE desired Group number(s) (1-6) or ALL on the PowerView™ Pebble™ Remote.

**2** PRESS either:

- a. **(Left Arrow)** on the remote to lower the middle rail to an intermediate position within the window or to the fully open position.

**NOTE:** If the bottom rail is at an intermediate position, it will fully lower first.

- b. **(Right Arrow)** on the remote to raise the middle rail to an intermediate position within the window or to the fully closed position.

- c. **(Open)** on the remote to move the shade to the fully open position.

**NOTE:** If the middle rail is at an intermediate position, it will fully raise first. The bottom rail will then raise to the fully open position.

- d. **(Close)** on the remote to move the shade to the fully closed position.

**NOTE:** If the middle rail is at an intermediate position, it will fully raise first. The bottom rail will then lower to the fully closed position.

**3** PRESS and RELEASE **(Stop)** when the desired position is reached.



VIDEO INSTRUCTION

# PRODUCT OPERATION: Silhouette<sup>®</sup>, Nantucket<sup>™</sup>, Pirouette<sup>®</sup>

**1** PRESS and RELEASE desired Group number(s) (1-6) or ALL on the PowerView<sup>™</sup> Pebble<sup>™</sup> Remote.

**2** PRESS either:

a. **(Left Arrow)** on the remote to close the vanes to the desired position.

**NOTE:** If the shade is in the fully raised, open position, the shade will lower to the down, closed position.

b. **(Right Arrow)** on the remote to open the vanes to the desired position.

**NOTE:** If the shade is in the fully raised, open position, the shade will lower to the down, closed position and the vanes will fully open.

c. **(Open)** on the remote to raise the shade to the fully open position.

d. **(Close)** on the remote to lower the shade to the fully closed position.

**NOTE:** If the shade is fully lowered and the vanes are open, the vanes will close.

**3** PRESS and RELEASE **(Stop)** when the desired position is reached.



VIDEO INSTRUCTION

# PRODUCT OPERATION: Luminette®

**1** PRESS and RELEASE desired Group number(s) (1-6) or ALL on the PowerView™ Pebble™ Remote.

**2** PRESS either:

a. **(Left Arrow)** on the remote to rotate the vanes to the left.

**NOTE:** If the shade is in the fully open position, the shade will traverse to the fully closed position. The vanes will then rotate to the left into a vanes fully closed position.

b. **(Right Arrow)** on the remote to rotate the vanes to the right.

**NOTE:** If the shade is in the fully open position, the shade will traverse to the fully closed position. The vanes will then rotate to the right into a vanes fully closed position.

c. **(Open)** on the remote to traverse the shade to the fully open position.

d. **(Close)** on the remote to traverse the shade to the fully closed, vanes open position.

**3** PRESS and RELEASE **(Stop)** when the desired position is reached.



 VIDEO INSTRUCTION



# PERFORMING A PROGRAMMING RESET

This reset is used to erase all current programming stored in a window covering's headrail, including a Network ID and any Group assignments. It will not clear the window covering's limits. Completing a programming reset will prevent a PowerView™ Pebble Remote or a mobile device from operating a window covering until it is reprogrammed.



- 1 **PRESS** and **HOLD** the **manual control button** on the headrail for 12 seconds.

**NOTE:** The shade will jog at six seconds. Then, at 12 seconds, the shade will jog a second time.

- 2 When the shade jogs a second time at 12 seconds, **RELEASE** the **manual control button**.

**NOTE:** All previous programming information stored in the window covering's headrail has now been cleared.



VIDEO INSTRUCTION

# SETTING LIMITS: Excluding Designer Screen Shades

Limits identify the position that shades stop when fully open or fully closed. Limits are set at the factory for the correct stop positions according to the ordered height.

## To reset the limits:

- 1 **PRESS** and **HOLD** the **manual control button** on the headrail for approximately 6 seconds. The shade will jog, indicating that the limits and Favorite setting have been cleared.

**NOTE:** Group programming is retained. Limits must be reset to restore the default Favorite position of 50% open.

- 2 **PRESS** and **RELEASE** the **manual button on the headrail**. The shade will then automatically open and then close, setting new limits.

**NOTE:** Do not press the manual button or stop the shade during this operation.



VIDEO INSTRUCTION



# SETTING LIMITS: Designer Screen Shades Only

1 **PRESS** and **RELEASE** the **Group number(s)** (1-6) to which the shade is joined.

2 Simultaneously **PRESS** and **RELEASE** both the **manual control button** on the headrail and **Close** on the remote.

**Note:** The shade will jog to indicate that the bottom limit has been cleared.

3 Use the remote to position the shade at the new desired bottom limit. **PRESS** ■ **(Stop)** once the shade reaches the desired bottom limit.

**Note:** The shade now has no bottom limit. Therefore, it does not know where to stop until you stop the shade. If you do not stop the shade, it will continue to lower and then wrap backwards around the roller.

4 **PRESS** and **HOLD** ■ **(Stop)** until indicator lights begin to blink.

5 Simultaneously **PRESS** and **RELEASE** both the **manual control button** on the headrail and the **Close** on the remote.

**Note:** The shade will jog indicate that the bottom limit has been set.

6 **PRESS** and **HOLD** ■ **(Stop)** until the indicator lights stop blinking.

7 **PRESS** ▲ **Open** to raise the shade. Verify that the new bottom limit has been set.

8 **PRESS** ▼ **Close** to fully lower the shade to its new bottom limit.



VIDEO INSTRUCTION

# DUPLICATING A REMOTE

Duplicating a remote copies a remote's unique group programming information and transfers it to another remote so that they are essentially identical. Window coverings programmed to operate with one remote will also respond to commands from a duplicated remote. Duplicating a remote is not the same as pairing multiple remotes to a PowerView™ Shade Network.

**1 IDENTIFY** the **source remote**.

**NOTE:** The source remote is the remote initially used to first establish communication between itself and a PowerView™ motorized window covering, after installation. This will be the remote that will be duplicated.

**2 IDENTIFY** the **target remote**.

**NOTE:** This remote cannot yet be used to operate PowerView motorized window coverings already joined to Groups on the source remote. This will be the remote that you transfer the source remote's duplicated programming information to.

**3 REMOVE** the back cover of the **target remote**.

**4** Using a ballpoint pen, **PRESS** and **HOLD** the **recessed Reset button** on the **target remote** for six seconds then **RELEASE**.

**NOTE:** The Group number (1-6) buttons will flash twice on the press of the Reset button, then again at six seconds.

**5 REINSTALL** the back cover onto the **target remote**.



- 6 **PRESS** and **HOLD** ■ (Stop) on the **source remote**, until the indicator lights begin to blink.

**NOTE:** This puts the source remote in Programming Mode. Indicator lights on the source remote will continue to blink for 20 seconds following each set of commands. This allows the source remotes programming information to be duplicated and transferred to additional target remotes, if desired.

**Complete steps 8 and 9 at the same time.**

- 7 **PRESS** and **HOLD ALL** on the **target remote**.  
8 Then **PRESS** and **RELEASE** ■ (Stop) on the **source remote**.

**NOTE:** The Group numbers (1-6) on the target remote will flash twice. This indicates that the source remotes Group programming information has been duplicated and now transferred to the target remote. Both remotes are now identical.

- 9 **RELEASE ALL** on the **target remote**.  
10 **PRESS** and **HOLD** ■ (Stop) on the **source remote** until the indication lights blinking.



**VIDEO INSTRUCTION**

# JOINING A REPEATER TO A NETWORK

Repeaters extend the range of the radio frequency (RF) signal emitted by the PowerView™ Pebble™ Remote, the PowerView Surface, or the PowerView™ Hub when used with the PowerView App, for larger rooms or multiple room applications. A Repeater comes packed with a USB power source.

**1 ASSEMBLE** the **Repeater Kit** by **INSERTING** the USB end of the PowerView Repeater into the USB port of the USB Power Supply.

**2 PLUG** the **Repeater Kit** into an **electrical outlet**, with the Repeater facing up.

**NOTE:** A green light will illuminate on the Repeater indicating it is receiving power and ready to join a network.

**3 PRESS** and **HOLD** **■ (Stop)** on the PowerView Pebble Remote until indicator lights on the interior of the remote blink to put the remote in programming mode.

**Hold the remote within 3 feet of the Repeater to complete Step 4.**

**4 PRESS** **■ (Stop)** on the remote.

**Note:** The green light will turn off, indicating it has been joined to the network.

**5 PRESS** and **HOLD** **■ (Stop)** on the remote until the indicator lights stop blinking.



VIDEO INSTRUCTION



# BATTERY REPLACEMENT

Replacing batteries in the PowerView™ Pebble™ Remote will not cause the loss of any shade programming, including Groups and Favorites. The PowerView Pebble Remote uses two CR 2032 batteries.

- 1 Using any finger, gently **LIFT** and **REMOVE** the PowerView Remote Module from the PowerView Pebble.
- 2 **ROTATE** the back cover of the PowerView Remote Module **CLOCKWISE** to open.
- 3 **REMOVE** the back cover from the PowerView Remote Module.
- 4 Using a finger or a small screwdriver, gently **LIFT** and **REMOVE** the old batteries.
- 5 **INSERT** new batteries, making sure each is snug.
- 6 **REPLACE** the back cover onto the backside of the PowerView Remote Module.

**NOTE:** Align the notches on the inside of the back cover to secure the batteries in place (See image 6). Position the Open/Close locking feature at the bottom of the PowerView Remote Module.

- 7 **ROTATE** the back cover **COUNTER-CLOCKWISE** to close the back cover in place.
- 8 Gently **RE-INSERT** the PowerView Remote Module into the PowerView Pebble until it is snug.

**NOTE:** Indicator lights on the PowerView Pebble Remote will illuminate, indicating there is power.



VIDEO INSTRUCTION



# MOUNTING THE POWERVIEW™ SURFACE

- 1 With a pencil, **MARK** the location for the PowerView™ Surface on the mounting surface.

**Option A.** Use the screw holes on the Surface mounting plate to mark the location. The Hunter Douglas logo on the mounting plate should appear right side up and be horizontal.

**Option B.** Use a bubble level with a ruled edge. Mark a straight horizontal line approximately 1-3/4" in length on the mounting surface.

- 2 **PLACE** the Surface mounting plate on the mounting surface, lining up the screw holes on the mark. The Hunter Douglas logo on the mounting plate should appear right side up and be horizontal.

- 3 **ATTACH** the Surface mounting plate to the mounting surface using the screws provided.

**Option A.** If mounting the Surface onto drywall, use a 7/32" drill bit to drill pilot holes. Tap drywall anchors into the pilot holes until the flange of the anchor is flush with the drywall.

**Option B.** If you are mounting the Surface onto wood, use a 3/32" drill bit to drill the screw holes.

- 4 **LINE UP** the cut-outs on the Surface ring with the notches on the mounting plate.

- 5 **INSERT** the Surface ring around the attached mounting plate and **ROTATE** it to the right until it securely locks into place.

**NOTE:** If the texture of mounting surface is uneven, insert the foam spacers into the corresponding grooves on the back side of the Surface ring before inserting the ring onto the mounting plate.

- 6 **LINE UP** the raised notches of the Surface remote with the indentations in the Surface ring and **INSERT** the Surface Remote until it is snug,

**NOTE:** The Hunter Douglas logo on the Surface remote should appear right side up, be horizontal.



VIDEO INSTRUCTION

# INSERTING THE REMOTE MODULE INTO THE PEBBLE™

Replacing batteries in the PowerView™ Pebble™ Remote will not cause the loss of any shade programming, including Groups and Favorites. The PowerView Pebble Remote uses two CR 2032 batteries.

- 1 **LINE UP** the raised notches of the PowerView remote module with the indentations in the Pebble.

**NOTE:** The Hunter Douglas logo should be right side up. It should rest just above the recessed indentation on the inner ring of the Pebble. This recessed indentation will be used to remove the remote module from the Pebble.

- 2 **INSERT** the PowerView remote module by gently **PRESSING DOWN** on the remote module until it rests securely and snugly in the Pebble.



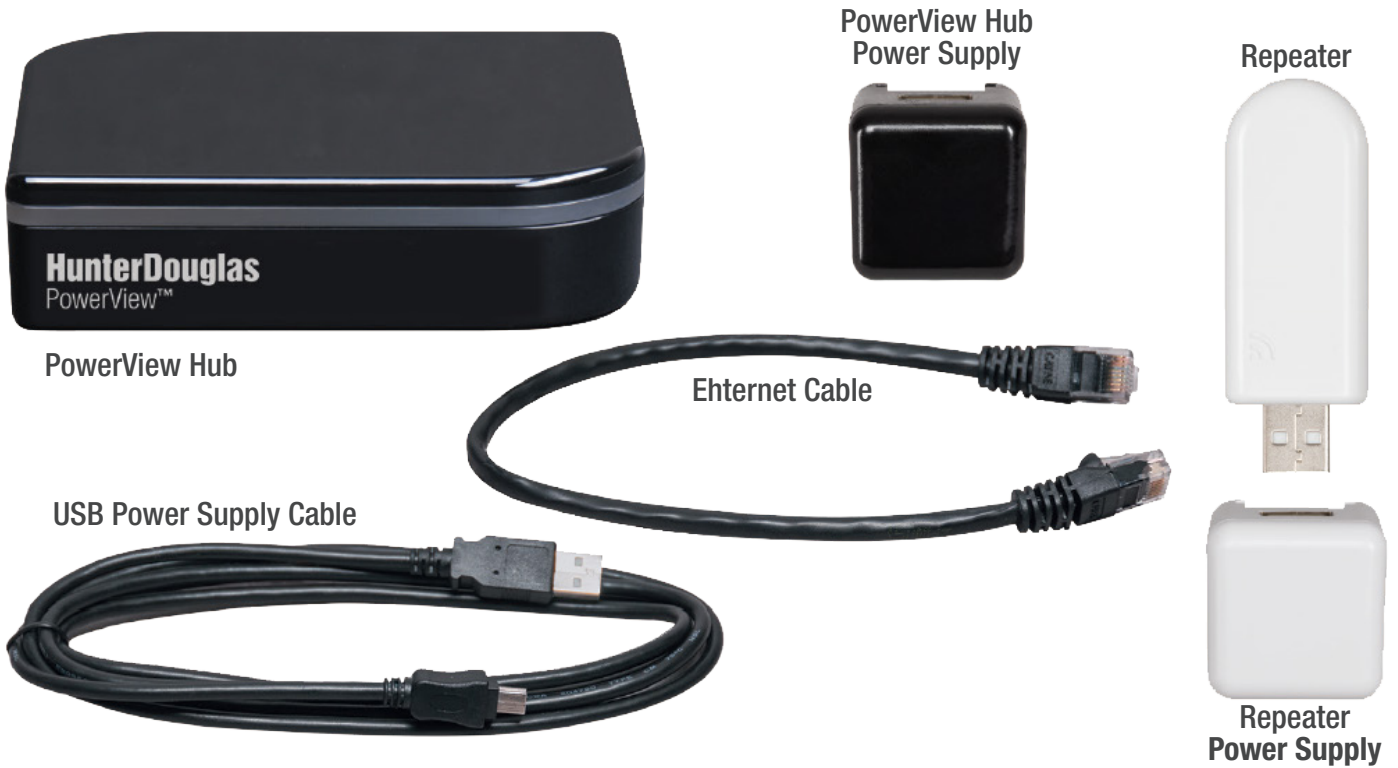
VIDEO INSTRUCTION



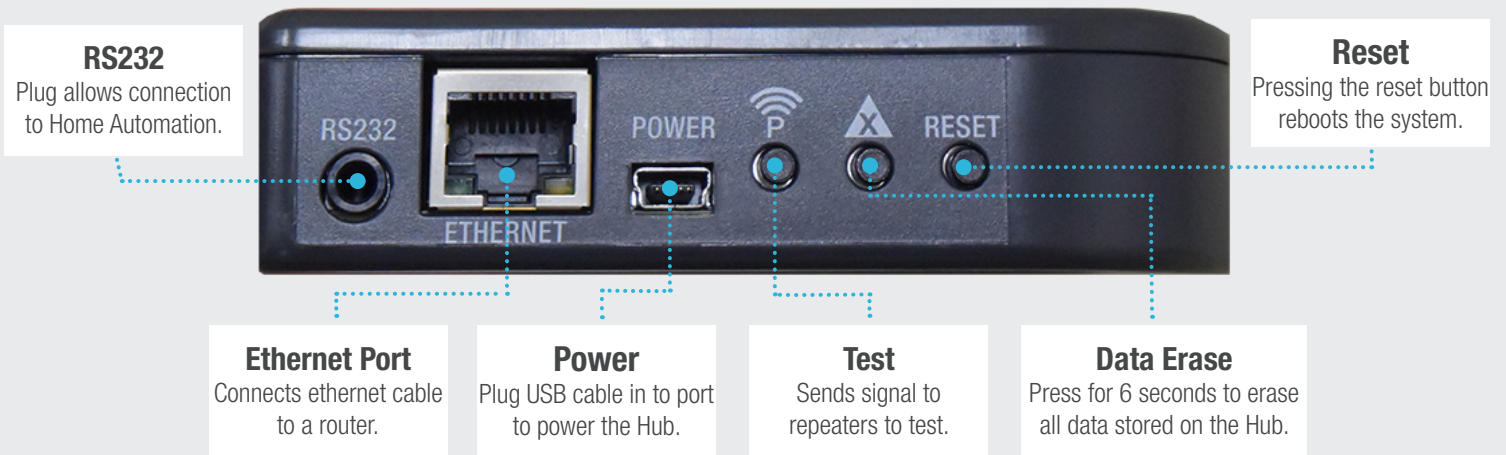
# PowerView™ App Setup and Operation

# GETTING STARTED WITH THE HUB

## PowerView™ Hub and Repeater Components



## Hub Back



 VIDEO INSTRUCTION



# PAIRING A HUB TO A REMOTE NETWORK

If a PowerView™ Shade Network has already been established using the PowerView Pebble™ or Surface Remotes, then a PowerView Hub must be paired to this network. This ensures communication between it and the previously programmed remotes and window coverings. A Hub can only communicate via one PowerView Shade Network. These instructions require the use of a PowerView Pebble Remote.

