PowerView® Step-by-Step Guide

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Getting Started

PowerView® Pebble® Remote

Repeaters

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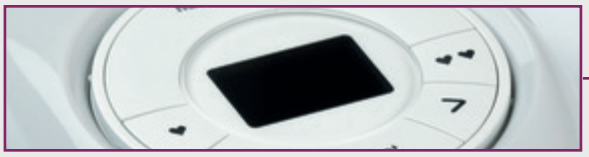
Hub Setup and Operation



PowerView Scene Controller

Troubleshooting

HunterDouglas

Last update December 21, 2018

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Getting Started

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- Additional Dealer and Installer Resources 4

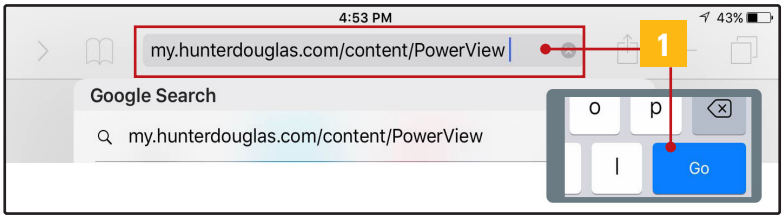
Create a Shortcut to the PowerView® Step-by-Step Guide

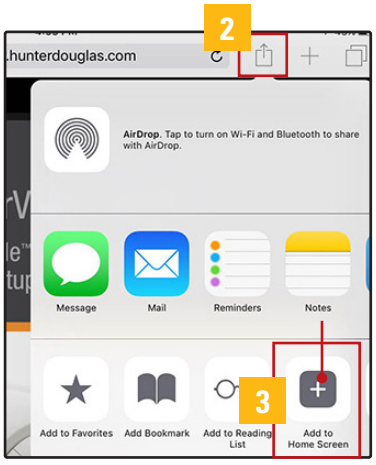
Follow the steps below to create a direct link or shortcut to the PowerView® Step-by-Step Guide on an iOS or Android™ device. The guide is located at **https://my.hunterdouglas.com/content/PowerView/**

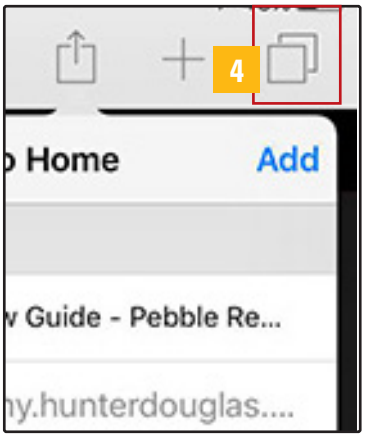
Apple® iPad® or iPhone®

1. Open the Safari web browser and type: my.hunterdouglas.com/content/Power-View/ then press "Go" on the keyboard. The guide will open.
2. Select the Forward button.
3. Select "Add to Home Screen".
4. Select "Add".

Your icon shortcut will now be visible from your home screen.





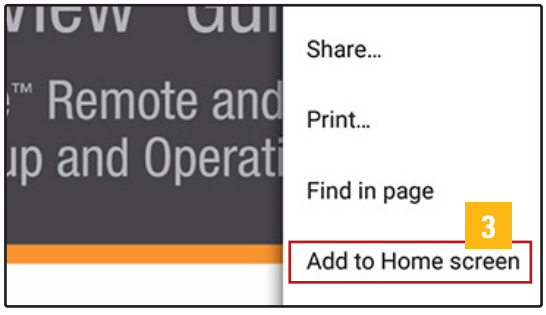


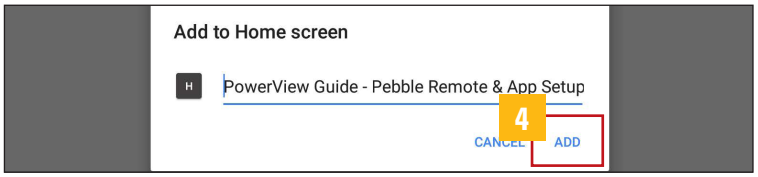
Android™

1. Open the Chrome web browser and type the exact same address as above.
2. Select the menu icon ( ).
3. Select "Add to Home screen".
4. Select "Add"*.

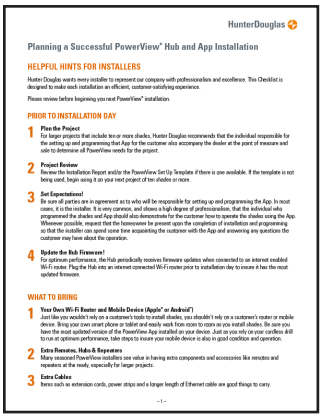
NOTE: Android devices come in a variety of brands and models and the process for adding a shortcut may differ. Please consult your device documentation, if necessary, for adding shortcuts to your home screen.

Your icon shortcut will now be visible from your home screen.





Additional Dealer and Installer Resources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Planning a Successful PowerView® Hub and App Installation

HELPFUL HINTS FOR INSTALLERS

Hunter Douglas wants every installer to represent our company with professionalism and excellence. This Checklist is designed to make each installation an efficient, customer-satisfying experience.

Please review before beginning you next PowerView® installation.

PRIOR TO INSTALLATION DAY

1 Plan the Project
For larger projects that include ten or more shades, Hunter Douglas recommends that the individual responsible for the setting up and programming that App for the customer also accompany the dealer at the point of measure and sale to determine all PowerView needs for the project.

2 Project Review
Review the Installation Report and/or the PowerView Set Up Template if there is one available. If the template is not being used, begin using it on your next project of ten shades or more .

3 Set Expectations!
Be sure all parties are in agreement as to who will be responsible for setting up and programming the App. In most cases, it is the installer. It is very common, and shows a high degree of professionalism, that the individual who programmed the shades and App should also demonstrate for the customer how to operate the shades using the App. Whenever possible, request that the homeowner be present upon the completion of installation and programming so that the installer can spend some time acquainting the customer with the App and answering any questions the customer may have about the operation.

4 Update the Hub Firmware!
For optimum performance, the Hub periodically receives firmware updates when connected to an internet enabled Wi-Fi router. Plug the Hub into an internet connected Wi-Fi router prior to installation day to insure it has the most updated firmware.

WHAT TO BRING

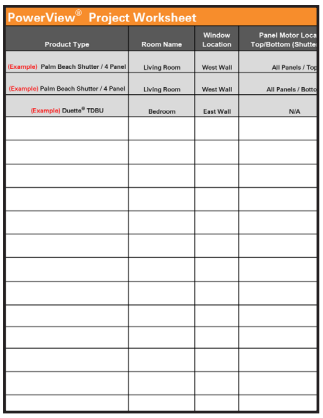
1 Your Own Wi-Fi Router and Mobile Device (Apple® or Android™)
Just like you wouldn't rely on a customer's tools to install shades, you shouldn't rely on a customer's router or mobile device. Bring your own smart phone or tablet and easily work from room to room as you install shades. Be sure you have the most updated version of the PowerView App installed on your device. Just as you rely on your cordless drill to run at optimum performance, take steps to insure your mobile device is also in good condition and operation.

2 Extra Remotes, Hubs & Repeaters
Many seasoned PowerView installers see value in having extra components and accessories like remotes and repeaters at the ready, especially for larger projects.

3 Extra Cables
Items such as extension cords, power strips and a longer length of Ethernet cable are good things to carry.

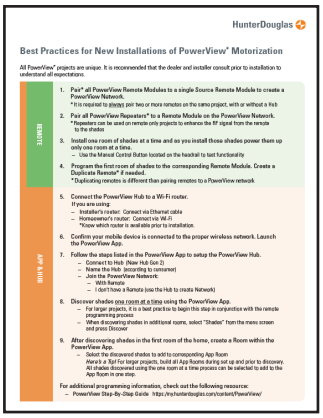
- 1 -

Planning a Successful PowerView® Hub/App Installation


PowerView® Project Worksheet

Product Type	Room Name	Window Location	Panel Motor Loca Top/Bottom (Shutte
(Example) Palm Beach Shutter / 4 Panel	Living Room	West Wall	All Panels / Top
(Example) Palm Beach Shutter / 4 Panel	Living Room	West Wall	All Panels / Botto
(Example) Duette® TDBU	Bedroom	East Wall	N/A

PowerView® Project Worksheet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Best Practices for New Installations of PowerView® Motorization

All PowerView® projects are unique. It is recommended that the dealer and installer consult prior to installation to understand all expectations.

