PowerView® Automation

REMOTE CONTROL GUIDE

The PowerView® Gen 3 Remote has been redesigned with a modern look while maintaining its compatibility with the PowerView Pebble® and Surface. Precisely control your Gen 3 shades throughout your home with the touch of a button. The following pages provide all the details on how to set up and operate both remote styles.

Table of Contents

Key Components 1

Getting Started 2

Programming 3

Basic Operation 4

Battery Replacement 5

Troubleshooting 6

Key Components

GEN 3 REMOTE MODULE

INCLUDED

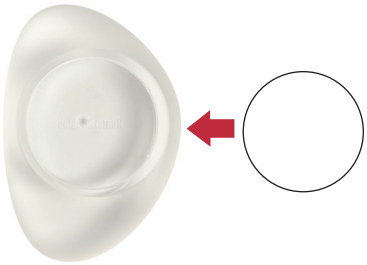
OR

Getting Started

IMPORTANT: The PowerView® Remote will not operate a window covering until the window covering and remote have been added and configured to a Home in the PowerView App.

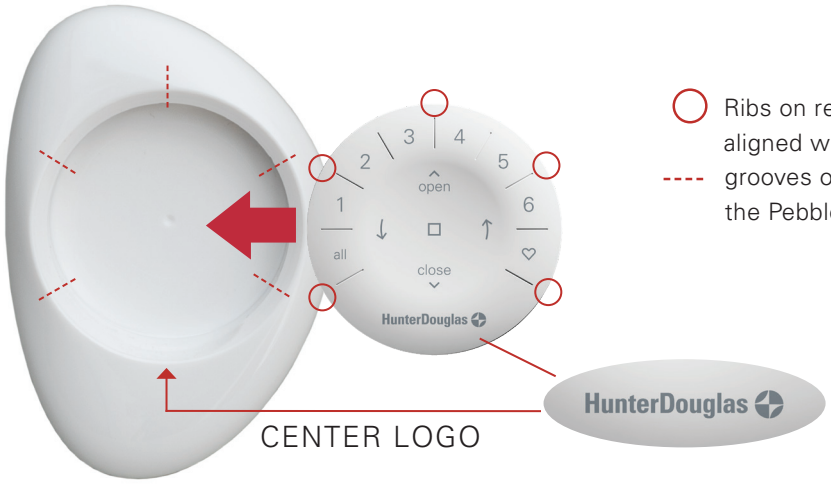
GETTING STARTED: First, activate the remote by pulling both plastic tabs from the back battery compartment.

NOTE: If placing the remote module into a Pewter or Clear Frost Pebble®, ensure the provided color insert is seated at the bottom of the Pebble cutout.



Inserting the remote module into the PowerView® Pebble® (hand-held):

1. Center the Hunter Douglas logo on the remote module above the indentation on the bottom rim of the Pebble.
2. Align the ribs on the remote module with the grooves on the Pebble.
3. Gently push the remote module into the Pebble until it is snug.



Ribs on remote to be aligned with the grooves on the Pebble.

Mounting the PowerView® Surface:

1. Choose a location to mount the Surface.
2. Orient the Surface mounting plate so that the Hunter Douglas logo is horizontal and level. Mark screw holes.
3. 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.

   Mounting the Surface onto **wood**? Use a 3⁄32" drill bit to drill screw holes.
4. Attach the Surface mounting plate using the screws provided.
5. Align the Surface ring with its mounting plate. Twist the Surface ring clockwise to lock it in place.

Inserting the remote module in the Surface:

1. Align the ribs on the remote module with the grooves on the Surface.
2. Gently push the remote module into the Surface until it is snug.

Ribs on remote to be aligned with the grooves on the Pebble.

Programming

IMPORTANT: All remotes (regardless of how many are in a project) are programmed solely through the PowerView® App. To download the PowerView App from the Apple or Google Play store, go to *www.hdpvapp.com* or scan this QR code.

PowerView

HOW TO CONFIGURE A REMOTE

NOTE: A single window covering or multiple window coverings can be added to a single GROUP. Additionally, a single shade can be assigned to more than one GROUP. We recommend only similar window coverings be included in a GROUP because of differences in product features and operation.

Remotes can be set up in one of two ways:

1. During the initial Home setup process
2. After the Home is created by navigating to "More" ➔ "Accessories" ➔ "Remotes"

The PowerView App will guide you through the entire process, from configuration to syncing your remotes. Please follow each step carefully in the app to successfully set up all remotes.

DEACTIVATING THE REMOTE'S "RAISE-TO-WAKE" FEATURE

The remote's LEDs will automatically turn on whenever the remote is handled. This feature is useful for immediately seeing which shade GROUP buttons were activated last. Deactivating this feature will help conserve battery life.

~~To deactivate, go to the remote's settings page. You can reactivate at any time.~~

REMOVE A WINDOW COVERING FROM A GROUP

1. Open the PowerView® App and navigate to the "More" tab ➔ "Accessories" ➔ "Remotes".
2. Select the desired remote.
3. In the virtual remote configuration page, select the GROUP that you want to remove a window covering from.
4. Select the editing tool button in the bottom righthand corner of the screen.
5. Select the window covering you want removed from the GROUP. The orange circle with the checkmark should disappear to confirm which window coverings are assigned to that GROUP. Then select "Done".
6. Select "Sync" and follow the prompts to sync your remote to complete the shade removal process.

SET FAVORITE POSITIONS

Each Gen 3 window covering has two FAVORITE positions. Each window covering has two default FAVORITE positions based on the shade type.

To set a new FAVORITE position:

1. Open the PowerView® App and go to the specific shade's setting that you want to modify.
2. In the shade settings page, you will see both FAVORITE settings. Select which positions you want to modify.
3. Adjust the shade to the new desired position and select "Done". The new FAVORITE position is now saved.