- 1 TAP the PowerView icon to open the PowerView App.
- 2 TAP “Set Up New Hub”.
- 3 TYPE a name for the Hub.
- 4 TAP “Submit”.

**NOTE:** If you would prefer to enter a new name for the Hub, TAP “Cancel”. Otherwise, a new pop-up window will appear asking you, “Have you already joined some or all of your PowerView shades to a Group using your Remote Control?”

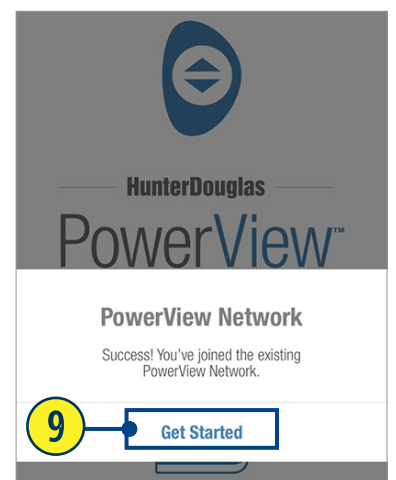
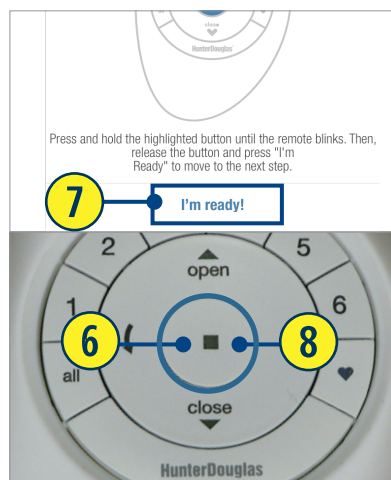
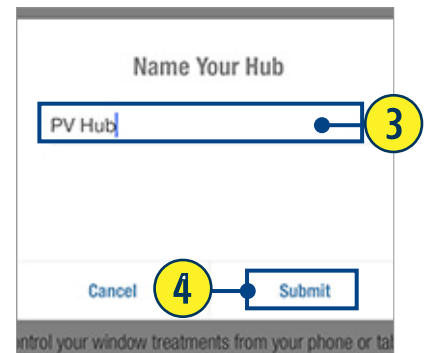
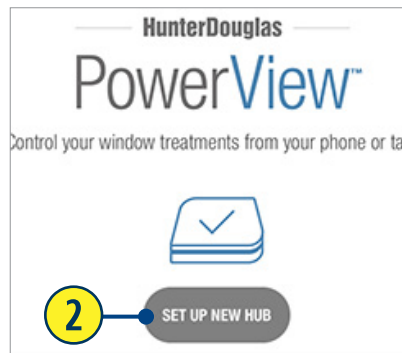
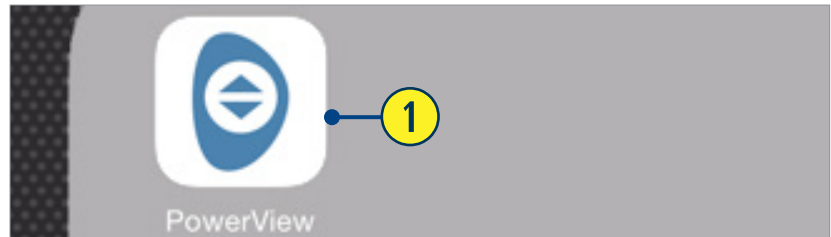
- 5 TAP “Yes”.

**NOTE:** Once a selection is made, a new pop-up image will automatically appear with an image of the PowerView Pebble.

- 6 PRESS and HOLD ■ (Stop) on the remote until indicator lights begin to blink.
- 7 TAP “I’m ready” when you are ready to pair the PowerView Pebble Remote and the Hub.
- 8 PRESS and RELEASE ■ (Stop) on the remote.

**NOTE:** Upon the release of ■ (Stop), a new pop-up appears that reads, “Success! You’ve joined the existing PowerView™ network.” This confirms that the Remote and Hub have been paired to a single, unified network.

- 9 TAP “Get Started”.



# CREATING A NETWORK USING THE POWERVIEW APP

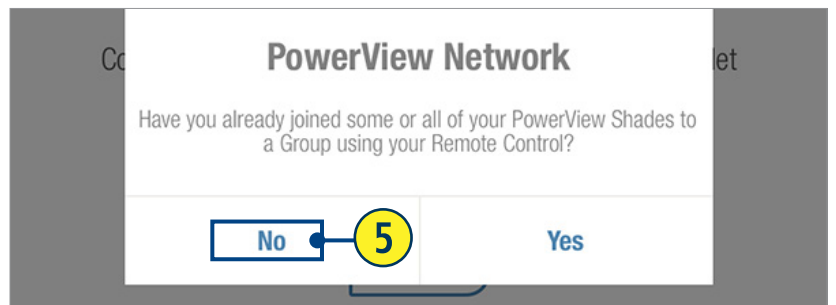
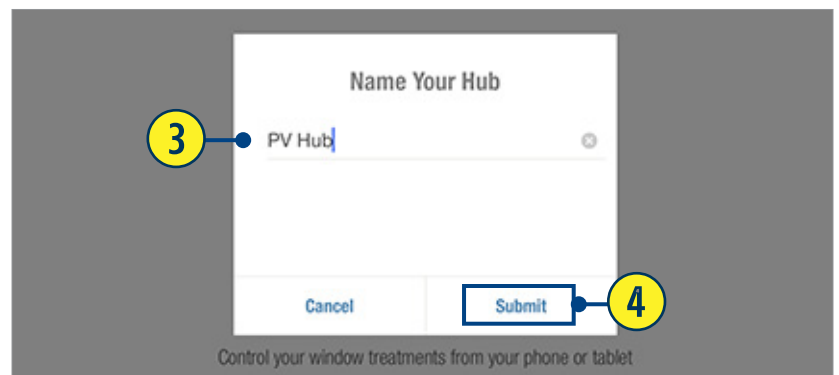
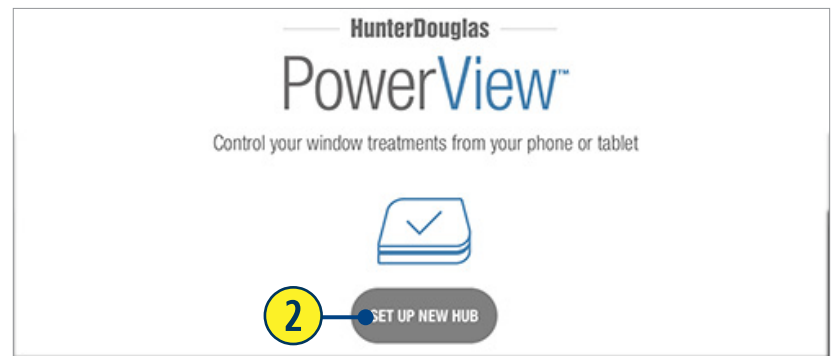
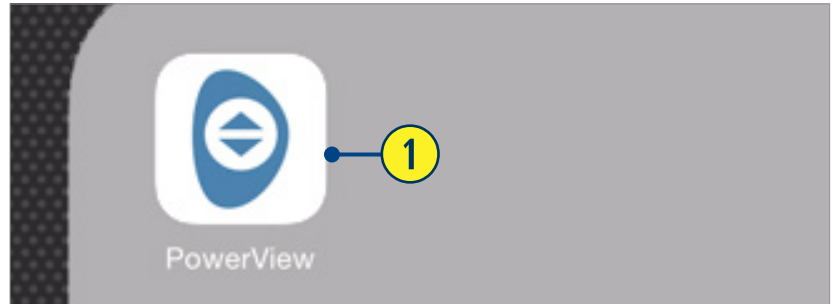
If a PowerView™ Shade Network has not been previously established using the PowerView Pebble or Surface Remotes, a network will need to be created during the initial Hub set up process.

- 1 TAP the PowerView icon to open the PowerView App.
- 2 TAP “Set Up New Hub”.
- 3 TYPE a name for the Hub.
- 4 TAP “Submit”.

**NOTE:** If you would prefer to enter a new name for the Hub, TAP “Cancel”. Otherwise, a new pop-up window will appear asking you, “Have you already joined some or all of your PowerView shades to a Group using your Remote Control?”

- 5 TAP “No”.

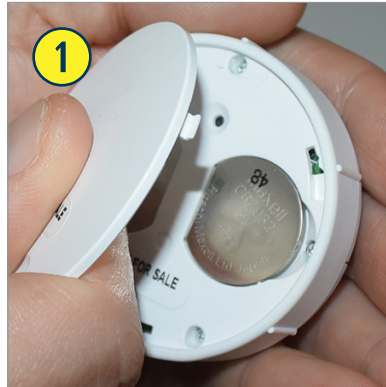
**NOTE:** The Hub will automatically create a new PowerView Shade Network. A new pop-up window will appear that reads, “Success! You’ve created a new PowerView Network.”



VIDEO INSTRUCTION

# PAIRING A REMOTE TO A HUB NETWORK

A Hub previously paired to an existing remote network or that had created its own network during setup, can have additional Pebble™ or Surface remotes paired to it, even if the remotes are introduced after the initial Hub setup. This is especially beneficial when a PowerView customer using the PowerView App and a single remote (Pebble or Surface) needs to replace the remote with a new one. In this instance, it is recommended that a newly introduced remote be paired to the Hub to avoid having multiple PowerView™ Shade Networks in use.



- 1 **REMOVE** the back cover on the remote module.
- 2 Using a ballpoint pen, **PRESS** and **HOLD** the **recessed Reset button** for 6 seconds.  
**NOTE:** The Group Numbers (1-6) will flash twice on the **PRESS** of the reset button followed by three times at six seconds..
- 3 **HOLD** the **Remote module** within approximately 12 inches of the Hub.


## Complete Steps 4 and 5 at the same time.

- 4 **PRESS** and **HOLD** the **Stop button** on the remote module.
- 5 **PRESS** the “P” the **Stop button** on the back of the **Hub** for approximately 3 seconds..  
**NOTE:** The Group Numbers (1-6) will flash to indicate that the remote module has been networked to the Hub.



VIDEO INSTRUCTION

# DISCOVER SHADES

- 1 TAP the  (**Discover**) button.  
A “Success” popup will appear, showing the number of shades discovered.

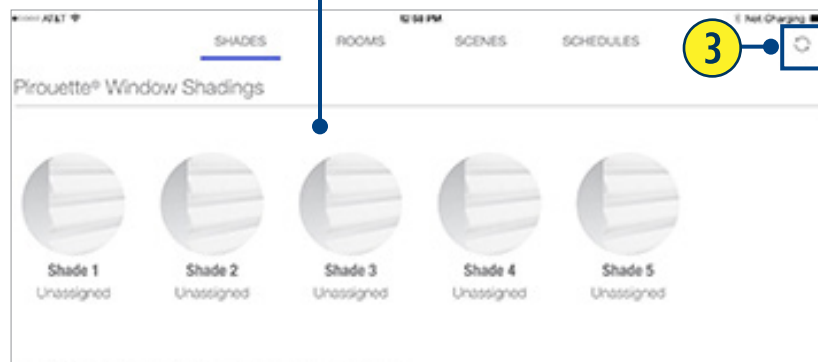
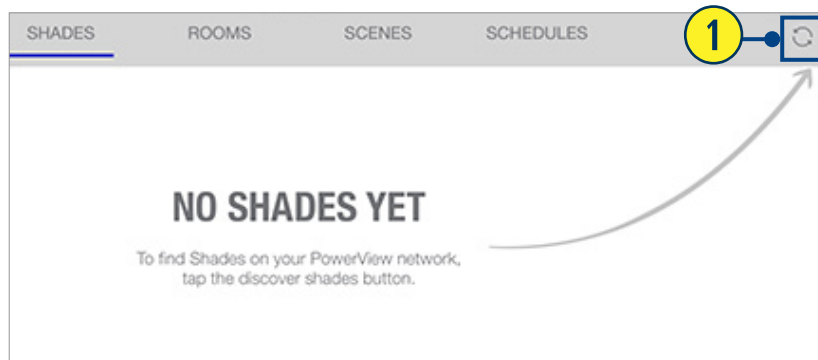
**NOTE:** If the number of shades discovered is fewer than the number of actual shades installed, repeat the discover process.

- 2 TAP “OK”.  
Discovered shades will automatically populate under the appropriate product type, displaying shade type and design option.

**NOTE:** You can add shades to the Hub at any time once shades have been powered and installed.

## To add shades at any time:

- 3 TAP the  (**Discover**) button on the main Shades screen.

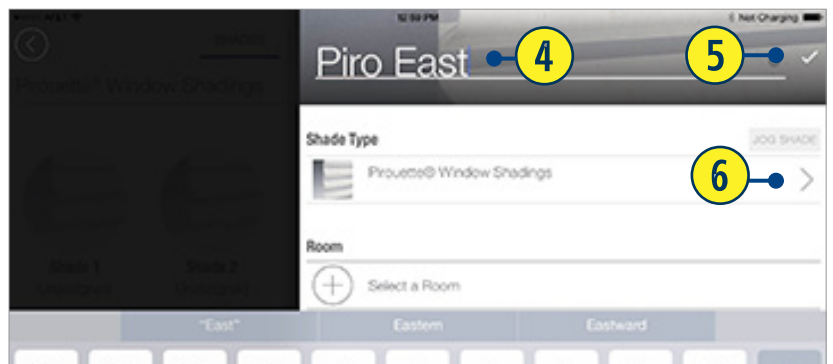
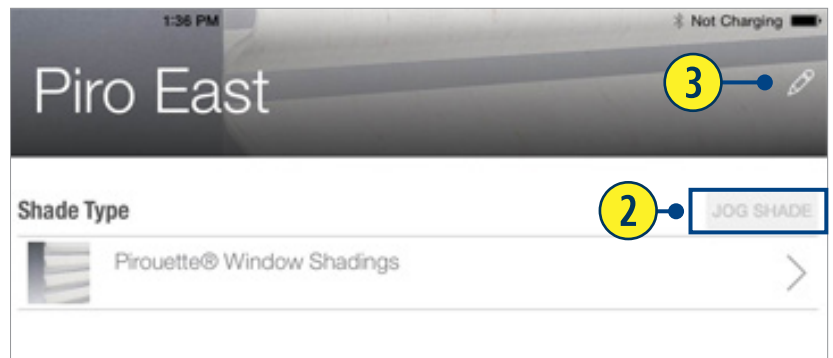
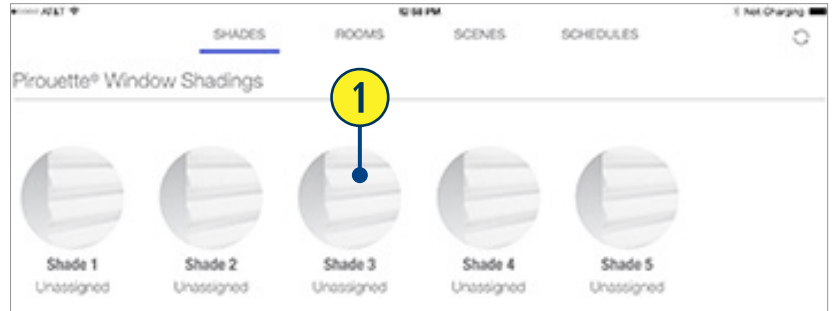




# EDIT SHADE INFORMATION

Shades will appear under each product type in the order they were discovered and will not appear in the order they were installed. You can identify and modify the shades using the following steps.