REMOTE

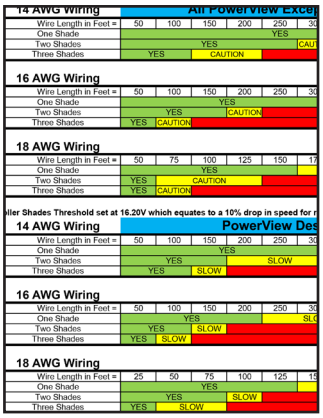
1. Pair* all PowerView Remote Modules to a single Source Remote Module to create a PowerView Network.
* It is required to always pair two or more remotes on the same project, with or without a Hub
2. Pair all PowerView Repeaters* to a Remote Module on the PowerView Network.
* Repeaters can be used on remote only projects to enhance the RF signal from the remote to the shades
3. Install one room of shades at a time and as you install those shades power them up only one room at a time.
– Use the Manual Control Button located on the headrail to test functionality
4. Program the first room of shades to the corresponding Remote Module. Create a Duplicate Remote* if needed.
* Duplicating remotes is different than pairing remotes to a PowerView network

APP & HUB

5. Connect the PowerView Hub to a Wi-Fi router.
If you are using:
– Installer's router: Connect via Ethernet cable
– Homeowner's router: Connect via Wi-Fi
*Know which router is available prior to installation.
6. Confirm your mobile device is connected to the proper wireless network. Launch the PowerView App.
7. Follow the steps listed in the PowerView App to setup the PowerView Hub.
– Connect to Hub (New Hub Gen 2)
– Name the Hub (according to consumer)
– Join the PowerView Network:
– With Remote
– I don't have a Remote (skip the Hub to create Network)
8. Discover shades one room at a time using the PowerView App.
– For larger projects, it is a best practice to begin this step in conjunction with the remote programming process
– When discovering shades in additional rooms, select "Shades" from the menu screen and press Discover
9. After discovering shades in the first room of the home, create a Room within the PowerView App.
– Select the discovered shades to add to corresponding App Room
*Here's a Tip! For larger projects, build all App Rooms during set up and prior to discovery. All shades discovered using the one room at a time process can be selected to add to the App Room in one step.

For additional programming information, check out the following resources:
– PowerView Step-By-Step Guide https://re.hunterdouglas.com/content/PowerView/

Best Practices for New PowerView® Installations


14 AWG Wiring — All PowerView Excep

Wire Length in Feet =	50	100	150	200	250	30
One Shade					YES	
Two Shades			YES			CAU
Three Shades	YES		CAUTION			

16 AWG Wiring

Wire Length in Feet =	50	100	150	200	250	30
One Shade				YES		
Two Shades			YES	CAUTION		
Three Shades	YES	CAUTION				

18 AWG Wiring

Wire Length in Feet =	50	75	100	125	150	17
One Shade			YES			
Two Shades		YES	CAUTION			
Three Shades	YES	CAUTION				

Roller Shades Threshold set at 16.20V which equates to a 10% drop in speed for r

14 AWG Wiring — PowerView Des

Wire Length in Feet =	50	100	150	200	250	30
One Shade				YES		
Two Shades			YES		SLOW	
Three Shades	YES		SLOW			

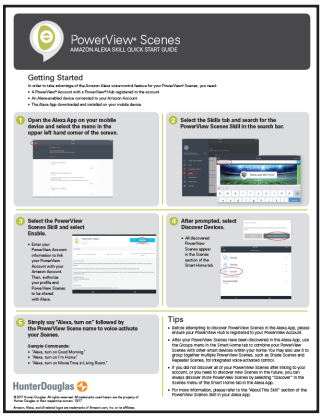
16 AWG Wiring

Wire Length in Feet =	50	100	150	200	250	30
One Shade						SL
Two Shades		YES		SLOW		
Three Shades	YES	SLOW				

18 AWG Wiring

Wire Length in Feet =	25	50	75	100	125	15
One Shade			YES			
Two Shades		YES		SLOW		
Three Shades	YES		SLOW			

PowerView® Hardwiring Guide


PowerView® Scenes
AMAZON ALEXA SKILL QUICK START GUIDE

Getting Started

Open the Alexa App on your mobile device and select the menu in the upper left hand corner of the screen.

Select the Skills tab and search for the PowerView Scenes Skill in the search bar.

Select the PowerView Scenes Skill and select Enable.

After prompted, select Discover Devices.

Simply say "Alexa, turn on" followed by the PowerView Scene name to voice-activate your Scenes.

Tips

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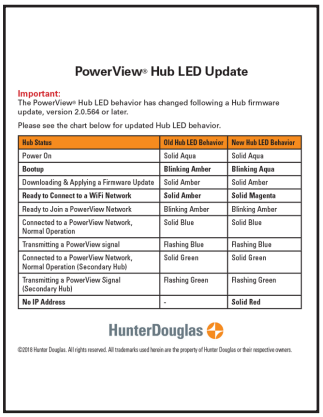
Amazon Alexa with PowerView® Scenes Quick Start Guide


PowerView® Hub LED Update

Important:
The PowerView® Hub LED behavior has changed following a Hub firmware update, version 2.0.564 or later.

Please see the chart below for updated Hub LED behavior.

Hub States	Old Hub LED Behavior	New Hub LED Behavior
Power On	Solid Aqua	Solid Aqua
Bootup	Blinking Amber	Blinking Aqua
Downloading & Applying a Firmware Update	Solid Amber	Solid Amber
Ready to Connect to a WiFi Network	Solid Amber	Solid Magenta
Ready to Join a PowerView Network	Blinking Amber	Blinking Amber
Connected to a PowerView Network, Normal Operation	Solid Blue	Solid Blue
Transmitting a PowerView signal	Flashing Blue	Flashing Blue
Connected to a PowerView Network, Normal Operation (Secondary Hub)	Solid Green	Solid Green
Transmitting a PowerView Signal (Secondary Hub)	Flashing Green	Flashing Green
No IP Address	-	Solid Red

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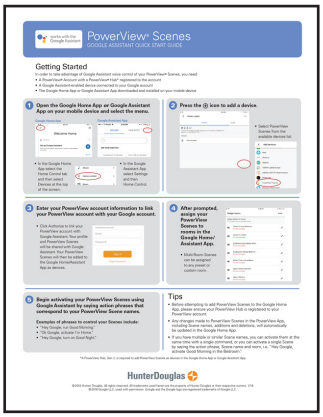
Hub LED Color Indicator Key


PowerView® Scenes
GOOGLE ASSISTANT QUICK START GUIDE

Getting Started

Open the Google Home App or Google Assistant App on your mobile device and select the menu.

Press the + icon to add a device.

Enter your PowerView account information to link your PowerView account with your Google account.

After prompted, assign your PowerView Scenes to rooms in the Google Home/ Assistant App.

Begin activating your PowerView Scenes using Google Assistant by saying action phrases that correspond to your PowerView Scene names.

Tips

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PowerView® Scenes Google Assistant Quick Start Guide

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PowerView® Pebble Remote

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Getting Started with the PowerView® Pebble® Remote

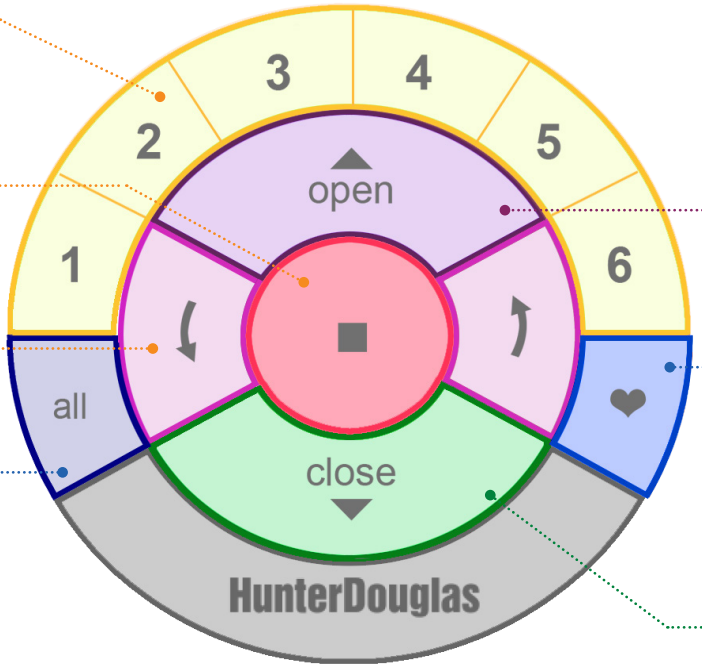
Key to Operation

Groups (1-6)
Select or de-select Group numbers for programming or operation.

Stop
Stops shade in any position. Also used to enter and exit programming mode.