Basic Operation

Once the window coverings have been joined to a GROUP or multiple GROUPS, the remote is ready to operate the window covering(s). Multiple window coverings can be operated at the same time.

NOTE: Some PowerView® window treatments offer variable operation from the basic operation listed here. For full instructions on how to operate your PowerView window treatment, please consult the ~~IOC~~ that came with your window treatment.

BASIC OPERATION

1. To wake up the remote, simply pick it up or press ■ STOP. The last GROUP(S) selected will be highlighted and active.
2. Press ALL or GROUP 1–6 button(s) to select specific window covering(s) to operate. Selected GROUP button(s) will light to show they are selected.
   - **a.** Multiple GROUP buttons may be selected at the same time.
   - **b.** To deselect a GROUP, press the GROUP button again. The backlit GROUP button will go out.
3. Press ▲ OPEN to open the selected window covering(s).
4. Press ▼ CLOSE to close the selected window covering(s).
5. For window covering(s) with vanes, louvers or a middle rail*, press the RIGHT ARROW to close the window covering and open the vanes, rotate the vanes to the right, tilt the louvers up or fully raise the middle rail.
6. For window covering(s) with vanes, louvers or a middle rail, press the LEFT ARROW to close the vanes, rotate the vanes to the left, tilt the louvers down or fully lower the middle rail.
   - **a. NOTE:** Single-function window coverings will not operate by pressing the ARROW buttons.
7. Press ■ STOP to stop window covering/vane/louver movement anywhere along its travel.
8. While a window covering is in motion, press the opposite of its motion (▲ OPEN or ▼ CLOSE) to reverse direction.
9. Press ♥ FAVORITE to send selected window covering(s) to your preset FAVORITE position.

*Applies to Top-Down/Bottom-Up and Duolite® window coverings only. The bottom rail on Top-Down/Bottom-Up window coverings operates using the OPEN and CLOSE commands.

OPEN

LEFT ARROW
Function varies by product type

CLOSE

STOP
Stops window covering motion

GROUP NUMBERS
Each number represents a different group

RIGHT ARROW
Function varies by product type

FAVORITE
- Click once to send shade(s) to your favorite position*
- Double click to send shade(s) to your second preset favorite position**

*The default favorite positions vary based on the shade type.

*Both favorite positions can be updated in the PowerView App under the shade's settings.

NOTE: Additional functions vary by product type. To view your window covering's specific functions, please consult your Installation, Operation and Care manual. You can find this here *https://help.hunterdouglas.com/s/installation-instructions*

Battery Replacement

REPLACING BATTERIES IN THE REMOTE

Replacing the batteries in the remote module will not cause the loss of any window covering programming, including GROUPS and FAVORITE. The remote uses two CR 2032 batteries.

1. For the Pebble® ~~Remote~~, slide your thumb in the indentation, gently lift and remove the remote module from the Pebble. For the ~~Surface Remote~~, remove the Surface from its mounting plate by twisting the Surface counter-clockwise. Push the remote module out from the back of the Surface.

2. Using a flat-head screwdriver, rotate the safety screw counter-clockwise two times.
3. Remove the back cover from the remote.
4. Using a finger or small screwdriver, gently lift and remove the old batteries.

5. Insert new batteries, making sure each is snug.
6. Align and replace the back cover onto the backside of the remote module.
7. Using the flathead screwdriver, rotate the screw clockwise two times or until the screw is snug.
8. Align the ribs on the remote module with the grooves on the Pebble® or the Surface.
9. Gently push the remote module into the Pebble or the Surface until it is snug.

Troubleshooting

1. None of the backlit buttons illuminate on my remote when I press the buttons.

- Check to make sure the batteries are inserted properly and are new.
- If the batteries are inserted properly and the lights still do not turn on, the batteries are likely dead and need to be replaced. Refer to "Battery Replacement" on page 5.

2. The shade is not responding to the PowerView® Gen 3 remote.

IMPORTANT: A shade will not operate until it is joined to a GROUP. Check that the correct GROUP number is selected. The LED on that GROUP number will light up. You can also check which GROUP number the shade is joined to on the remote in the PowerView App. You can find this under MORE>ACCESSORIES in the App.

5.
- The arrow buttons are for operating specific product lines. To see if your window covering has operational capabilities with the arrow buttons, please refer to your product's "Installation, Operation and Care" instructions.
- If your window covering has operational capabilities with the arrow buttons, open the PowerView App, select More" ➔ "Shades" ➔ "Select the Affected Shade" ➔ "Advanced Operations" ➔ "Calibrate Shade". The window covering will then run an auto-calibration sequence.

4. How do I reset the remote?

- There is no resetting Gen 3 remotes. All remote configuration (adding, modifying and deleting remotes) is done through the PowerView App.

5. The lights on my remote are red. What does this mean?

- The batteries are getting low and need to be replaced.

NOTE: Please call 1-844-PWR-VIEW or visit ~~www.hunterdouglas.com~~ for additional troubleshooting support.

ICES-003

This Class B digital apparatus complies with Canadian ICES-003.

- Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

NMB-003

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

- L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/tv technician for help.

Note: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

CE Statement

Hunter Douglas Window Fashions, One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas hereby declares that the Powerview Remote Control is in compliance with the essential requirements and other relevant provisions of Electromagnetic Compatibility (EMC) Directive 2014/30/EU and Radio Equipment Directive (RED) 2014/53/EU. A copy of the DoC can be obtained online: www.hunterdouglas.com/RFcertifications.

HunterDouglas

hunterdouglas.com

©2021 Hunter Douglas. All rights reserved. All trademarks used herein are the property of Hunter Douglas or their respective owners. 12/21