- 1 **TAP** the **image of the shade** you wish to edit.  
This will take you to the Shade edit screen.
- 2 **TAP** the **Jog Shade** button to identify which shade is being edited.  
The selected shade will jog allowing the user to identify the shade in the home that corresponds to the selected shade in the app.
- 3 **TAP** the **pencil icon** to edit shade name.
- 4 **TYPE** a **shade name**.
- 5 **TAP** the **checkmark** to accept the change.  
**NOTE:** If the **shade type** shown is incorrect, use the steps below to correct.
- 6 **TAP** the **right arrow** next to the shade type.
- 7 **SELECT** the **correct shade type**.

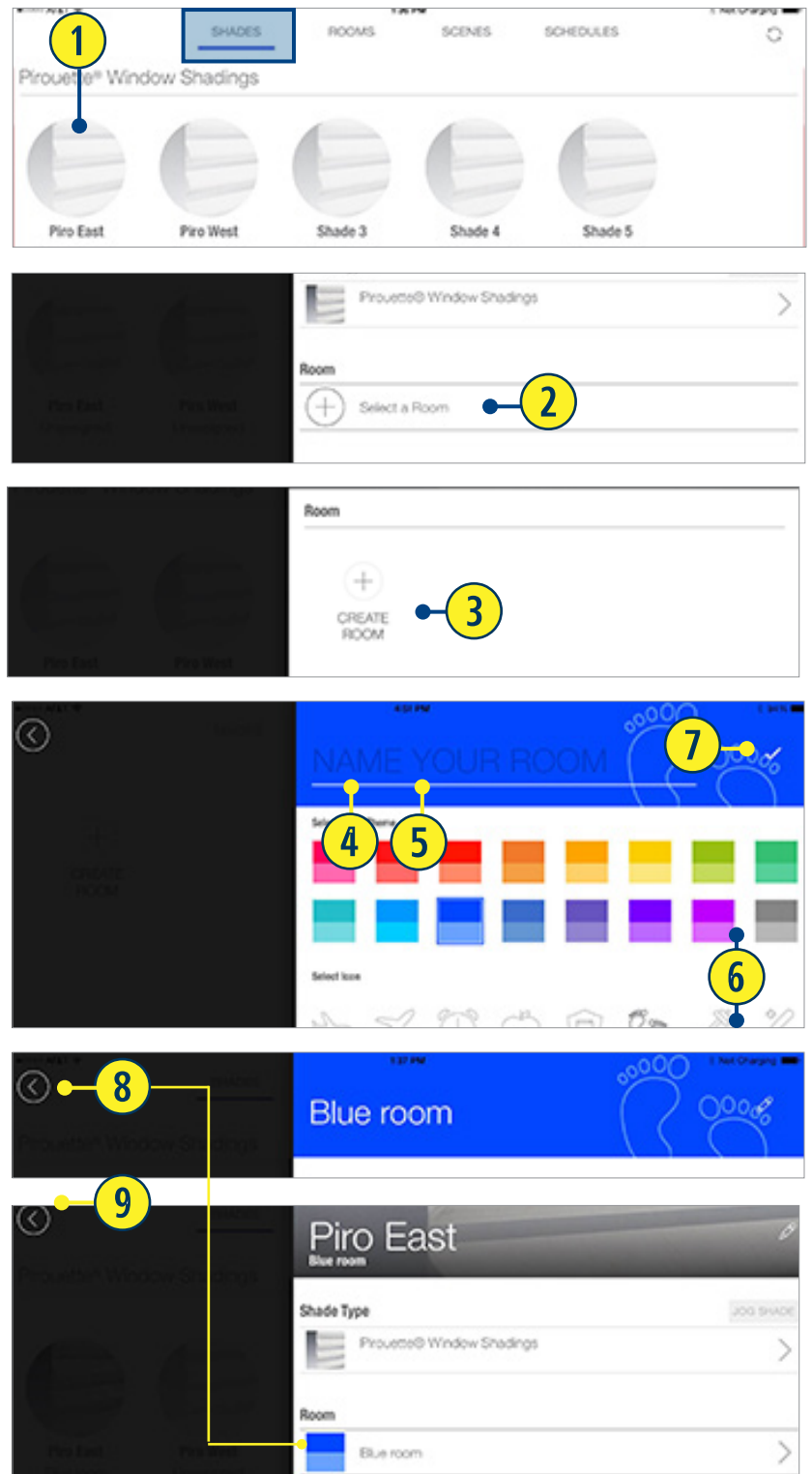


VIDEO INSTRUCTION

# ASSIGN SELECTED SHADE TO A NEW ROOM

Once the shade has been properly identified and renamed, you can add the shade to a Room.

- 1 From the main Shades screen, **TAP** the **shade image**.  
The Shade edit screen will appear.
- 2 **TAP + (Select a Room)** button.
- 3 **TAP + (Create Room)** button.
- 4 **TAP** in the “Name Your Room” field.
- 5 **TYPE** the Room name.
- 6 **SELECT** your preferred color theme and icon.
- 7 **TAP** the **checkmark** to accept the change.
- 8 **TAP** the **Back button** in the upper left corner. You are taken back to the Shade edit screen where you will now see an icon indicating that the shade has been placed in the room shown.
- 9 **TAP** the **Back button again** to return to the main Shades screen.

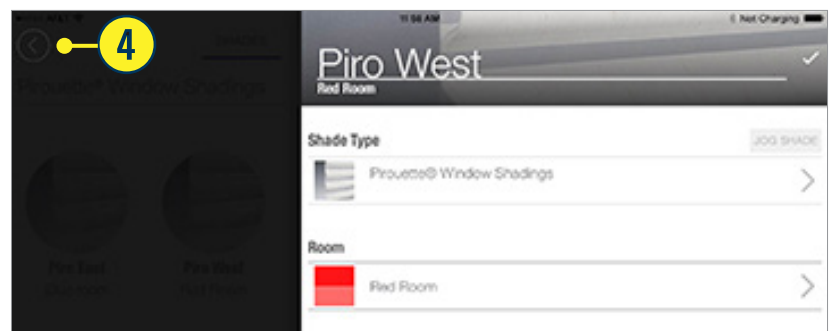
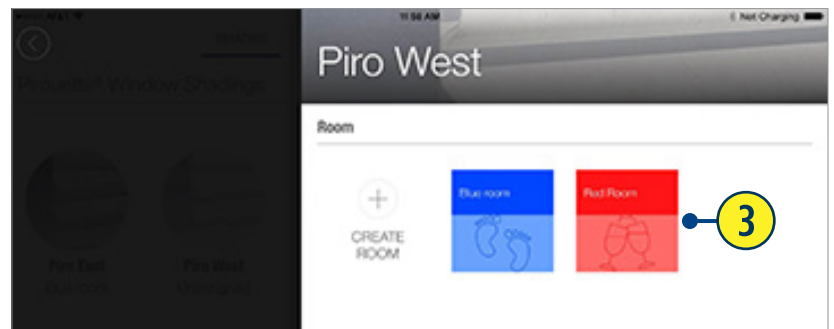
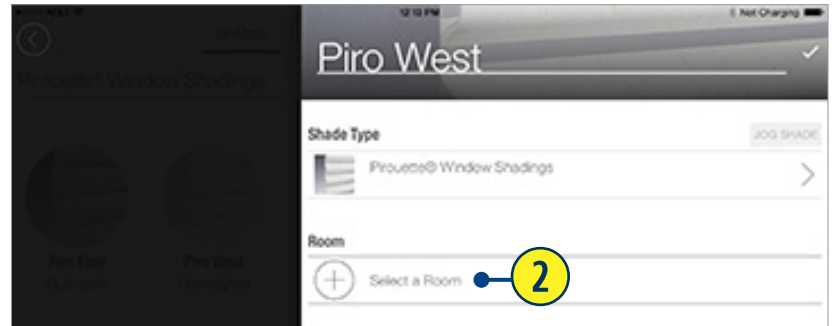
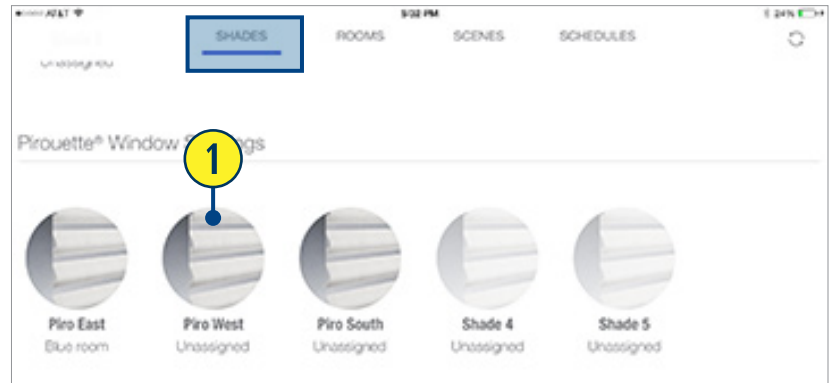


VIDEO INSTRUCTION

# ASSIGN SELECTED SHADE TO AN EXISTING ROOM

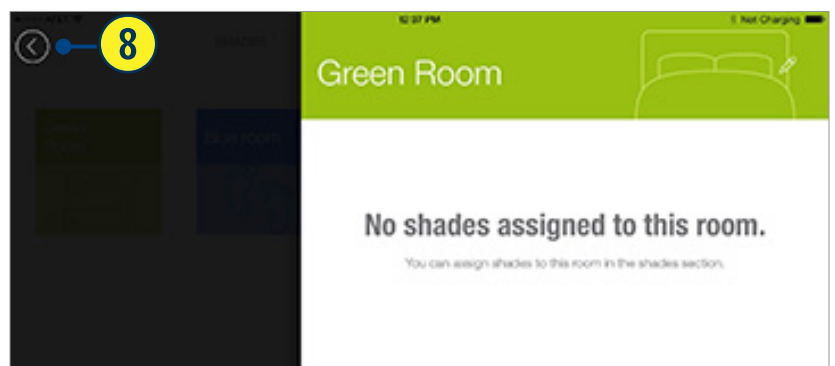
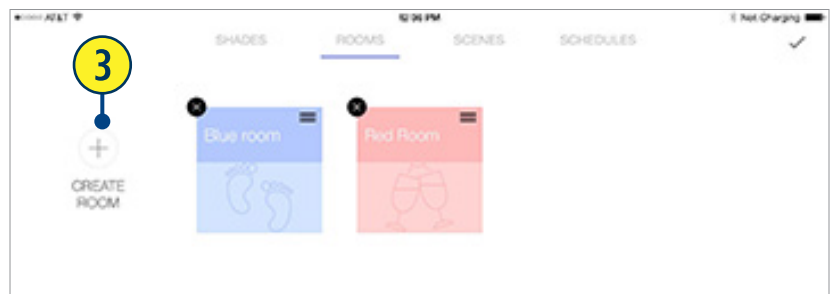
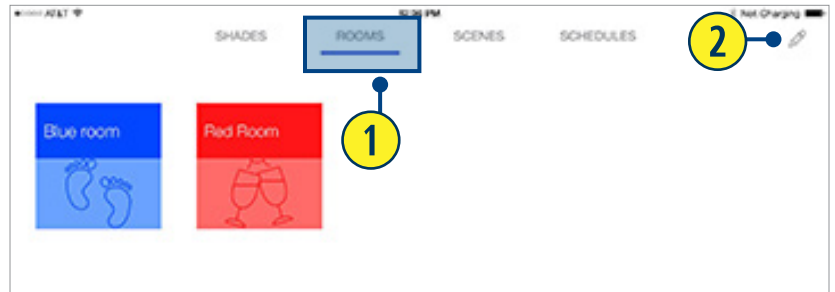
If a Room has already been created, you can easily assign shades to it.

- 1 From the main Shades screen, **TAP** the **shade image**.  
The Shade edit screen will appear.
- 2 **TAP** + (Select a Room) button.
- 3 **TAP** the appropriate **Room icon**.  
The Room will appear in the Shade edit screen.
- 4 **TAP** the **Back button** to return to the main Shades screen.



# CREATE A ROOM (When Not Part of the Shade Edit Process)

- 1 TAP the **Rooms** tab.
- 2 TAP the **pencil icon**.
- 3 TAP **+** (**Create Room**) button.
- 4 TAP in the **“Name Your Room”** field.
- 5 **TYPE** the **Room name**.
- 6 **SELECT** your **preferred color theme** and **icon**.
- 7 TAP the **checkmark** to accept the change.
- 8 TAP the **Back button** in the upper left corner to return to the main Rooms screen.



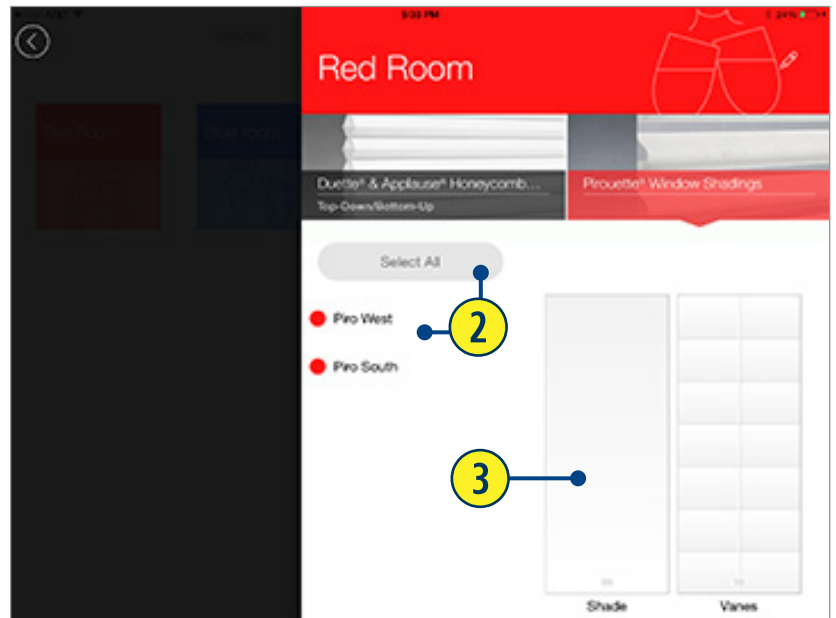
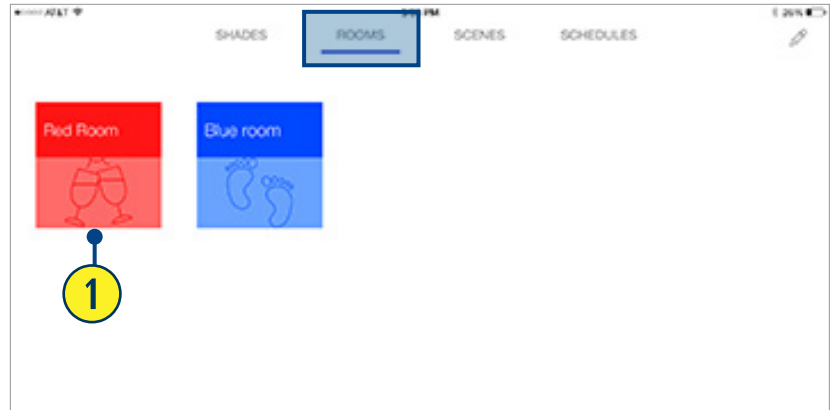
VIDEO INSTRUCTION



# SHADE OPERATION IN A ROOM

Shades can be operated individually or by shade type within a room.