Vane/Louver/ Slat/Middle Rail Operation Arrows
Operate vanes.

All
Operate all groups simultaneously.



Open
Move shade to fully open position.

Favorite
Default setting is 50% open for shades and 45 degrees open for shutters. Customize to move shade to a custom favorite position.

Close
Move shade to fully closed position.

Programming Button Configurations

The location of the programming button is different depending on the product. See images for product examples.

Silhouette® Duolite™ window shadings
Sonnette™ cellular roller shades

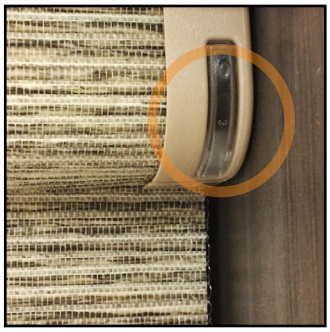
Designer Roller & Screen Shades

Duette® honeycomb shades

Horizontal Products

Pirouette® window shadings
Vignette® Rolling Style Modern Roman Shades

Luminette® Privacy Sheers



Vignette® Stacking Style Modern Roman Shades

Nantucket® window shadings
Silhouette® window shadings

Programming Mode

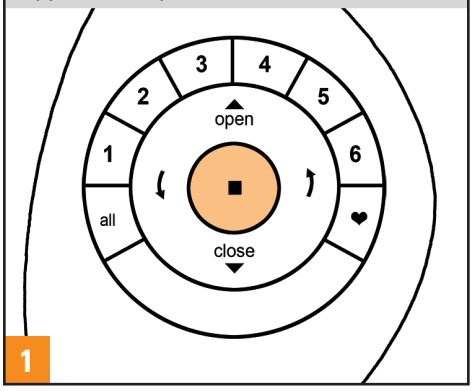
VIDEO

Programming Mode is required to perform key remote related programming procedures. In programming mode, you can set a variety of functions, from joining a shade to a Group number (1-6) on a remote to removing a shade from a Group number (1-6), to setting Favorite shade positions. You must activate programming mode on the PowerView® Pebble® Remote to establish communication between the remote and shade.

NOTE: Programming mode automatically times out at 20 seconds. Programming mode extends by an additional 20 seconds simply by pressing any button on the remote.

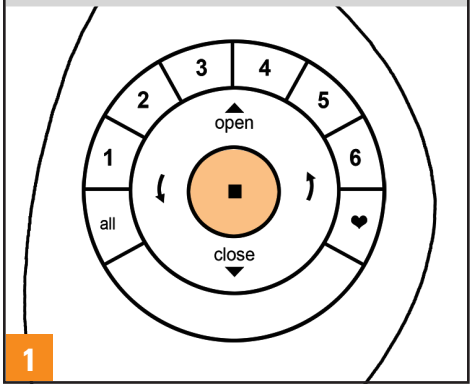
Enter Programming Mode

Press and Hold ■ (Stop) on remote until indicator lights blink.
(approximately 6 seconds)



Exit Programming Mode

Press and Hold ■ (Stop) on remote until indicator lights stop blinking.
(approximately 6 seconds)



RELATED TOPICS

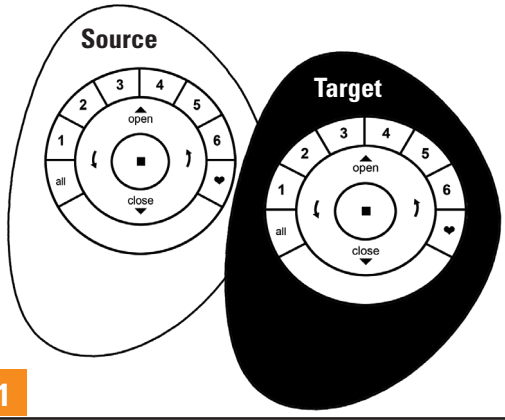
- Pairing Remotes
- Duplicating a Remote
- Joining a Shade to a Group
- Removing a Shade from a Group

Pairing Remotes

VIDEO

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, **PAIR ALL REMOTES BEFORE JOINING ANY WINDOW COVERING TO GROUP NUMBER(S) (1-6) ON ANY REMOTE.** This is done to ensure that if a PowerView Hub or PowerView Repeater(s) is to be used in the future, it can operate previously programmed window coverings in the home and be used in conjunction with all the remotes on a single, unified PowerView Shade Network. Otherwise, some window coverings will be unresponsive to commands sent from the Hub or Repeaters.

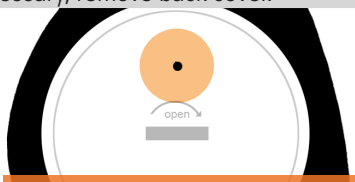
SELECT a source and a target(s) remote.



NOTE: If NO shades have been joined to a group number (1-6) on a remote, choose any remote to be the Source remote. Otherwise, choose the remote that was used to program/operate shade(s) to be the Source remote. A target remote receives information from the source remote.

1

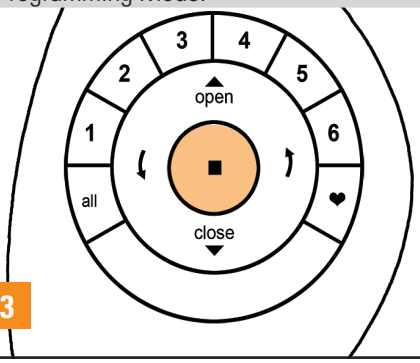
Using a paper clip, **PRESS** and **HOLD recessed programming button** on back of target remote for **6-10 seconds**. If necessary, remove back cover.



NOTE: Group number (1-6) buttons will flash twice on the initial press of programming button, then again at six seconds. Target remote now ready to receive information from source remote.

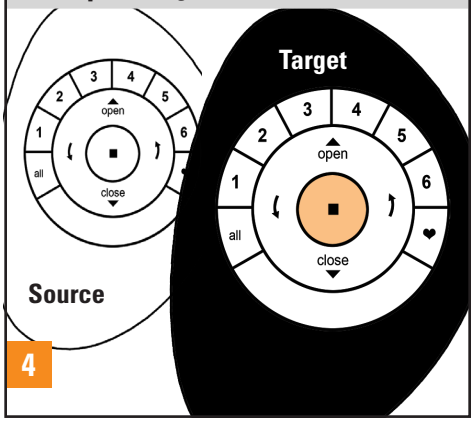
2

On source remote, **PRESS** and **HOLD ■(Stop)** until indicator lights begin to blink. Source remote is now in Programming Mode.



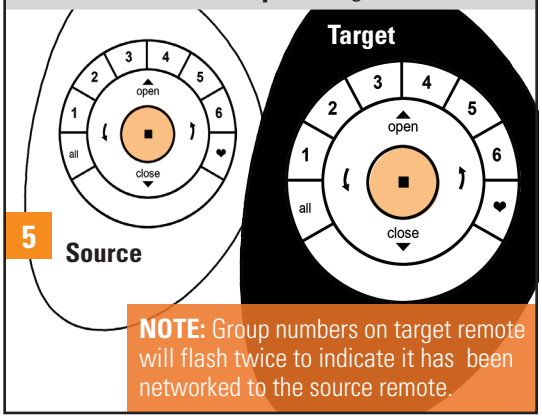
3

PRESS and **CONTINUE TO HOLD ■(Stop)** on target remote.



4

Simultaneously. . .
PRESS and **RELEASE ■(Stop)** on source remote. **RELEASE (Stop)** on target remote.



NOTE: Group numbers on target remote will flash twice to indicate it has been networked to the source remote.

5

RELATED TOPICS

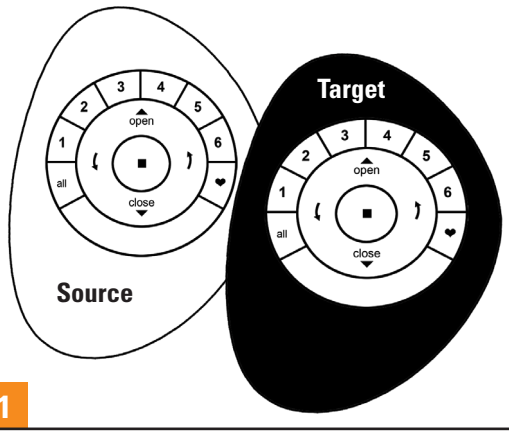
- Programming Mode
- Duplicating a Remote
- Pairing a Repeater to a Remote
- Pairing a Repeater to a Hub
- Pairing a Remote to a Hub

Duplicating a Remote

VIDEO

Duplicating a remote copies a remotes 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.