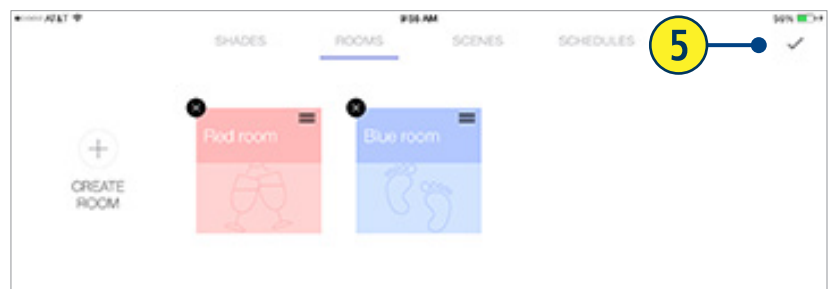
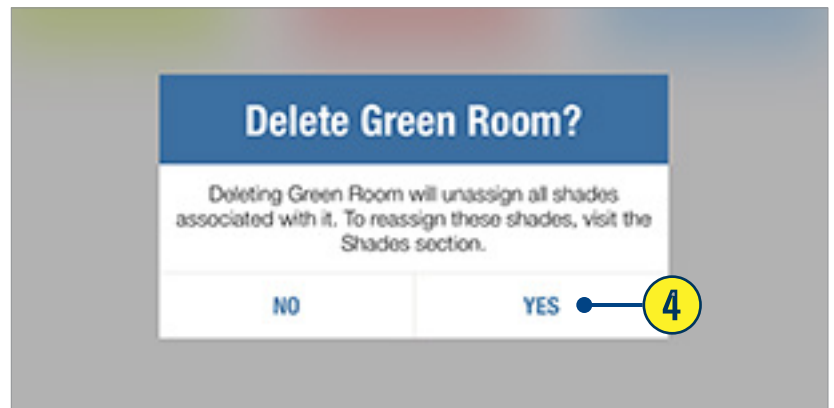
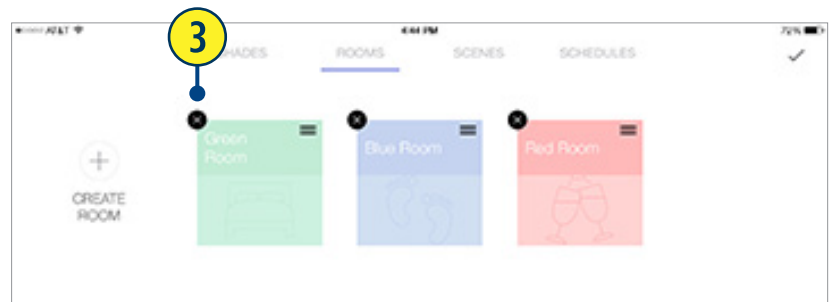
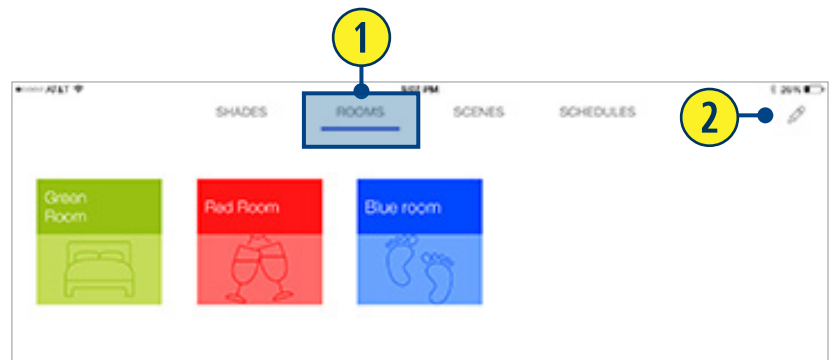
- 1 From the **Rooms tab**, **TAP** your **desired room**.
- 2 **SELECT** the shade you wish to operate or **“Select All”** to move all shades of the same shade type to the same position. If you have multiple shade types, you will need to operate them separately.
- 3 **TAP** and **DRAG** the **shade slider(s)** to the **desired position**.  
Shade(s) will move to the set position.



VIDEO INSTRUCTION

# DELETE A ROOM

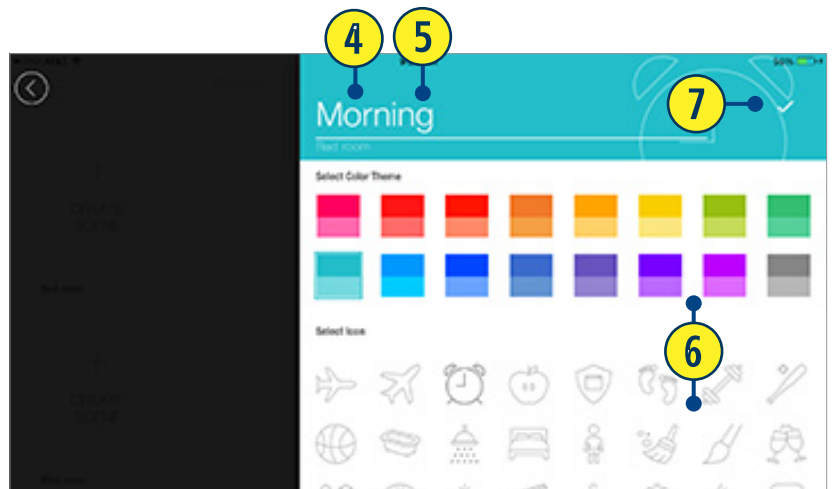
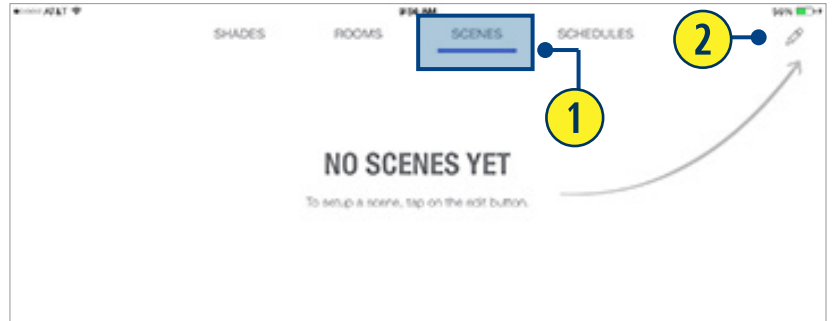
- 1 TAP the **Rooms** tab.
- 2 TAP the **pencil icon**.
- 3 TAP the **“X”** for the Room you wish to delete.
- 4 TAP **“YES”** to confirm.
- 5 TAP the **checkmark** to return to main Rooms screen.



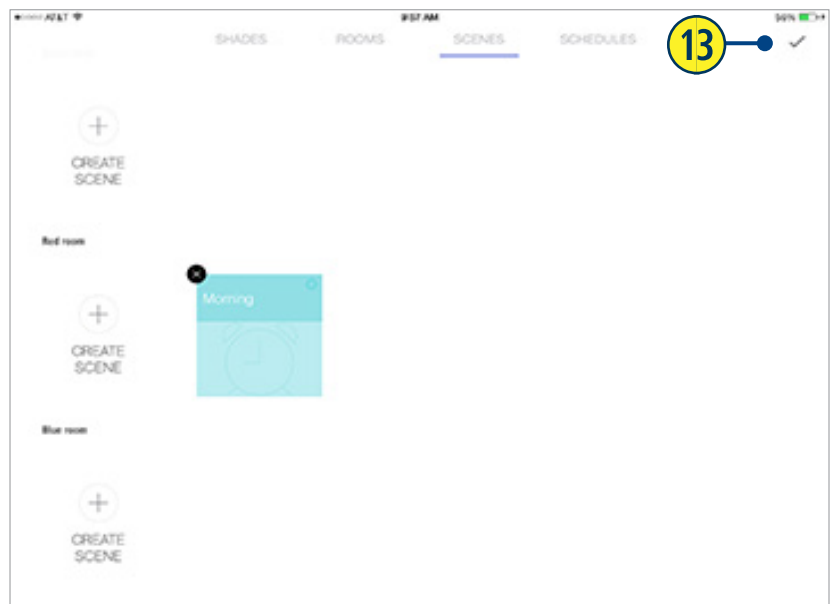
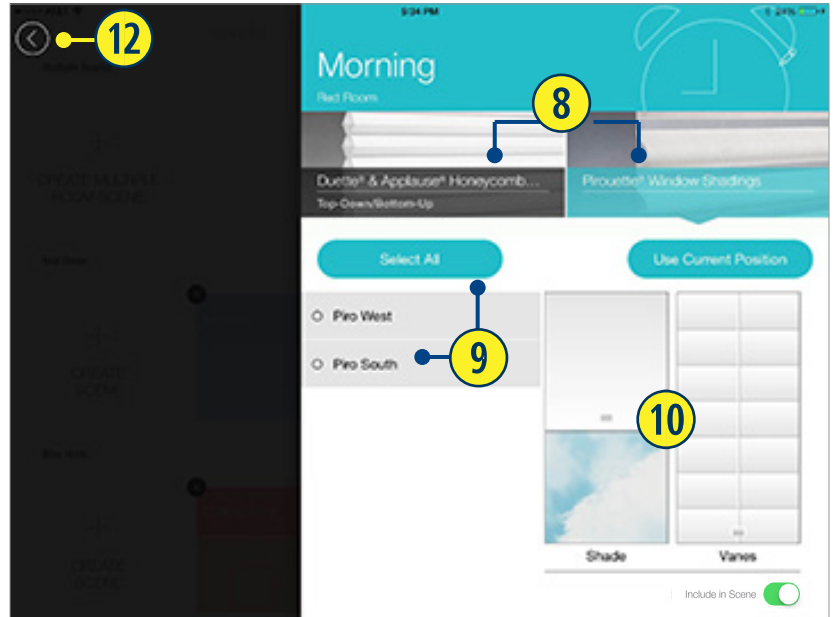
 VIDEO INSTRUCTION

# CREATE A ROOM SCENE

- 1 TAP the **Scenes** tab.
- 2 TAP the **pencil icon**.
- 3 TAP **+** (**Create Scene**) button under the preferred Room.  
This takes you to the Scene edit screen.
- 4 TAP in the **“Name Your Scene”** field.
- 5 **TYPE** custom **Scene name**.
- 6 **SELECT** your preferred **color theme** and **icon**.
- 7 TAP the **checkmark** to accept the change.



- 8 **SELECT** the **shade type**.  
If you have multiple shade types, you will need to set them up separately.
- 9 From the list of shades within the Room **SELECT** which shades to include OR **SELECT ALL** if all shades will be included in the scene.
- 10 **MOVE** the **slider** to the **desired position** for each shade or group of shades.  
The “Include in Scene” button will automatically be turned on when a shade is moved. To remove the shade from the Scene, TAP the “Include in Scene” button to turn off.
- 11 **REPEAT** for any additional shade types.  
**NOTE:** If shades are already in the position intended for the scene, select the shade or group of shades to include in the scene and choose “Use Current Position”. The shades will jog to indicate they have been set to this position.
- 12 **TAP** the **Back button** in the upper left corner.
- 13 **TAP** the **Checkmark** to accept the change.

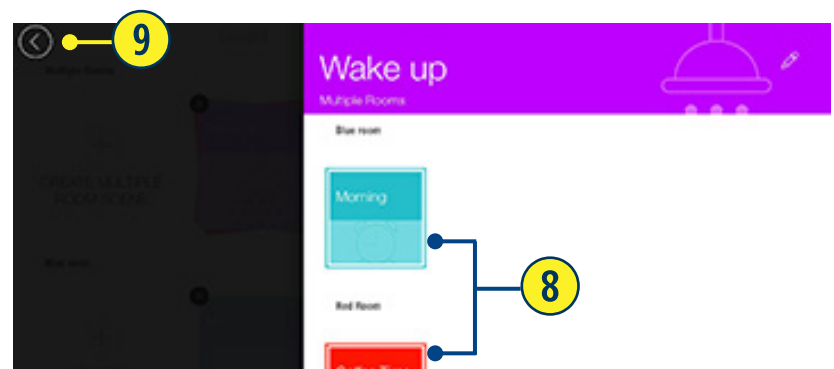
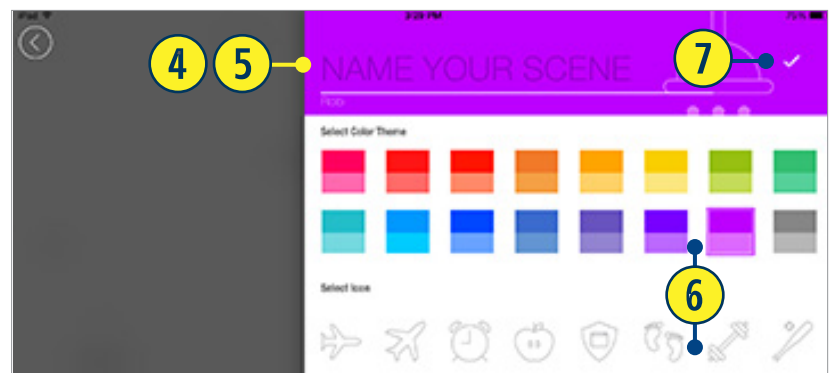
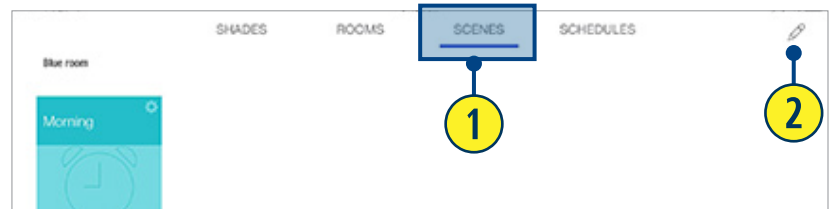


VIDEO INSTRUCTION



# CREATE A MULTIPLE ROOM SCENE

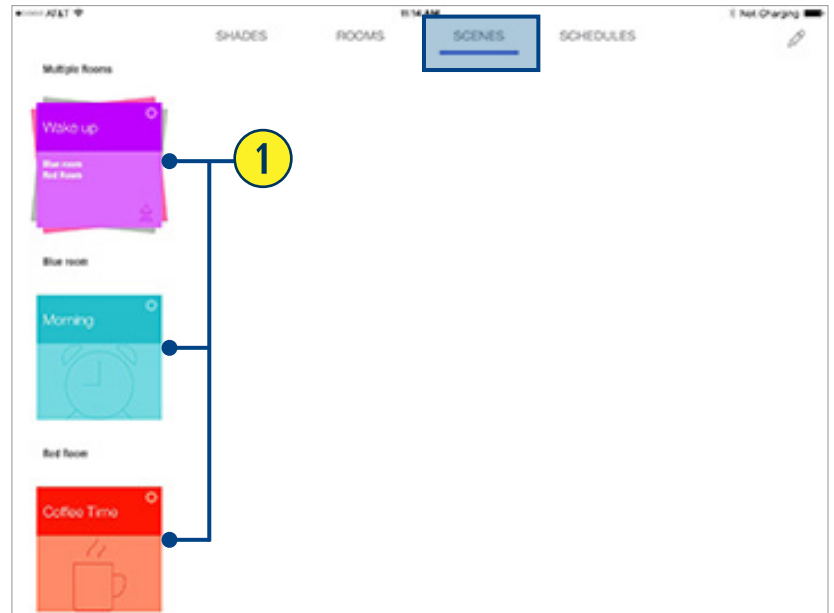
- 1 TAP the **Scenes tab**.
- 2 TAP the **pencil icon**.
- 3 TAP the **+ (Multiple Rooms Scene) button** under Multiple Scenes.  
**NOTE:** In order to create multiple room scenes, first create scenes in at least two different rooms.
- 4 TAP in the **“Name Your Scene”** field.
- 5 **TYPE** preferred **Scene name**.
- 6 **SELECT** your **preferred color theme and icon**.
- 7 TAP the **checkmark** to accept the change. You will now see a list of Rooms and the Scenes already created.
- 8 TAP on the **desired scenes**. A box outline will appear around selected Scenes.
- 9 TAP the **Back button** in the upper left corner. The scenes will be shown under the Multiple Room Scene, slightly offset, to indicate they are a part of the Multiple Room Scene.



VIDEO INSTRUCTION

# SHADE OPERATION IN A SCENE

- 1 From the **Scenes tab**, **TAP** the **Scene** you wish to operate.  
The shades will move to the desired pre-set position.

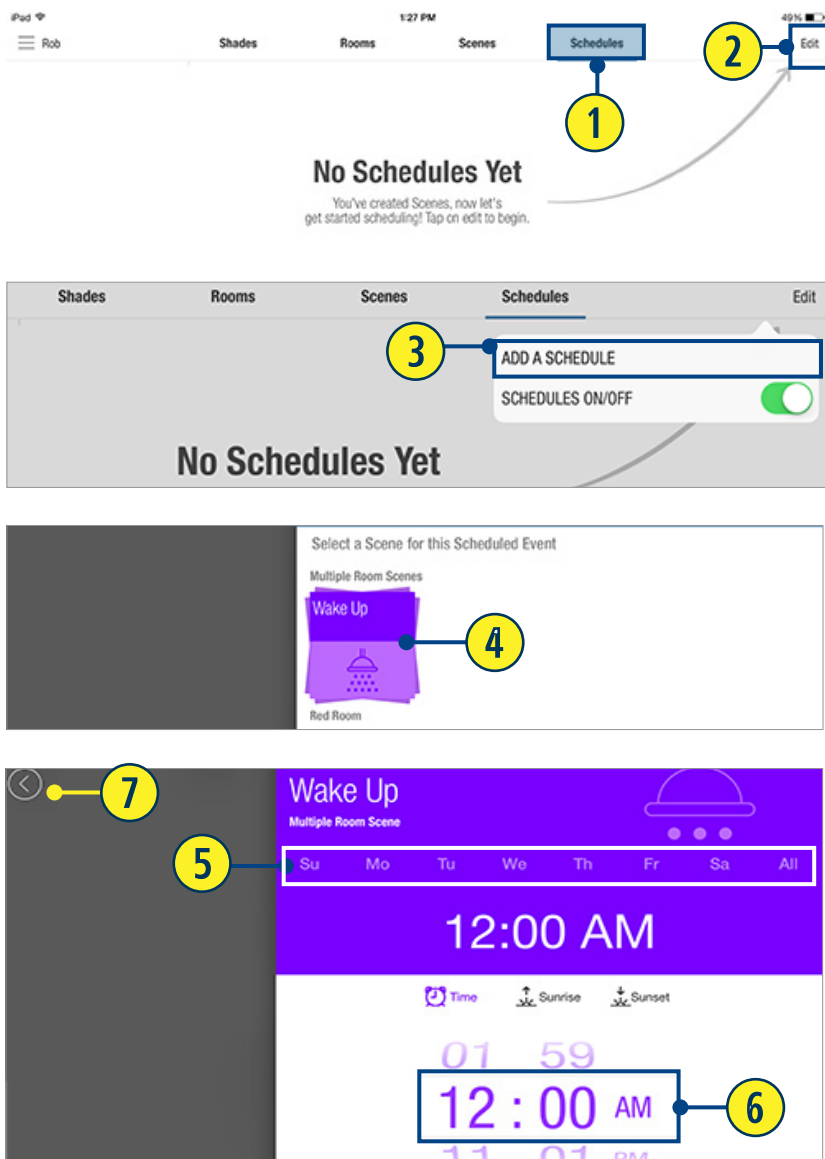


VIDEO INSTRUCTION

# SETTING UP AND USING SCHEDULES

For automated operation of Scenes, they must be scheduled.

- 1 TAP the **Schedules** tab.
- 2 TAP “**Edit**”.
- 3 TAP “**Add a Schedule**”. The Schedule a Scene screen will appear.
- 4 TAP the **desired Scene**. A default scheduling screen will appear for that Scene.  
**NOTE:** The “Enabled” indicator will appear green to indicate that the Scheduling input has been set. Tap “Cancel” to abort scheduling this Scene.
- 5 TAP the **desired days of the week** that the Scene will be active or All.  
**NOTE:** Selected days of the week will appear highlighted.
- 6 ROTATE the **timer dial** to the precise hour and minute.
- 7 TAP the **Back** button when the Schedule is as desired.  
**NOTE:** The Schedules screen will appear, listing the day(s) and time(s) that this Scene is scheduled.

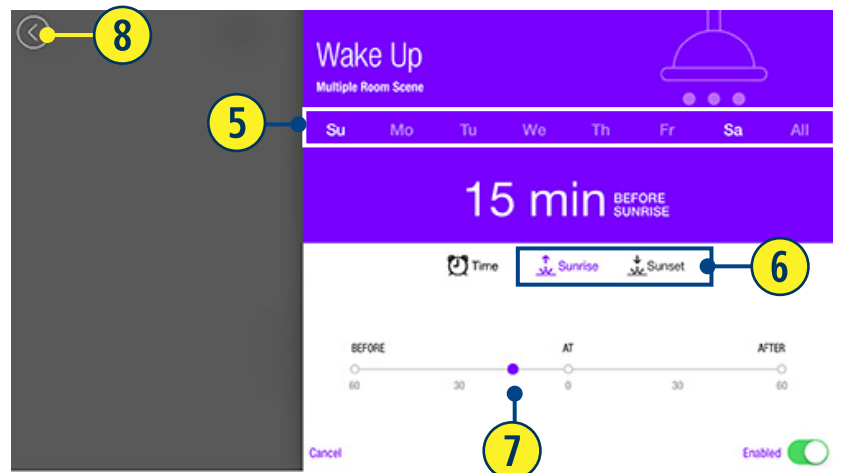
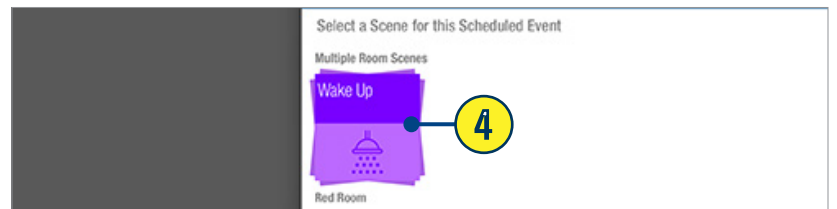


VIDEO INSTRUCTION

# SCHEDULING SCENES – SUNRISE/SUNSET

Location Services must be turned on in the the PowerView™ App Settings. Also, the PowerView™ App must be Allowed access to the device's location.

- 1 TAP the **Schedules** tab.
- 2 TAP “Edit”.
- 3 TAP “Add a Schedule”. The Schedule a Scene screen will appear.
- 4 TAP the **desired Scene**. A default scheduling screen will appear for that Scene.  
**NOTE:** The “Enabled” indicator will appear green to indicate that the Scheduling input has been set.
- 5 TAP **All** or the **desired days of the week** that the Scene will be active.  
**NOTE:** Selected days of the week will appear highlighted.
- 6 TAP either:
  - a. “Sunrise”
  - b. “Sunset”  
**NOTE:** “Sunrise” or “Sunset”, depending on selection, will appear highlighted. Tap “Cancel” to abort scheduling this Scene.
- 7 DRAG the **slider bar** as desired to specify the precise moment Before or After “Sunset” or “Sunrise” to activate the scene.  
**NOTE:** If **no selection is made, the default timing of either the “Sunset” or “Sunrise” scene will remain as “AT”**. This means that the Scene will activate at the the precise moment of sunrise or sunset according to the device's location.
- 8 TAP the **Back button** when the Schedule is as desired.

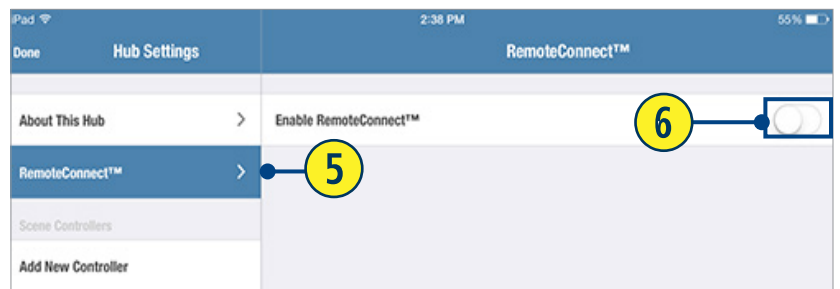
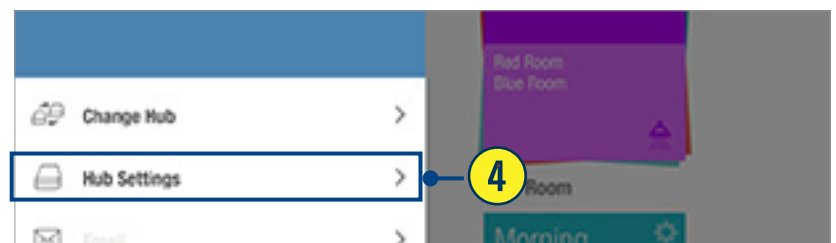
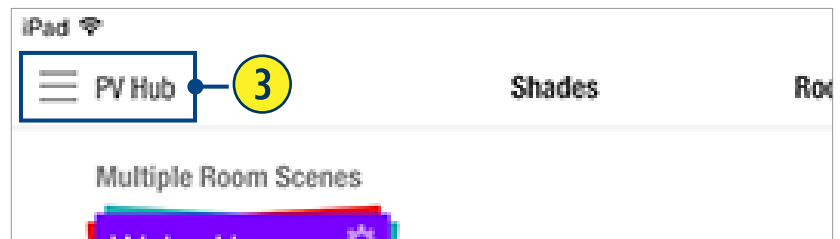
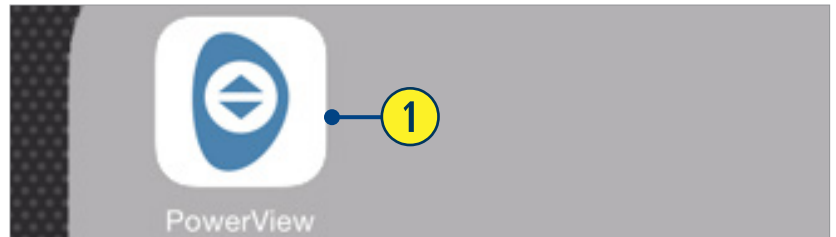




# REMOTECONNECT™ SET UP

RemoteConnect™ allows a mobile device to activate Scenes by remotely connecting to the Hub via an internet connection. The mobile device must be in the home with the Hub during the initial RemoteConnect setup. The mobile device must also have established connectivity to the same wireless router used to connect to the Hub. RemoteConnect cannot be setup from a remote location.

- 1 TAP the PowerView App icon to open.
- 2 TAP “Connect to PowerView Hub”.  
**NOTE:** If a unique name was entered for the Hub during the PowerView App setup, that name will be shown. (ex. “CONNECT TO ‘PV Hub’ HUB”)
- 3 TAP the “menu” icon
- 4 TAP “Hub Settings” in the menu.
- 5 TAP “Remote Connect” in the menu.
- 6 TAP the “Enable Remote Connect” button to enable RemoteConnect.  
**NOTE:** Once RemoteConnect has been enabled, an “Enter PIN” keypad pop-up will appear.



- 7 **CREATE a PIN** access number by **TAPPING** the four numbers of your choice.

**NOTE:** In addition to allowing remote access to the HUB, this PIN will secure the Hub only to those who know this PIN. When selecting a PIN, choose a combination of numbers that can be remembered.

- 8 **RE-ENTER** the newly created **PIN** to verify.

**NOTE:** On the press of the fourth number, the PIN is automatically verified for authenticity. Once the PIN is matched, the PIN pop-up simply closes.

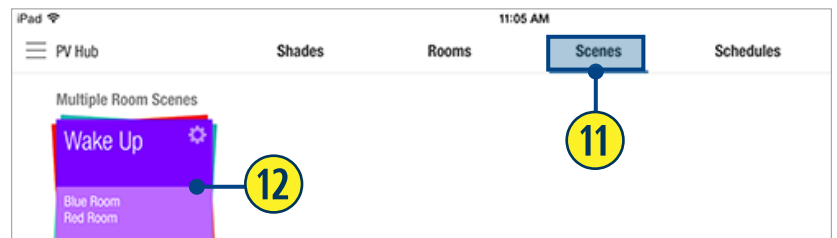
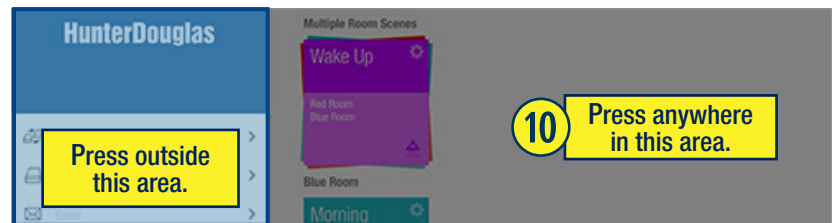
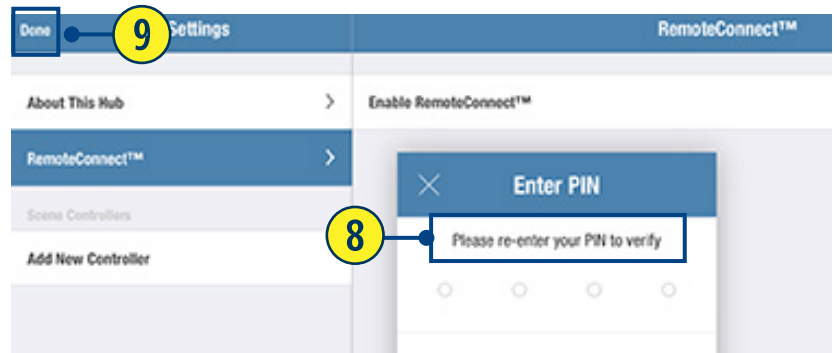
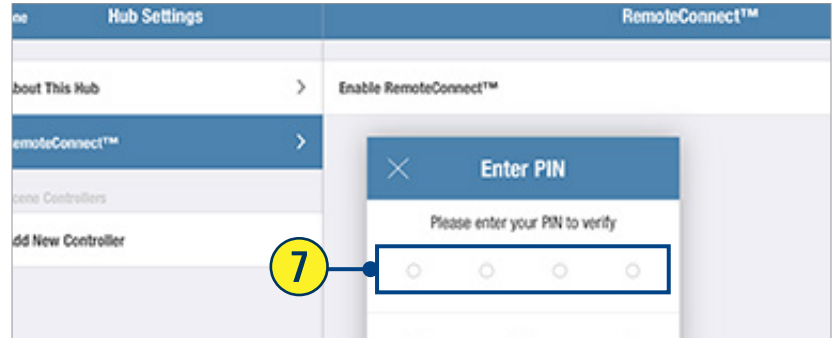
- 9 **TAP “Done”**.

- 10 **TAP anywhere outside of the Settings Menu** to close the Settings Menu.

- 11 **TAP “Scenes”**.

- 12 **TAP a Scene** to operate.