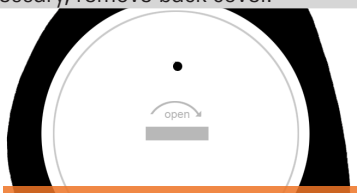
SELECT the **source remote. SELECT** the **target remote.**



NOTE: The source remote is the remote to be duplicated. The target remote is the remote that receives the source remote's Group programming information.

1

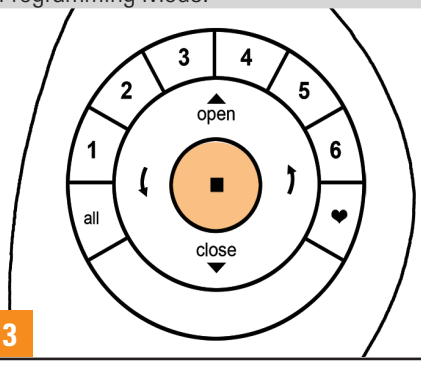
Using a paper clip, **PRESS** and **HOLD recessed Programming button** on back of target remote for **6-10 seconds**. If necessary, remove back cover.



NOTE: Group number (1-6) buttons will flash twice on the initial press of Programming button, then again at six seconds. Target remote now ready to receive information from source remote.

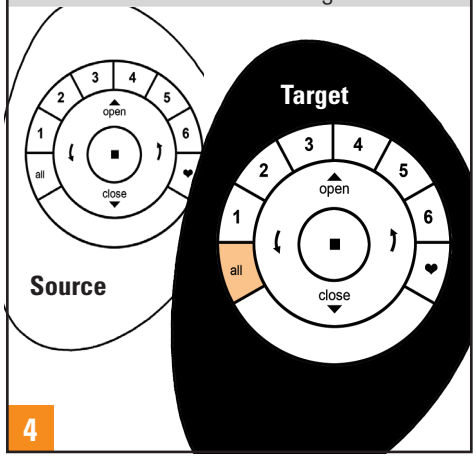
2

On source remote, **PRESS** and **HOLD ■(Stop)** until indicator lights begin to blink. Source remote is now in Programming Mode.



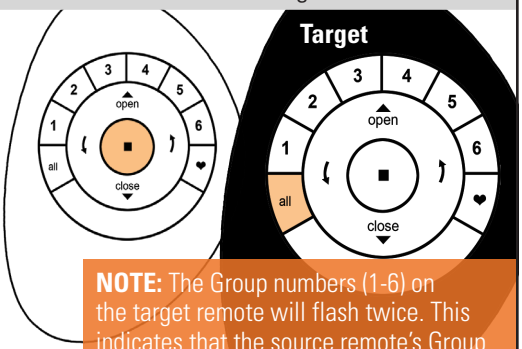
3

PRESS and **HOLD All** on target remote.



4

Simultaneously. . .
PRESS and **RELEASE ■(Stop)** on source remote. **RELEASE All** on target remote.



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

5

RELATED TOPICS

- Pairing Remotes
- Programming Mode

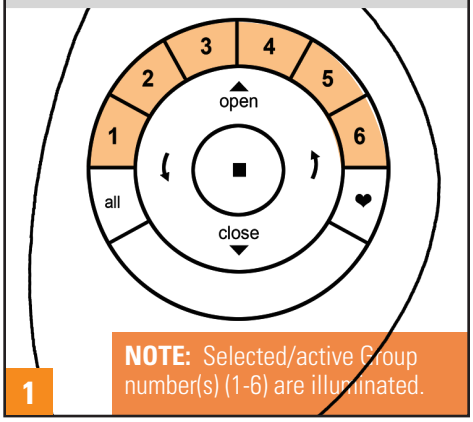
Selecting & De-selecting Groups

VIDEO

Before operating a single window covering you must first select its corresponding Group number (1-6) or the ALL button. Multiple Group 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

PRESS and **RELEASE** desired **Group number(s) (1-6).**

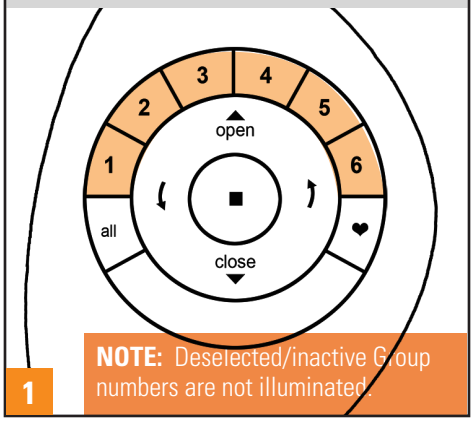


1

NOTE: Selected/active Group number(s) (1-6) are illuminated.

De-selecting a Group

PRESS and **RELEASE** desired **Group number(s) (1-6)**



1

NOTE: Deselected/inactive Group numbers are not illuminated.

RELATED TOPICS

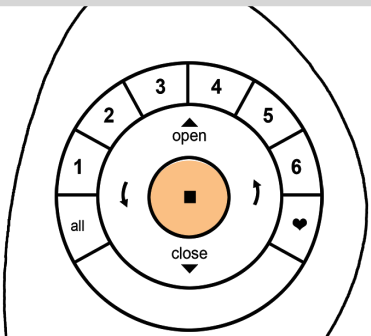
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Groups 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters

Joining a Shade to a Group

VIDEO

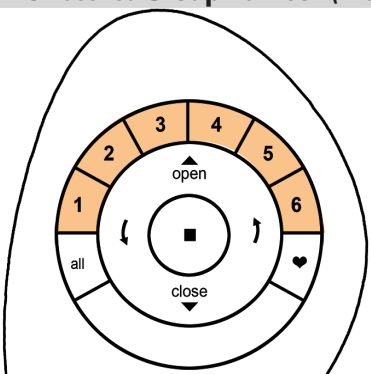
To operate shades using a remote, shades must be joined to a Group number (1-6) on the remote. A single shade can be joined to multiple Groups on a remote, if desired.

PRESS and **HOLD** ■ **(Stop)** on remote until indicator lights blink.



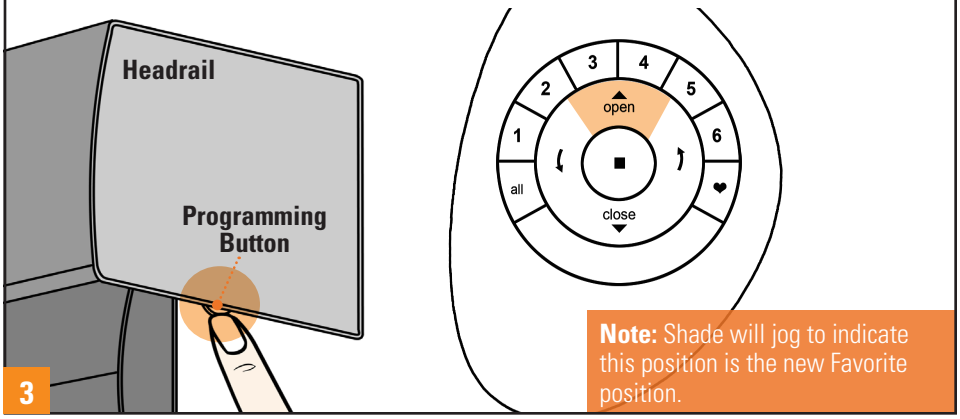
1

SELECT desired **Group number (1-6).**

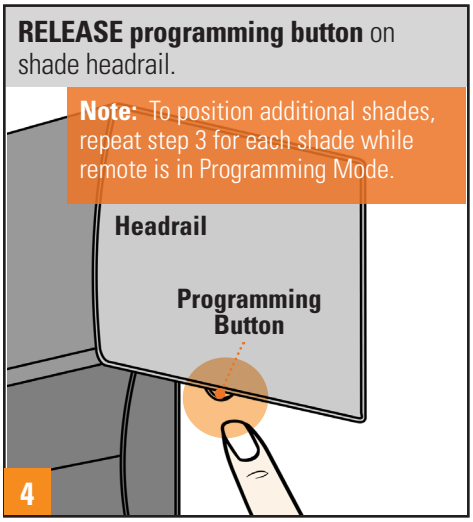


2

a. **PRESS** and **HOLD** programming button on shade headrail. Then...
b. **PRESS** and **RELEASE Open** on remote.



RELEASE programming button on shade headrail.