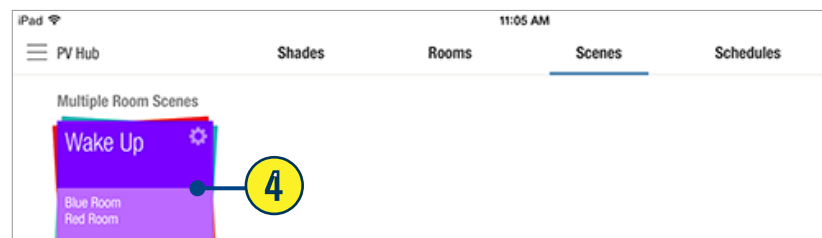
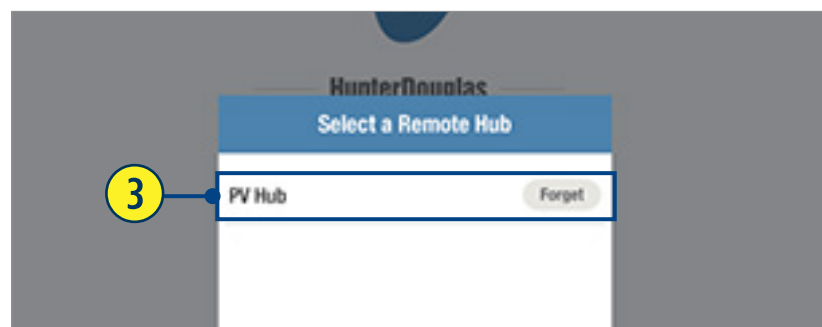
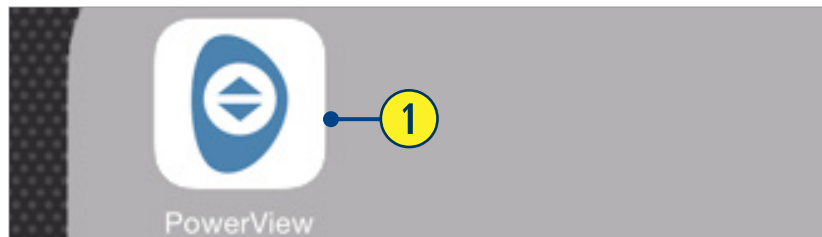
**NOTE:** This verifies that the mobile device can communicate with the Hub via RemoteConnect.



# USING REMOTECONNECT™

For RemoteConnect™ to be used, the mobile device must be connected to the internet either through a Wi-Fi or data connection. RemoteConnect can only be used to activate Scenes.

- 1 TAP the PowerView App icon to open.
- 2 TAP “RemoteConnect”.
- 3 TAP the Hub location you wish to operate.  
NOTE: The PowerView App will automatically identify all the Hubs to which this mobile device has access. Once a selection is made the Scenes screen will automatically appear.
- 4 TAP the desired Scene(s) to activate.



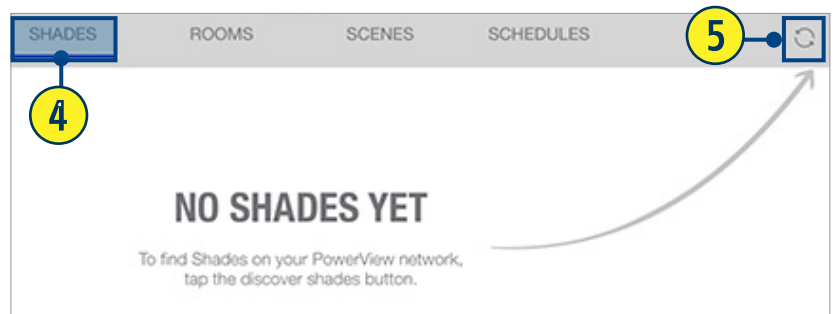
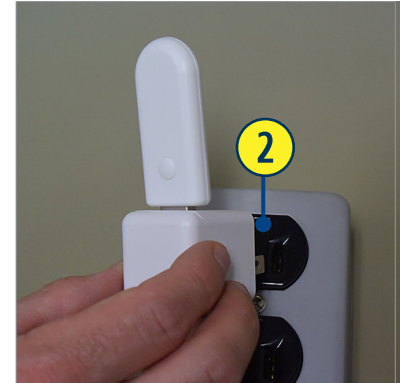
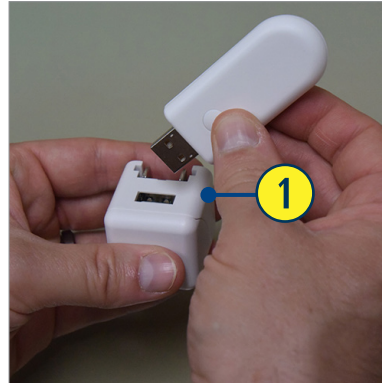
VIDEO INSTRUCTION

# USING REPEATERS WITH THE APP

Repeaters extend the range of the radio frequency (RF) signal emitted by the PowerView™ Pebble™ Remote, the PowerView Surface, or the PowerView™ Hub when used with the PowerView App, for larger rooms or multiple room applications. A Repeater comes packed with a USB power source.

- 1 **ASSEMBLE** the **Repeater Kit** by **INSERTING** the **USB** end of the PowerView Repeater into the USB port of the **USB Power Supply**.
- 2 **PLUG** the **Repeater Kit** into an **electrical outlet**.
- 3 **TAP** the **PowerView App icon** to open.
- 4 **TAP** “Shades”.
- 5 **TAP** “Discover Shades”.

**NOTE:** The solid green light will begin to blink rapidly on the Repeater. This indicates that the Repeater is exchanging signals with the Hub. Once the green light stops blinking and goes out, the Discover Shades process is complete. A “Success” message will appear in the App indicating that the Repeater has successfully joined the network.

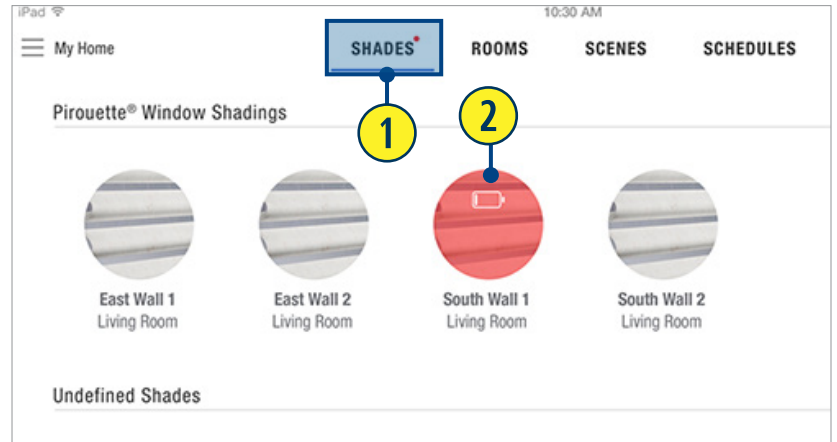


VIDEO INSTRUCTION

# BATTERY LIFE INDICATOR

The PowerView™ App will show a low battery icon when a shades batteries are getting low and will need to be replaced.

- 1 TAP on “Shades” to open.
- 2 A low battery icon will appear if the batteries are low for each shade.



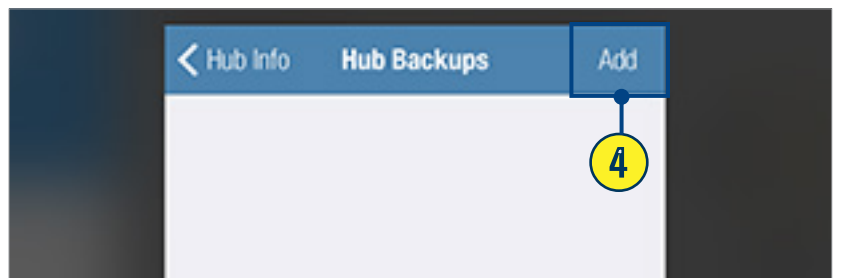
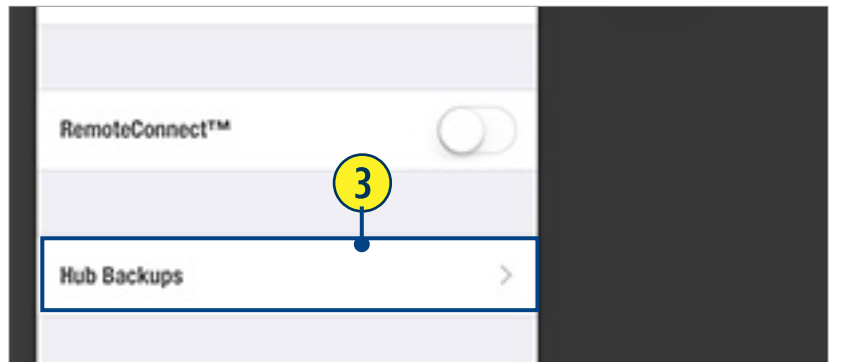
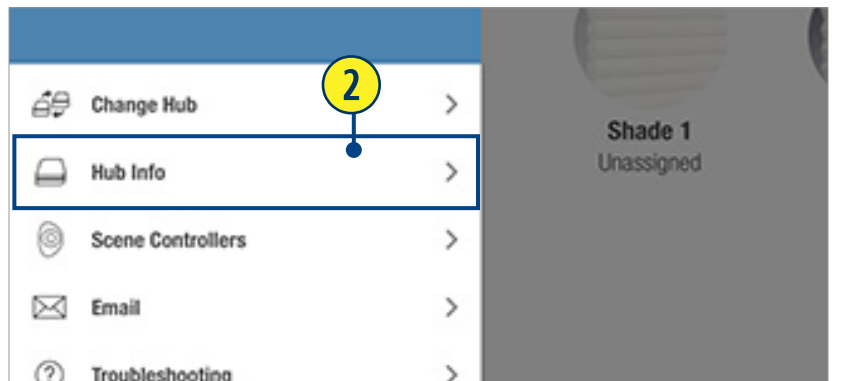
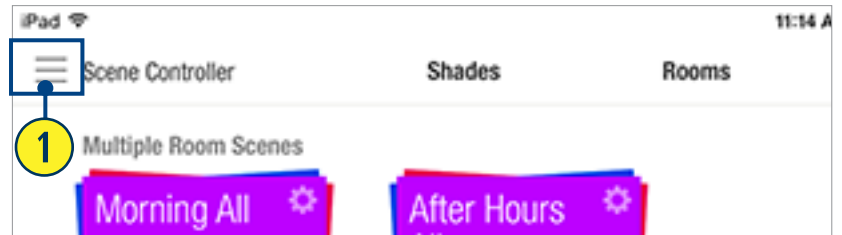
VIDEO INSTRUCTION



# BACKING UP THE HUB

Backing up the Hub saves all Shades, Rooms, Scenes, Schedules, and Hub information (including current Scene Controller settings) as a local file within the PowerView™ App on your device.

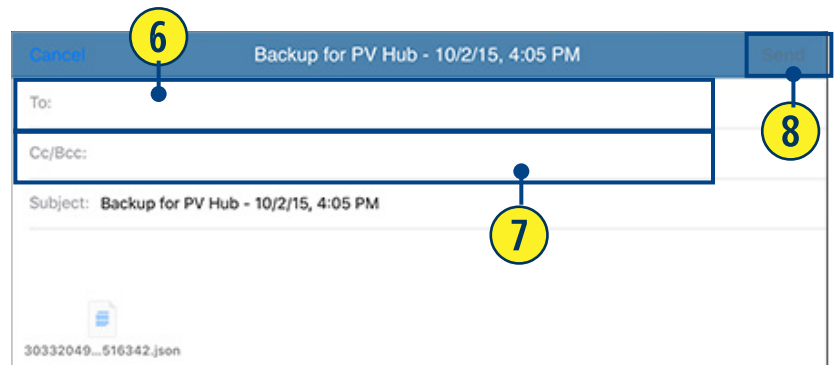
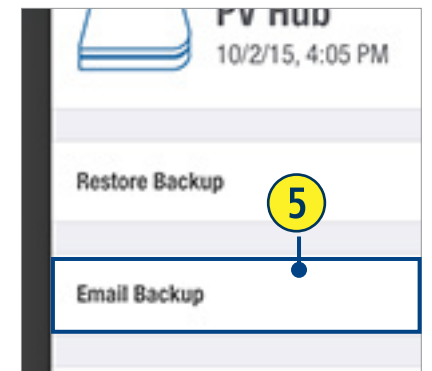
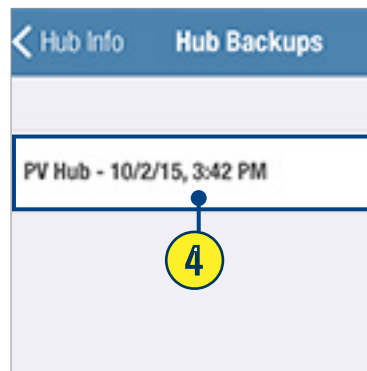
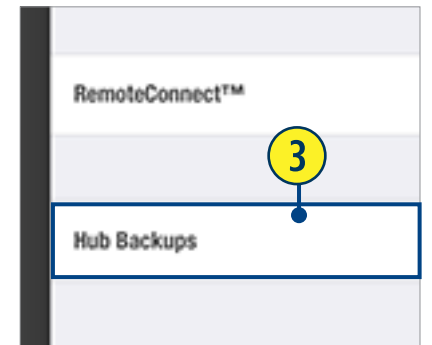
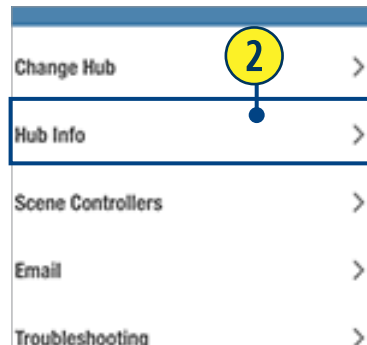
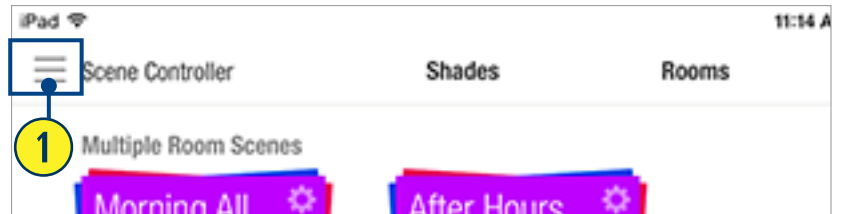
- 1 TAP the menu.
- 2 TAP “Hub Info”.
- 3 TAP “Hub Backups”.
- 3 TAP “Add”.



 VIDEO INSTRUCTION

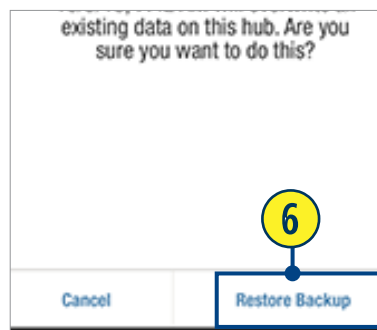
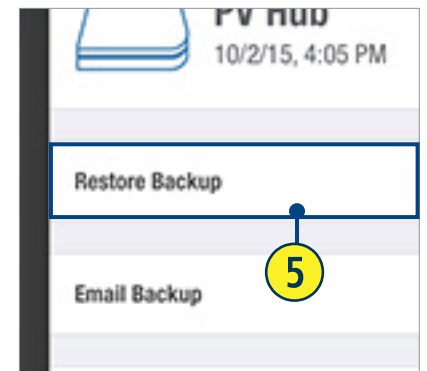
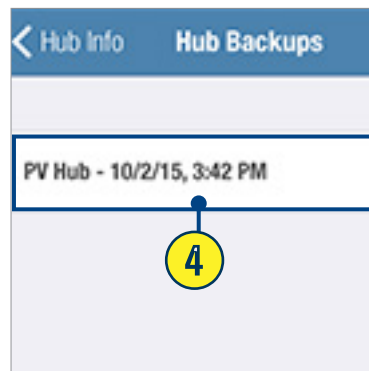
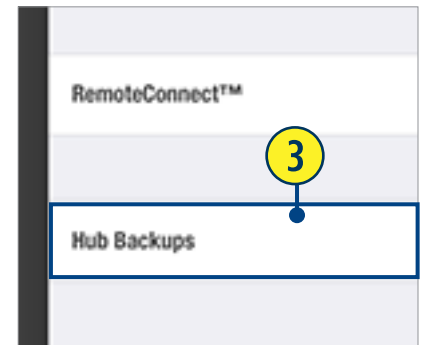
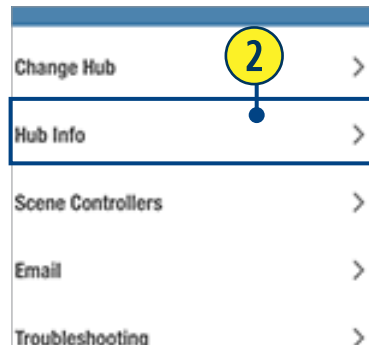
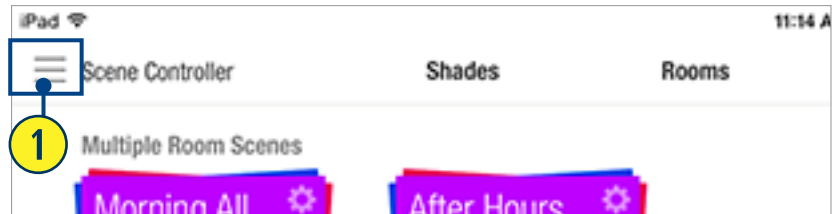
# EMAILING A HUB BACKUP

- 1 TAP the menu.
  - 2 TAP “Hub Info”.
  - 3 TAP “Hub Backups”.
  - 4 TAP the **desired Backup** from the list of backups.
  - 5 TAP “Email Backup”.
- Note:** Once the Email screen loads, the backup file to be sent will load as an attachment to the email.
- 6 TAP in the “To:” Field to **enter the email address** of the recipient.
  - 7 TAP in the “Cc/Bcc:” Field to **enter the email address** for any copy recipient or confidential recipient.
  - 8 TAP “Send”.