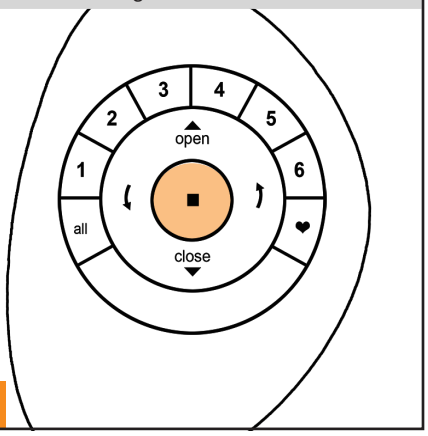
RELATED TOPICS

- Programming Mode
- Removing a Shade from a Group
- Selecting and De-selecting Groups

Removing a Shade from a Group

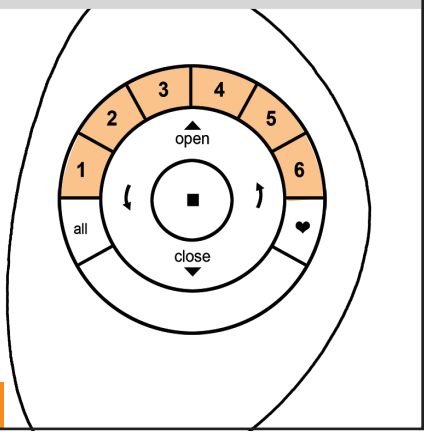
VIDEO

PRESS and **HOLD ■ (Stop)** on remote until indicator lights blink.



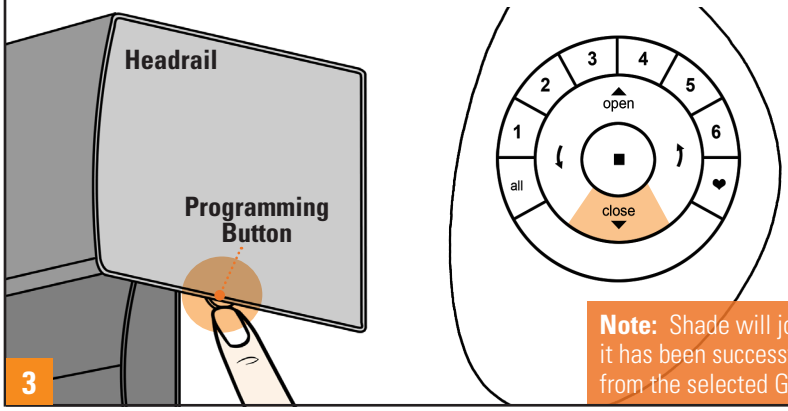
1

PRESS and **RELEASE** desired **Group number (1-6).**



2

a. **PRESS** and **HOLD programming button** on shade headrail. Then...
b. **PRESS** and **RELEASE Close** on remote.

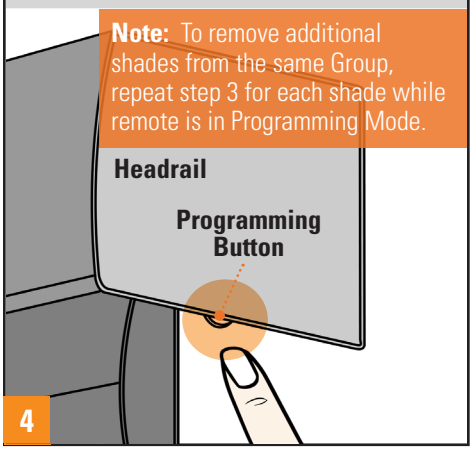


3

Note: Shade will jog to indicate it has been successfully removed from the selected Group.

RELEASE programming button on shade headrail.

Note: To remove additional shades from the same Group, repeat step 3 for each shade while remote is in Programming Mode.



4

RELATED TOPICS

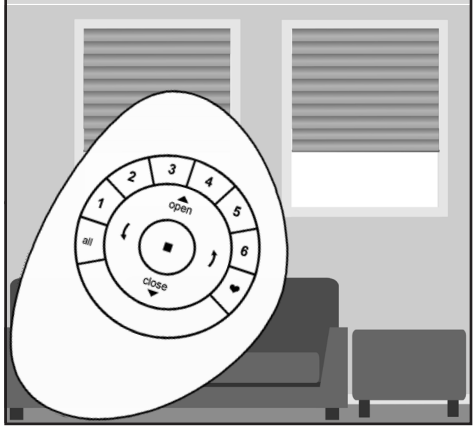
- Programming Mode
- Joining a Shade to a Group
- Selecting and De-selecting Groups

Setting a Favorite

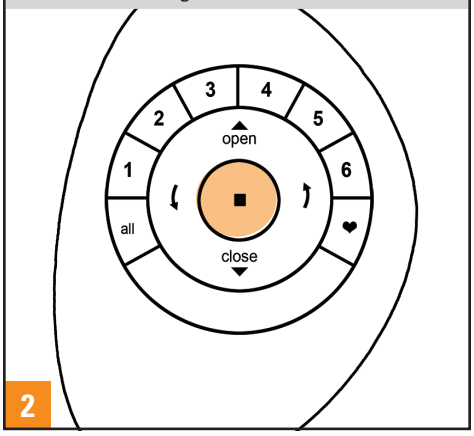
VIDEO

All shades come from the factory with a default Favorite position set at 50% open, or louvers 45 degrees open for shutters. If you prefer a different shade position, you can create a custom Favorite.

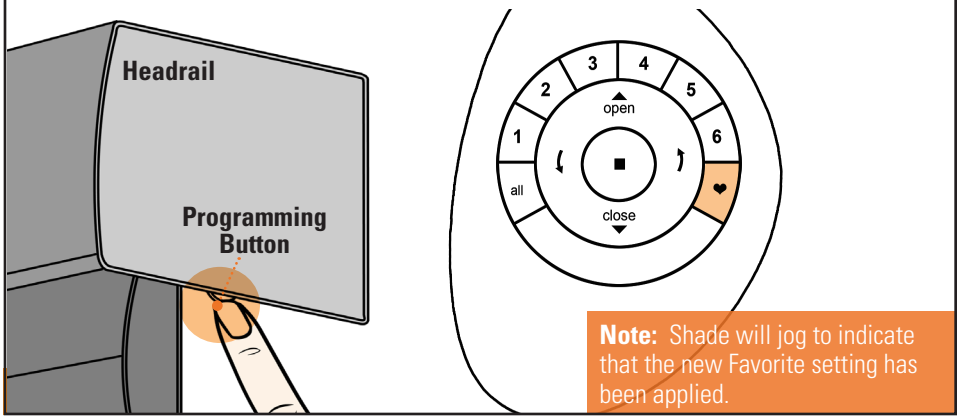
Use remote to move shade(s) to desired Favorite position.



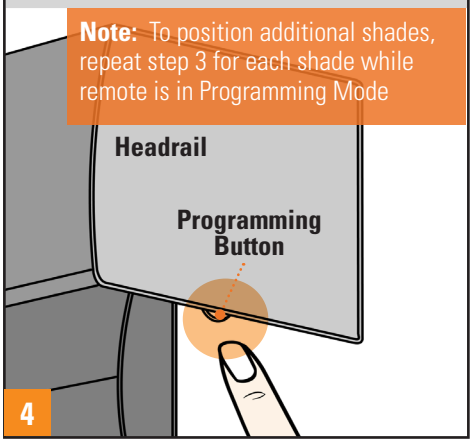
PRESS and **HOLD** ■ **(Stop)** on remote until indicator lights blink.



a. **PRESS** and **HOLD programming button** on shade headrail. Then...
b. **PRESS** and **RELEASE Favorite** on remote.



RELEASE programming button on shade headrail.



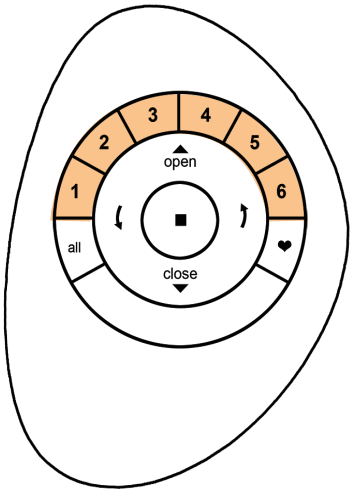
RELATED TOPICS

- Product Operation: Favorite Button

Product Operation: Groups 1-6

VIDEO

PRESS and **RELEASE** desired **Group number (1-6).**

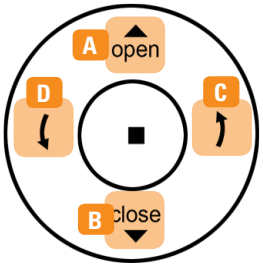


NOTE: Group numbers (1-6) are selected or deselected by pressing the desired Group number(s). Selected Group numbers are illuminated to indicate they are active. Multiple Groups can be selected for simultaneous operation.

1

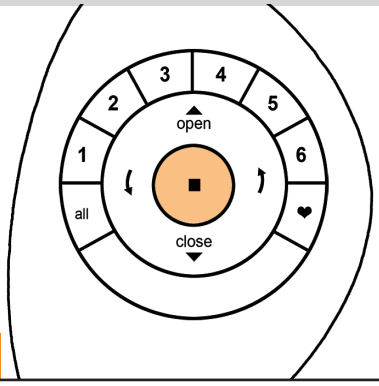
PRESS and **RELEASE** either:

A. **Open** on the remote to open shade
B. **Close** on the remote to close shade
C. **Right Arrow** for vane, middle rail, louver or slat
D. **Left Arrow** for vane, middle rail, louver or slat



2

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



3

RELATED TOPICS

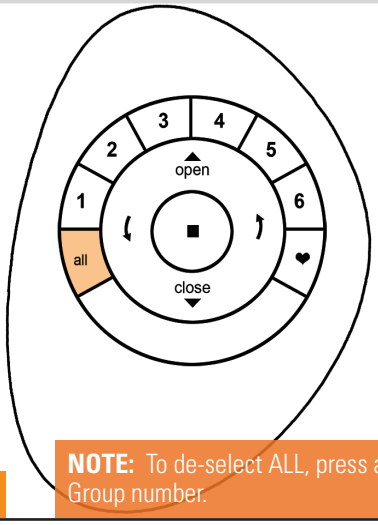
- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: ALL Button

VIDEO

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

PRESS and **RELEASE All** button.

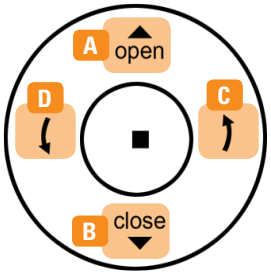


NOTE: To de-select ALL, press any Group number.

1

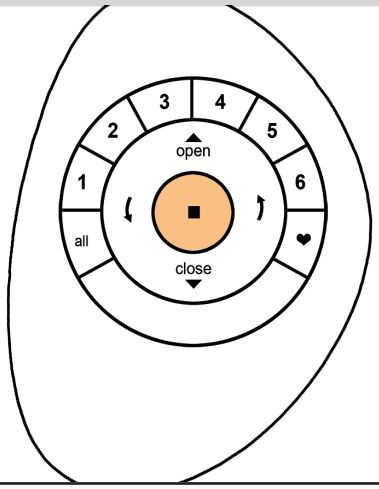
PRESS and **RELEASE** either:

A. **Open** on the remote to open shade
B. **Close** on the remote to close shade
C. **Right Arrow** for vane, middle rail, louver or slat operation
D. **Left Arrow** for vane, middle rail, louver or slat operation



2

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



3

RELATED TOPICS

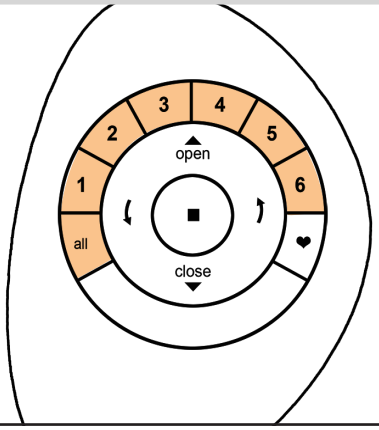
- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Groups 1-6
- Product Operation: Favorite Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: Favorite Button

VIDEO

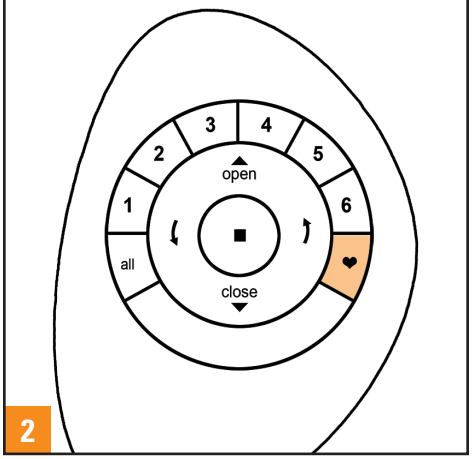
The Favorite button moves selected Grouped shades to their individually set Favorite positions. All shades come from the factory with a default Favorite position set at 50% open, or louvers 45 degrees open for shutters. If you prefer a different shade position, you can create a custom Favorite.

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL.**.



1

PRESS and **RELEASE Favorite** button.



2

RELATED TOPICS

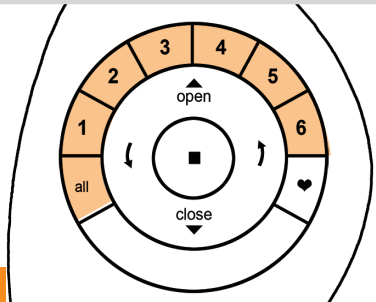
- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Setting a Favorite
- Product Operation: Groups 1-6
- Product Operation: ALL Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: Top-Down/Bottom-Up & (Honeycomb) Duolite™

VIDEO

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

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL**.



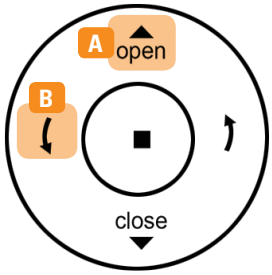
1

PRESS and **RELEASE** either:

With Shade in Fully Closed Position

A. Open to raise bottom rail

B. Left Arrow to lower middle rail



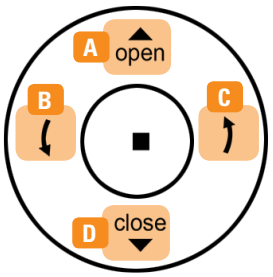
With the Middle Rail in an Intermediate Position

A. Open to fully raise middle rail, then raise bottom rail

B. Left Arrow to lower middle rail

C. Right Arrow to raise middle rail

D. Close to fully raise middle rail

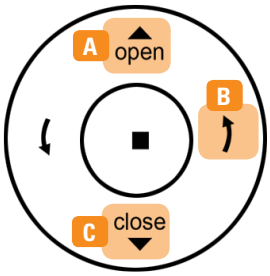


With Middle Rail Fully Lowered

A. Open to fully raise middle rail, then fully raise bottom rail

B. Right Arrow to raise middle rail

C. Close to fully raise middle rail



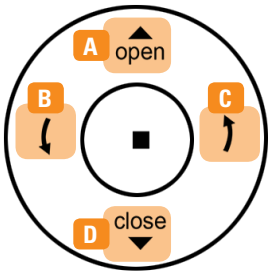
With Bottom Rail in Partially or Fully Raised Position

A. OPEN to raise bottom rail

B. LEFT ARROW to lower bottom rail, then middle rail

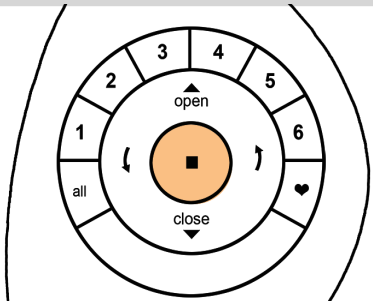
C. RIGHT ARROW to lower bottom rail

D. CLOSE to lower bottom rail



2

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



3

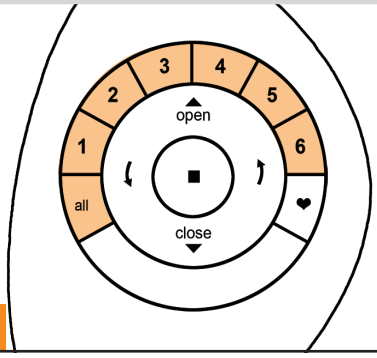
RELATED TOPICS

- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Groups 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: Silhouette®, Nantucket®, Pirouette®

VIDEO

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL..**

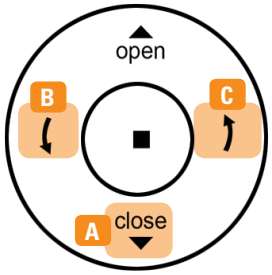


1

PRESS and **RELEASE** either:

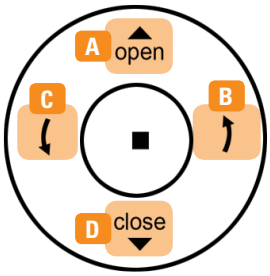
With Shade in Fully Raised, Open Position

- **A. CLOSE** to lower shade
- **B. LEFT ARROW** to lower shade (vanes will fully close)
- **C. RIGHT ARROW** to lower shade (vanes will fully open)