# RESTORING A HUB BACKUP

- 1 TAP the menu.
- 2 TAP 'Hub Info'.
- 3 TAP 'Hub Backups'.
- 4 TAP the desired Backup from the list of backups.
- 5 TAP "Restore Backup".
- 6 TAP Restore Backup.  
**Note:** Once a backup is restored, a "Success" message will appear.
- 7 TAP "Finish".

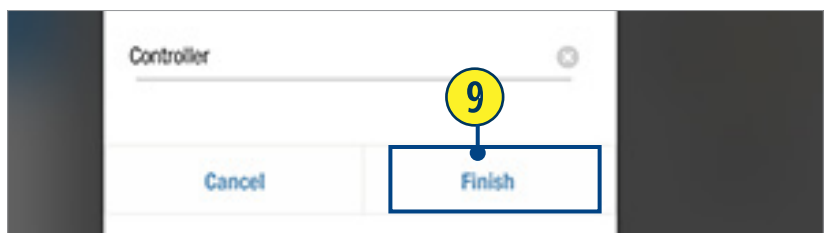
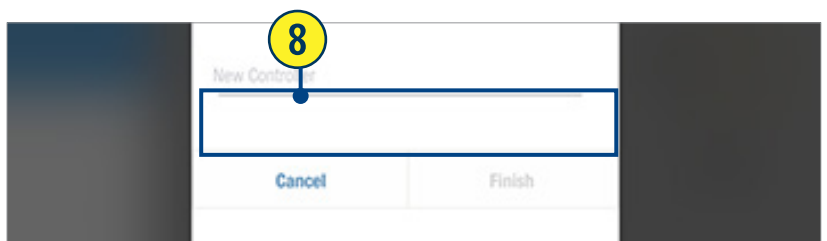
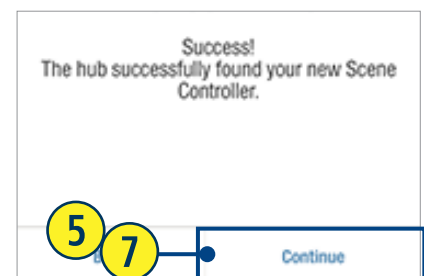
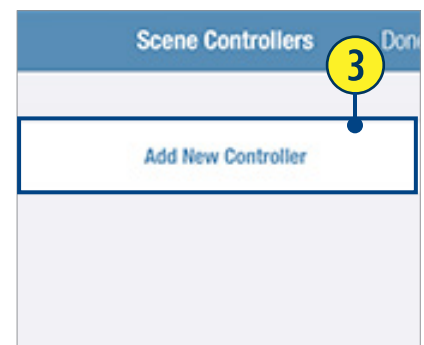
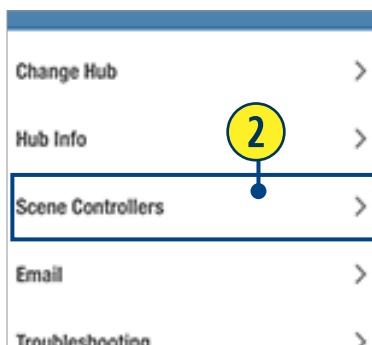
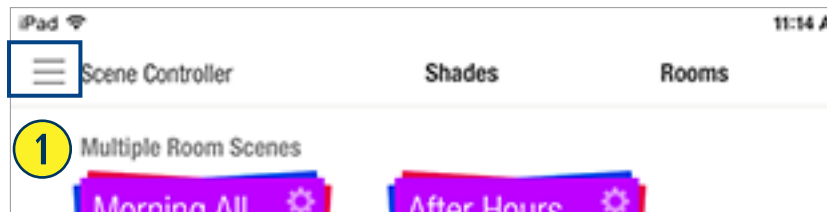




PowerView™  
Scene Controller

# ADDING A NEW SCENE CONTROLLER

- 1 From the **Scenes** screen, **TAP** the **menu**.
- 2 **TAP** “Scene Controllers”.
- 3 **TAP** “Add a New Controller”.
- 4 **PRESS** “Select” on the **Scene Controller** to **activate** the Scene Controller..
- 5 **TAP** “Continue”.
- 6 **PRESS** the “Select” button on the **Scene Controller**.  
**NOTE:** A “Waiting For Discovery” message will appear on the OLED menu screen on the Scene Controller while, at the same time, the word “Listening” appears in the Add Scene Controller pop-up window. This indicates that the Hub is searching for that particular Scene Controller. When the messages change to “Success!” on the Scene Controller itself and in the Add Scene Controller pop-up window in the App, the Scene Controller has been successfully paired to the Hub.
- 7 **TAP** “Continue”.
- 8 **TAP** the “New Controller” text field to **NAME** the **Scene Controller**, if desired.
- 9 **TAP** “Finish”.



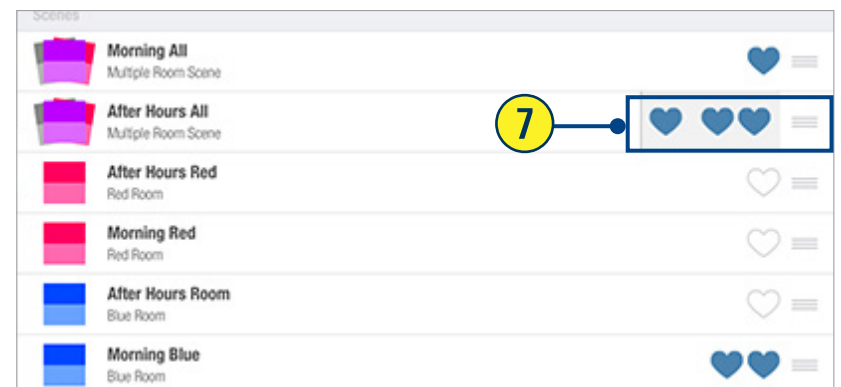
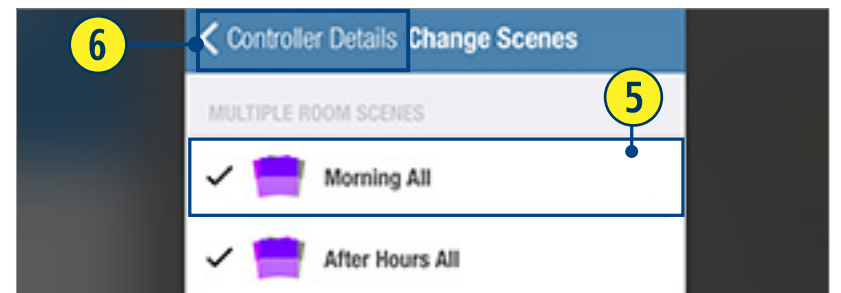
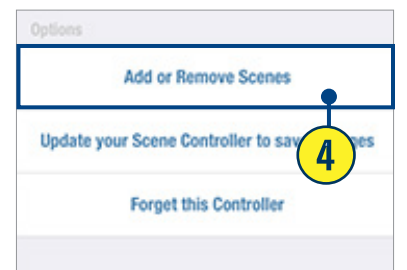
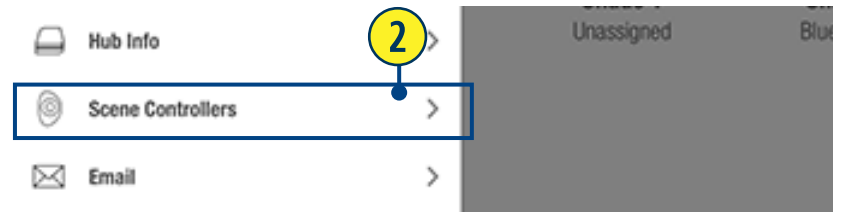
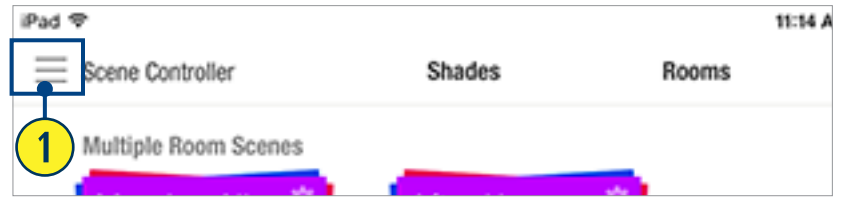


# CONFIGURING SCENES IN A SCENE CONTROLLER

A Scene Controller does not create Scenes. Scenes previously configured in the PowerView™ App can be added to or removed from a Scene Controller, as desired.

- 1 From the **Scenes screen**, **TAP** the menu.
- 2 **TAP** “Scene Controllers”.
- 3 **TAP** the desired Scene Controller.
- 4 **TAP** “Add” or “Remove” Scenes.
- 5 **TAP** the desired Scenes that are available in the Scene Controller..  
**NOTE:** To deselect a Scene, simply **TAP** its checkmark.
- 6 **TAP** “Controller Details” once all desired Scenes have been selected.
- 7 **SELECT** the **two Favorite Scenes** as desired by **TAPPING** the **Heart icon** for that Scene.

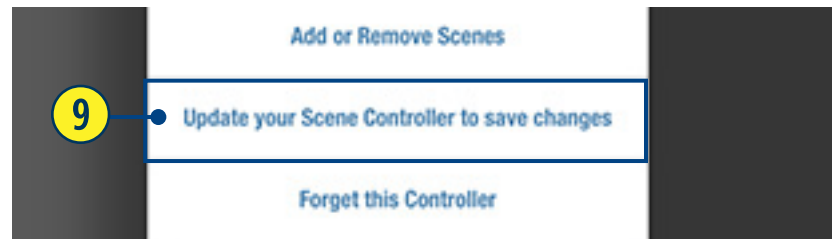
**NOTE:** TAP the single Heart icon or the double Hearts icon to designate a Scene as one of the two Favorite Scenes options. In the Controller Details menu screen, the heart icon for a designated Favorite Scene will correspond to the heart button (single heart or double hearts) on the Scene Controller itself. A Favorite Scene can only have a single heart or double heart designation, not both.



8 In one motion, **TAP, HOLD, and DRAG** a Scene in the **Controller Details** menu screen to arrange it in the order it will appear in the Scene Controller. Once a Scene has been arranged in the desired order, **RELEASE**.



9 **TAP** “Update your Scene Controller” to save changes.



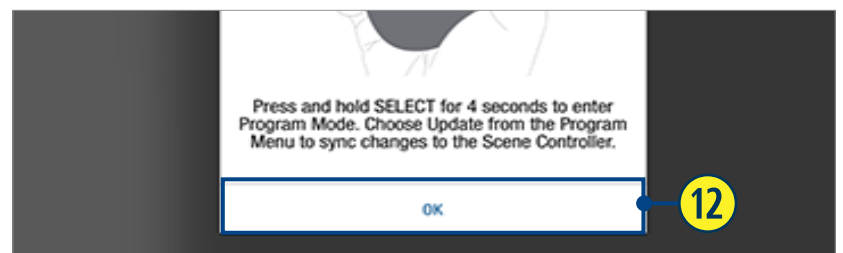
10 **PRESS** “Select” on the Scene Controller to activate the Scene Controller.

11 **PRESS** “Select” on the Scene Controller when the prompt “Update Scenes?” appears on the OLED menu screen on the Scene Controller.



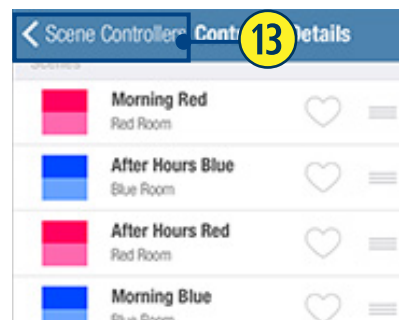
**NOTE:** The OLED menu screen on the Scene Controller will display the number of scenes that will be loaded. When the OLED screen reads “Update Complete”, all Scenes have completed loading and are available in the Scene Controller.

12 **TAP** “OK”.



13 **TAP** “Scene Controllers”.

14 **TAP** “Done”.



 VIDEO INSTRUCTION

# OPERATING SCENES WITH THE SCENE CONTROLLER

- 1 PRESS “Select” on the Scene Controller to activate the Scene Controller.
- 2 PRESS the < (Left) and > (Right) arrows to scroll through the available Scenes.
- 3 PRESS “Select” to operate the desired Scene.

**NOTE:** Once a Scene has been selected for operation, its name will blink on the OLED menu screen to indicate that the signal has been sent to the Hub.

- 4 PRESS the ♥ ♥ ♥ (Favorite) to operate the desired Favorite Scene.

**NOTE:** Once a Favorite has been selected for operation, its name will blink on the OLED menu screen to indicate that the signal has been sent to the Hub.



VIDEO INSTRUCTION



# Troubleshooting and Frequently Asked Questions

# FREQUENTLY ASKED QUESTIONS

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## General

**Q: How do I know if my Hunter Douglas window coverings have PowerView™ Motorization?**

**A:** Any wireless motorized Hunter Douglas window covering manufactured after July 2015 is built with PowerView Motorization. Some exceptions may apply.

**Q: Will my PowerView Pebble™ Remote work right out of the box?**

**A:** No, the PowerView Pebble Remote must be synced to a shade in order to operate.

**Q: Can manual or PowerRise® shades and shadings be retrofitted or converted to the new PowerView system?**

**A:** No retrofit program will be offered, however, PowerRise and PowerGlide® products will be available through spring 2016 for consumers who are looking to add to an existing in-home Platinum™ Technology system. Conversions are allowed for manual shades purchased within one year and of a current hardware system.

**Q: Do I need a PowerView Pebble Remote or PowerView Surface Remote to operate my window treatments?**

**A:** A PowerView Pebble Remote or PowerView Surface Remote is highly recommended in addition to using the PowerView App. These devices allow for alternate control for individual and groups of shades and are artfully designed to complement any home décor.

**Q: Do I need to run wires?**

**A:** No wiring is necessary for products with PowerView Motorization. Hunter Douglas offers a variety of power options including battery and plug-in power supplies to fit any application. Hunter Douglas also provides hard-wired motorized shades for various applications.

**Q: Can I wirelessly control my Hunter Douglas motorized shades from my home automation system?**

**A:** With the addition of the PowerView Hub, Hunter Douglas PowerView window treatments can be integrated into a home automation system via RS-232 serial input or IP (Internet protocol).

**Q: What are the available colors for the PowerView Pebble?**

**A:** The PowerView Pebble is available in a variety of on-trend colors and finishes. Black Matte, Citron, Clear Frost, Cobalt, Pewter Frost, Poppy and White.

**Q: What are the available colors for the PowerView Surface?**

**A:** The PowerView Surface is available in White Matte, Black Matte and Nickel Matte.

**Q: How long can I expect the batteries to last for my battery-powered motorized window covering?**

**A:** Battery life for PowerView motorized window treatments using the AA battery wand exceeds one year, depending on shade size, configuration and usage. Rechargeable batteries are not recommended. Hunter Douglas recommends alkaline batteries for all products with the exception of Duette® and Applause® honeycomb shades with the SkyLift™ System, where we recommend using Energizer\* Ultimate Lithium AA batteries.

\*Energizer is a trademark of Eveready Battery Company, Inc.