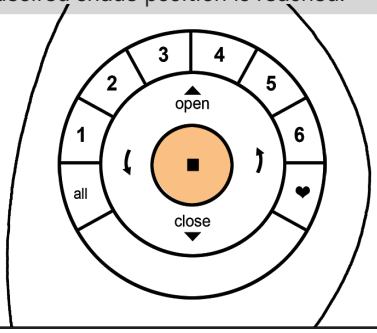
With Shade in Fully Lowered Position

- **A. OPEN** to fully raise the shade
- **B. RIGHT ARROW** to tilt vanes open
- **C. LEFT ARROW** to tilt vanes closed
- **D. CLOSE** to fully close vanes



2

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



3

RELATED TOPICS

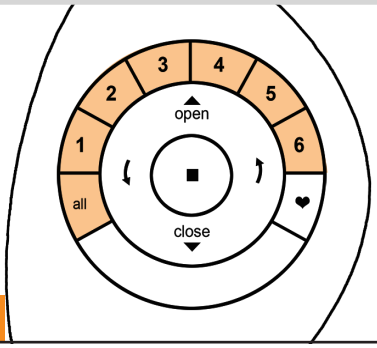
- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Groups 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: Silhouette® Duolite™ & A Deux™

VIDEO

For Duolite™

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL.**



1

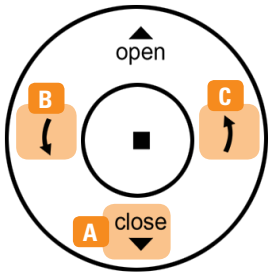
PRESS and **RELEASE** either:

With the front shading in the fully raised, open position

A. CLOSE to lower the front shading followed by the rear shade

B. LEFT ARROW to lower front shading only and tilt vanes closed

C. RIGHT ARROW to lower front shading only and tilt vanes open



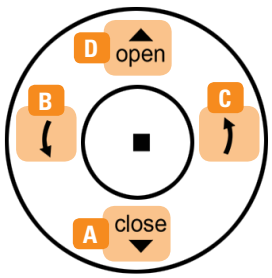
With the front shading in the fully down position

A. CLOSE to lower the rear shade

B. LEFT ARROW to tilt vanes closed

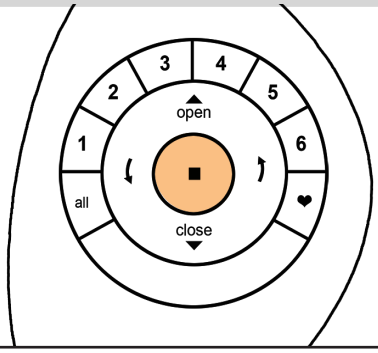
C. RIGHT ARROW to tilt vanes open

D. OPEN to raise the front shading



2

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



3

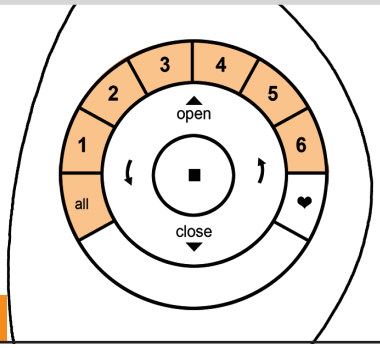
RELATED TOPICS

- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Groups 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette® Nantucket, Pirouette™
- Product Operation: Luminette®
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

For A Deux™

Before operating, both the rear shade and front shading **must be joined** to an individual Group number (1-6) on the remote. It is recommended that they each belong to a different Group number (1-6) for individual operation. They may also belong to the same group for simultaneous operation.

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL.**

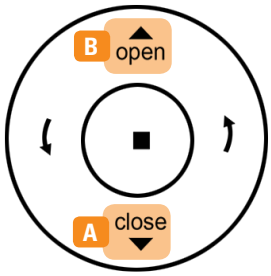


1

PRESS and **RELEASE** either:

A. CLOSE to lower the selected front shading or rear shade

B. OPEN to raise the selected front shading or rear shade

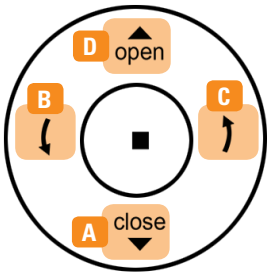


A. CLOSE to lower the rear shade

B. LEFT ARROW to tilt vanes closed

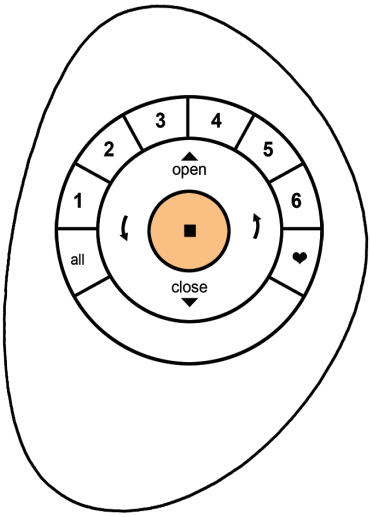
C. RIGHT ARROW to tilt vanes open

D. OPEN to raise the front shading



2

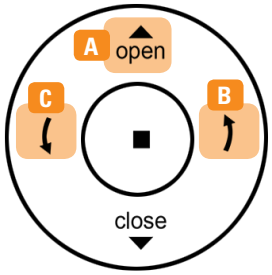
PRESS and **RELEASE** ■ **(Stop)** when the desired shade position is reached.



3

* Front Shading only

PRESS and **RELEASE** either:



A. OPEN to raise the shade

Note: If the shading is lowered with the vanes open, the vanes will first close and then the shading will raise.

B. RIGHT ARROW to open the vanes

Note: If the shading is raised, it will first lower then open the vanes.

C. LEFT ARROW to close the vanes

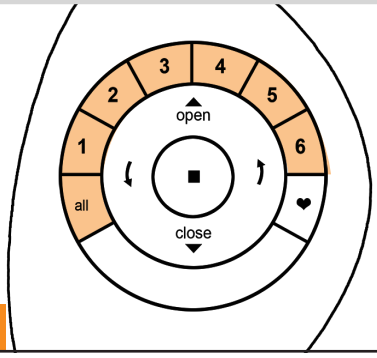
RELATED TOPICS

- Selecting and De-selecting Groups

Product Operation: Luminette®

VIDEO

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL.**



1

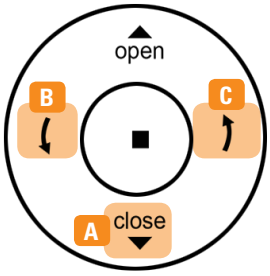
PRESS and **RELEASE** either:

With Shade in Fully Open Position

A. CLOSE to fully traverse the shade to the closed, vanes open position

B. LEFT ARROW to fully traverse the shade closed (vanes then rotate left to fully closed position)

C. RIGHT ARROW to fully traverse the shade closed (vanes then rotate right to fully closed position)

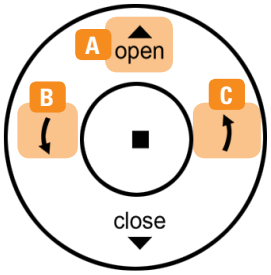


With Shade in Fully Closed Position

A. OPEN to traverse the shade to the open position

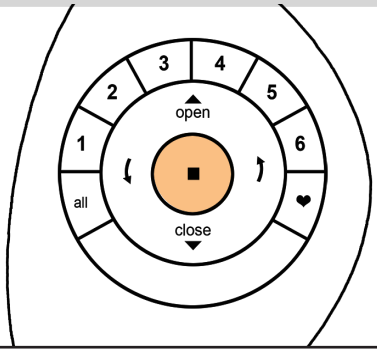
B. LEFT ARROW to rotate vanes to the left

C. RIGHT ARROW to rotate vanes to the right



2

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



3

RELATED TOPICS

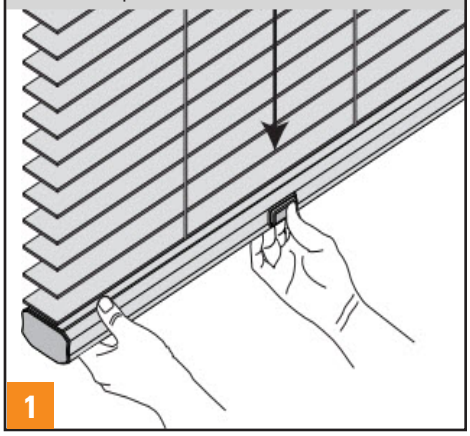
- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Group 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Top-Down/ Bottom-Up & Duolite™
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Horizontals
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: Horizontals

VIDEO

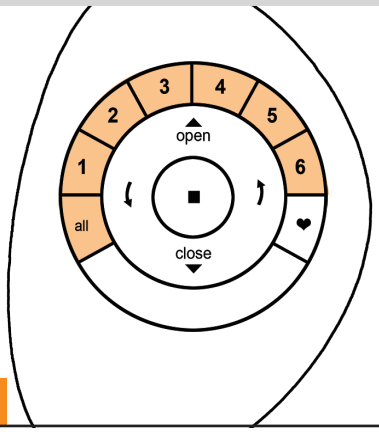
PowerView® Motorization with horizontal blinds is tilt-only. This applies to Modern Precious Metals® aluminum blinds, Everwood® Collection wood blinds, and Parkland® wood blinds.