# FREQUENTLY ASKED QUESTIONS

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## Networking

### Q. What is a PowerView™ Shade Network?

A. PowerView™ is a proprietary wireless radio frequency (RF) communication language from Hunter Douglas. Similar to the Wi-Fi network in your home, the PowerView Shade Network refers to a unique PowerView RF ID that allows communication between all the PowerView devices that share this unique RF ID.

### Q. What is pairing to a network?

A. Pairing refers to joining multiple PowerView™ remotes with each other or with the Hub to the same PowerView Shade Network. It is recommended that all PowerView items (window coverings, remotes, repeaters, and Hub) be paired to one, unified network so they all communicate using the same PowerView Shade Network radio frequency (RF) ID.

### Q. Why would all my PowerView™ items need to be on the same network?

A. A consequence of not having all PowerView items on the same network is that a PowerView Hub only recognizes one PowerView Shade Network. If a Hub is introduced after you have Grouped shades to one or more remote devices (ex. Pebble™ or Surface remotes) that have not been paired to the same PowerView Shade Network, then the Hub will be unable to Discover or communicate with all the PowerView items. By having one, unified Single Network ID, the PowerView Hub will be capable of Discovering and communicating with all the PowerView items in your home that are on the network, even if you have separate remotes used to operate different rooms of shades.

### Q. When should I pair?

A. It is recommended that remotes be paired any time there are multiple PowerView™ remotes in a home. Always pair all PowerView remotes to one, unified Single Network ID at the beginning of every PowerView installation. This eliminates problems should the PowerView Hub be introduced later.

If an order comes with the multiple remotes AND a Hub, pair all remote devices first, then pair the Hub to that Single Network ID.

### Q. How is duplicating a remote and pairing multiple remotes different?

A. Duplicating takes all of one remote's information (Groups, Favorite, and radio frequency PowerView™ Shade Network ID) and copies that exact information onto another remote. This allows the user to have multiple, interchangeable remotes to operate the same Groups of shades, regardless of which remote is used. Pairing, on the other hand, does not copy a remote's Groups or Favorite information to another remote. Instead, pairing places multiple remotes on a unified PowerView Shade Network for the home.

## PowerView™ Pebble™ Remote and PowerView Surface Remote

### Q: Can I use my PowerView™ Pebble™ Remote or PowerView Surface Remote to operate my PowerRise® 2.1 shades?

A: The new PowerView components use a different communication method from the previous Platinum™ Technology platform and cannot be used to control older Hunter Douglas products.

### Q: Can I purchase additional PowerView Pebbles, Remotes or Scene Controllers?

A: Additional PowerView Pebble and Surface mounts can be ordered if desired. Remotes and Scene Controllers cannot be ordered individually; they must be ordered either with a Pebble or Surface mount.

# FREQUENTLY ASKED QUESTIONS

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**Q: What does the Favorite button on the PowerView Pebble Remote do?**

**A:** A Favorite position can be created and set for each of the six group buttons on the PowerView Pebble Remote or PowerView Surface Remote. The Favorite button is a quick and easy way to send shades to a specific, pre-set position. There is one Favorite position per shade that comes pre-set at 50%.

**Q: How many shades can I control using the PowerView Pebble Remote or PowerView Surface Remote?**

**A:** A PowerView Remote can be used to operate six shades individually or hundreds of shades as a group, as long as the shades can receive commands from the remote.

## **PowerView™ App**

**Q: What devices are compatible with the PowerView App?**

**A:** The PowerView App is compatible on Android™ (running version 4.0 and newer) and Apple® (running version 8.0 and newer) mobile devices.

**Q: Do I need an Internet connection to set up the PowerView App to control my window treatments?**

**A:** No, an Internet connection is not necessary. A home router, however, is required to set up the PowerView Hub and App.

**Q: What is RemoteConnect™?**

**A:** RemoteConnect is a feature built into the PowerView™ App that allows users to control their window treatments from outside of the home using data or a wi-fi connection. RemoteConnect must be first enabled from within the home.

**Q: Where/how do I get a PIN so that I can set up RemoteConnect™?**

**A:** When first setting up RemoteConnect™ on your mobile device, you will see this prompt, “Please enter your PIN to verify”. Because you have not previously setup RemoteConnect on this device, there is no PIN yet. Instead, all you need to do is to create a PIN of your choice. Enter the four numbers of your choice and then *re-enter* them in sequence, when instructed. Use this PIN the next time you wish to access RemoteConnect using your mobile device.

**Q: What is a Room within the PowerView App?**

**A:** A Room is a series of shade types in a particular area. Once a shade has reported to the PowerView App, it can be assigned to a room. Within a room, users can control individual shades or groups of the same type of shade from product specific slider bars.

**Q: What is a Scene within the PowerView App?**

**A:** A Scene is a pre-programmed shade position setting created by the user to manage the natural light within a Room. For example, a Scene called “Goodnight” can be created in which all of the shades in a particular room move to the closed position with a single button press.

**Q: What is a Multiple Room Scene within the PowerView App?**

**A:** A Multiple Room Scene is a Scene created by grouping individual Room Scenes into one. Triggering a Multiple Room Scene causes several Scenes to activate at once.

**Q: What is a Schedule within the PowerView App?**

**A:** A Schedule is used to set a timed event or a series of timed events for Scenes and Multiple Room Scenes.

# FREQUENTLY ASKED QUESTIONS

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**Q: Will Schedules work even if my mobile device is not at home?**

**A:** Yes, Schedules will continue to operate shades at the set time(s) of day even if the wireless device is not in the home. All scheduling data is stored in the PowerView Hub.

**Q: Do Schedules automatically change for Daylight Savings Time?**

**A:** Yes, Schedules update automatically for Daylight Savings Time.

**Q: Are there any service fees associated with new App features?**

**A:** Hunter Douglas does not charge any additional fees for App updates. For features that use your mobile wireless network, check with your carrier for data rate charges that may apply.

**Q: What WiFi routers work best with the PowerView Hub?**

**A:** The PowerView Hub is designed to work with nearly all consumer-grade wi-fi routers. However, security settings or special configurations may affect communication with the Hub.

## **PowerView Scene Controller**

**Q: What is the PowerView Scene Controller?**

**A:** The PowerView Scene Controller works in conjunction with the PowerView Hub to quickly navigate and activate a personalized list of Scenes (created in the PowerView App) directly from the hand-held Pebble or wall-mounted Surface. PowerView Scene Controllers require a PowerView Hub.

**Q: What do the Favorite buttons on the PowerView Scene Controller do?**

**A:** The PowerView Scene Controller comes with two favorite buttons. Scenes can be assigned to each favorite button for one press activation.

# TROUBLESHOOTING

ISSUE	
Cause	Solution
<b>Some PowerView™ window treatments do not respond to commands from my PowerView remote (ie., Pebble™ Remote, Surface Remote or a combination).</b>	
The window treatment(s) in question does not have power.	<ol style="list-style-type: none"><li>1. <b>CHECK</b> all wires and cables for loose connections. <b>VERIFY</b> that correct power supply is being used and is plugged in. <b>REPLACE</b> batteries if needed, etc.</li><li>2. <b>PRESS</b> and <b>RELEASE</b> the <b>Manual Control</b> button on the headrail to operate the window treatment.</li></ol>
The window treatment has not yet been joined to a Group(s) on the remote device.	<ol style="list-style-type: none"><li>1. Group the window treatment(s) to the remote device as desired. <a href="#">Joining a Shade to a Group</a></li></ol>
The correct Group button is not selected.	<ol style="list-style-type: none"><li>1. Make sure that the correct Group button is backlit when pressed, indicating that it has been selected.</li><li>2. <b>OPERATE</b> a Group of shades as desired. <a href="#">Product Operation: Groups 1-6</a></li></ol>
The radio frequency signal emitted by the remote does not reach the window treatment(s).	<ol style="list-style-type: none"><li>1. Move remote to a different location in the room and try again.</li><li>2. <b>ADD</b> or <b>MOVE</b> a repeater closer to the window treatment(s) in question to extend the range of the remote(s).</li></ol>

# TROUBLESHOOTING

ISSUE	
<p><b>My PowerView™ App can only Discover window treatments in one room, but not in any others. I have remotes for all the rooms, and they operate the window treatments in those rooms correctly.</b></p>	
Cause	Solution
<p>The window treatment(s) in question does not have power.</p>	<ol style="list-style-type: none"> <li><b>CHECK</b> all wires and cables for loose connections. <b>VERIFY</b> that correct power supply is being used and is plugged in. <b>REPLACE</b> batteries if needed, etc.</li> <li><b>PRESS</b> and <b>RELEASE</b> the <b>Manual Control</b> button on the headrail to operate the shade.</li> </ol>
<p>The radio frequency signal emitted by the Hub does not reach the window treatment(s).</p>	<ol style="list-style-type: none"> <li><b>ADD</b> or <b>MOVE</b> a repeater closer to the window treatment(s) in question and to the Hub to extend the range of the Hub.</li> <li>Test the repeater(s) to verify it is receiving a signal from the PowerView Hub. <b>PRESS</b> the “P” button on the back of the Hub for two seconds to send a test signal to the added or repositioned repeater(s). The green light on the repeater(s) should flash once when receiving/sending a signal.</li> <li>If the green light on the repeater does not flash when the Hub is emitting a signal, the Hub’s signal still does not reach the repeater(s). <b>RE-POSITION</b> the <b>repeater(s) and Hub</b> (if possible), as necessary, or pair the repeater(s) to the same PowerView Shade Network as the Hub.</li> </ol>
<p>There is more than one PowerView Shade Network in the home.</p>	<ol style="list-style-type: none"> <li><b>VERIFY</b> that all PowerView components are paired to the same PowerView Shade Network. <ul style="list-style-type: none"> <li>A. <b>PLUG IN</b> repeater(s) and the <b>PRESS</b> the Open button on the remote. <ul style="list-style-type: none"> <li><i>If the green light in the repeater flashes, the remote and repeater(s) are on the same PowerView Shade Network.</i></li> <li><i>If the green light in the repeater does not flash, this indicates that the repeater is not paired to the same PowerView Shade Network as the remote.</i></li> </ul> </li> </ul> </li> <li><b>REPEAT</b> for all remotes. <ul style="list-style-type: none"> <li>B. <b>PLUG IN</b> repeater(s); <b>OPEN</b> the PowerView App; and <b>TAP Discover Shades</b> in the Shades tab screen. <ul style="list-style-type: none"> <li><i>If the green light in the repeater flashes, the Hub and repeater(s) are on the same PowerView Shade Network.</i></li> <li><i>If the green light in the repeater does not flash, it indicates that the repeater is not paired to the same PowerView Shade Network as the Hub.</i></li> </ul> </li> </ul> </li> <li>Clear the programming on each of the window treatment(s) in question. <b>PRESS</b> and <b>HOLD</b> the <b>manual control</b> button on the headrail for 12 seconds. The shade will jog once at 6 seconds then again at 12 seconds.</li> <li><b>PAIR</b> any remotes not currently networked with the Hub to the Hub. <a href="#">Pairing a Remote to a Hub Network</a></li> <li><b>GROUP</b> the window treatments in question to the newly networked remotes, as desired. <a href="#">Joining a Shade to a Group</a></li> <li><b>OPEN</b> the App.</li> <li><b>DISCOVER</b> all the shade(s) in the App. <a href="#">Discover Shades</a></li> </ol>



# TROUBLESHOOTING

ISSUE	
<p><b>I have a remote and a PowerView™ Hub. I was able to Discover my PowerView window treatments using the App, but now I cannot operate any window treatments from the App.</b></p>	
Cause	Solution
<p>The mobile device running the PowerView App is connected to the wrong home Wi-Fi network.</p>	<ol style="list-style-type: none"> <li><b>CLOSE OUT</b> of the PowerView App.</li> <li><b>CHECK</b> the Hub's and Wi-Fi router's connections. Make sure both have power and are properly connected to one another.</li> <li><b>ACCESS</b> the mobile device's settings. Ensure that the mobile device is connected to the same home Wi-Fi network as the Hub.</li> <li>In the App, <b>CONNECT</b> to the correct Hub.</li> </ol>
<p>The window treatment(s) in question does not have power.</p>	<ol style="list-style-type: none"> <li><b>RECONNECT</b> power cords, change batteries, etc. as necessary. <b>CHECK</b> all wires and cables for loose connections. <b>VERIFY</b> that correct power supply is being used and is plugged in. <b>REPLACE</b> batteries if needed.</li> <li><b>PRESS</b> and <b>RELEASE</b> the Manual Control button on the headrail to operate the shade, running it up or down.</li> </ol>
<p>There is more than one PowerView Shade Network in the home.</p>	<ol style="list-style-type: none"> <li><b>VERIFY</b> that all PowerView components are paired to the same PowerView Shade Network. <ul style="list-style-type: none"> <li><b>A. PLUG IN</b> repeater(s) and the <b>PRESS</b> the <b>Open</b> button on the remote. <i>If the green light in the repeater flashes, the remote and repeater(s) are on the same PowerView Shade Network</i></li> <li><i>If the green light in the repeater does not flash, this indicates that the repeater is not paired to the same PowerView Shade Network as the remote.</i></li> </ul> </li> <li><b>REPEAT</b> for all remotes. <ul style="list-style-type: none"> <li><b>B. PLUG IN</b> repeater(s); <b>OPEN</b> the PowerView App; and <b>TAP Discover Shades</b> in the Shades tab screen. <i>If the green light in the repeater flashes, the Hub and repeater(s) are on the same PowerView Shade Network.</i></li> <li><i>If the green light in the repeater does not flash, this indicates that the repeater is not paired to the same PowerView Shade Network as the Hub.</i></li> </ul> </li> <li>Clear the programming on each of the window treatment(s) in question. <b>PRESS</b> and <b>HOLD</b> the Manual Control button on the headrail for 12 seconds. The shade will jog once at six seconds then again at 12 seconds.</li> <li><b>PAIR</b> any remotes not currently networked with the Hub to the Hub. <a href="#">Pairing a Remote to a Hub Network</a></li> <li><b>GROUP</b> the window treatments in question to the newly networked remotes, as desired. <a href="#">Joining a Shade to a Group</a></li> <li><b>OPEN</b> the App.</li> <li><b>DISCOVER</b> all the shade(s) in the App. <a href="#">Discover Shades</a></li> </ol>

# TROUBLESHOOTING

## ISSUE continued...

**I have a remote and a PowerView™ Hub. I was able to Discover my PowerView window treatments using the App, but now I cannot operate any window treatments from the App.**

Cause	Solution
A 12-second reset has been performed after window treatment(s) were Discovered in the PowerView App, erasing all programming information at the window treatment.	<ol style="list-style-type: none"><li data-bbox="505 457 1458 520">1. <b>TAP Delete Shade</b> in the <b>Shade Edit</b> screen in the PowerView App to delete the window treatment(s) in question.</li><li data-bbox="505 537 1398 638">2. <b>TAP Discover Shades</b> to Discover the window treatment(s) in the Shades tab. <a href="#">Discover Shades</a></li><li data-bbox="505 655 1446 756">3. <b>GROUP</b> the window treatment(s) in question to the newly networked remotes, as desired. <a href="#">Joining a Shade to a Group</a></li></ol>

## ISSUE

### The batteries in my showroom Pebble™ Remote(s) don't last long.

Cause	Solution
The remote is not frequently used but it is placed or located in a location where it is subject to frequent movement (e.g., a frequently accessed drawer).	1. Preserve battery life by keeping the remote in a location where it will not be moved inadvertently. This will prevent the auto-wake feature from turning the backlights on and draining the batteries.
The remote is handled frequently, daily.	1. Preserve battery life by disabling the auto-wake function by <b>PRESSING and HOLDING the Group 6 button</b> on the remote for approximately six seconds. The Group numbers (1-6) will blink once to indicate the auto-wake function has been disabled.  <i>*To turn the auto-wake function back on:</i> 1. <b>PRESS and HOLD the Group 6 button</b> for approximately six seconds. The Group numbers (1-6) blink twice to indicate the accelerometer has been turned back on.
The batteries are not dead, but remote is in "Learning Mode".	In Learning Mode, only the Group buttons blink when the Open or Close button is pressed. 1. To get out of Learning Mode, <b>PAIR</b> remote to another remote or Hub OR <b>PRESS the Reset button</b> on the remote (behind the battery cover.)