Manually lower the shade to the **fully lowered** position.



1

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL.**



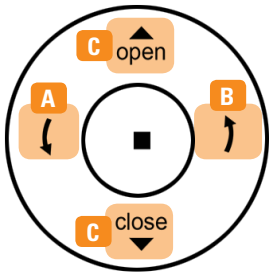
2

PRESS and **RELEASE** either:

A. Left Arrow to tilt the slats to the desired down position.

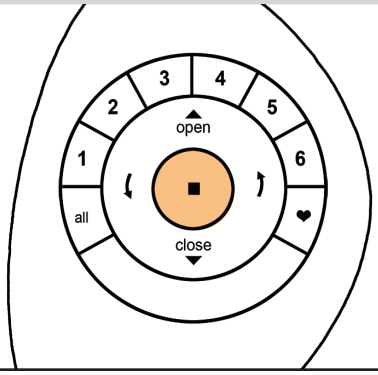
B. Right Arrow to tilt the slats to the desired open position.

C. Open or Close to center the slats horizontally



3

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



4

RELATED TOPICS

- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Group 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Palm Beach™ Polysatin™ Shutters
- Shade Operation

Product Operation: Palm Beach™ Polysatin™ Shutters

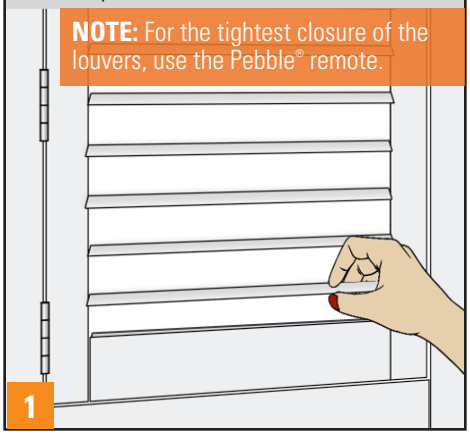
VIDEO

Palm Beach™ Polysatin™ Shutters are tilt only and offer the option of manual and remote adjustment. Shutters offer an exclusive override feature that allows manual louver operation without engaging the motor. If the louvers are operated manually, the commands sent from the remote will operate from the current louver position. After the motor has re-calibrated, the louvers will tilt in unison.

Manual Operation

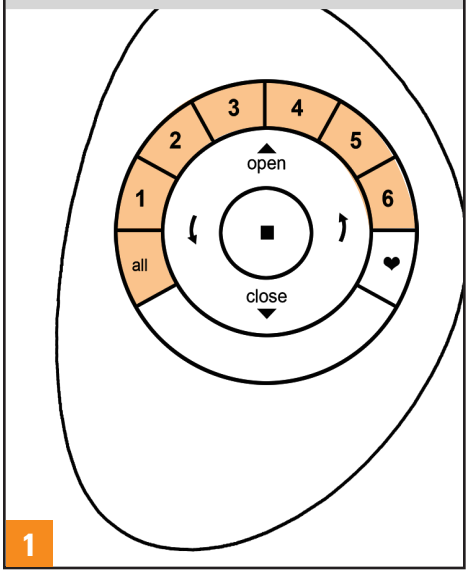
Gently **grasp and tilt** the louvers to the desired position.

NOTE: For the tightest closure of the louvers, use the Pebble® remote.



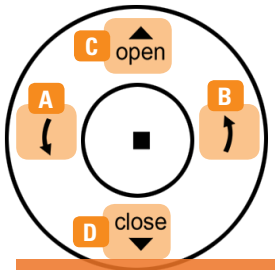
Remote Operation

PRESS and **RELEASE** desired **Group number(s) (1-6)** or **ALL.**



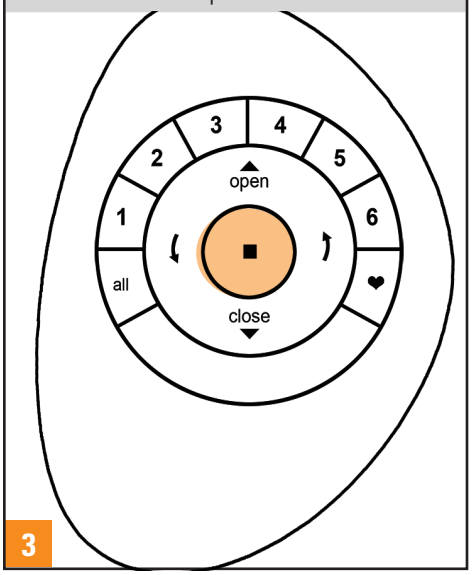
PRESS and **RELEASE**:

A. Left Arrow to tilt the louvers down.
B. Right Arrow to tilt the louvers up.
C. Open to center louvers horizontally.
D. Close to tilt the louvers upward in the closed position.



NOTE: When pressing the Open or Favorite button, the motor will run and louvers will move to the up and closed position before moving to the selected position.

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



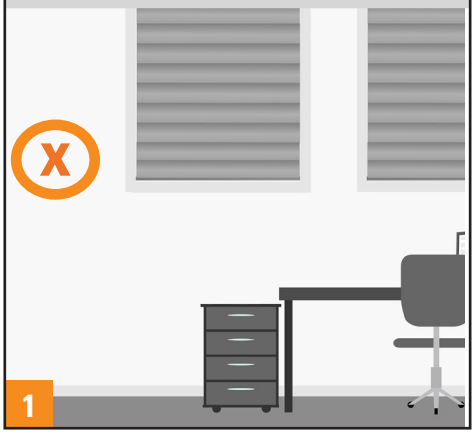
RELATED TOPICS

- Selecting and De-selecting Groups
- Joining a Shade to a Group
- Removing a Shade from a Group
- Product Operation: Group 1-6
- Product Operation: ALL Button
- Product Operation: Favorite Button
- Product Operation: Silhouette®, Nantucket®, Pirouette®
- Product Operation: Silhouette® Duolite™ & A Deux™
- Product Operation: Luminette®
- Product Operation: Horizontals®
- Shade Operation

Mounting the PowerView® Surface

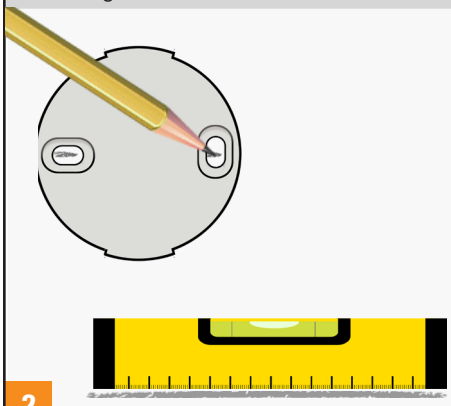
VIDEO

SELECT a location to mount the PowerView® Surface.



1

With a pencil, **LIGHTLY MARK** the location for the PowerView® Surface on the mounting surfac

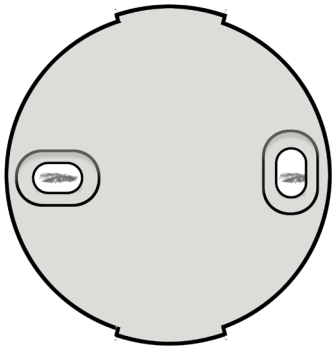


2

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

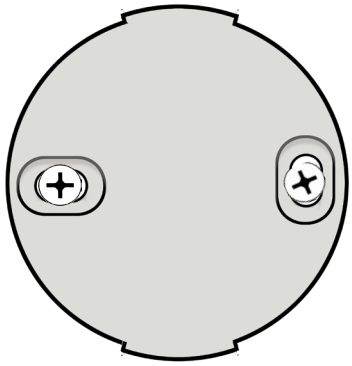
Option B.
To ensure a straight and level appearance, use a small, standard bubble level with a ruled edge. Mark a straight horizontal line approximately 1-3/4" in length on the mounting surface.

PLACE the Surface mounting plate on the mounting surface, lining up the screw holes on the mark.



3

ATTACH the Surface mounting plate to the mounting surface using the screws provided.

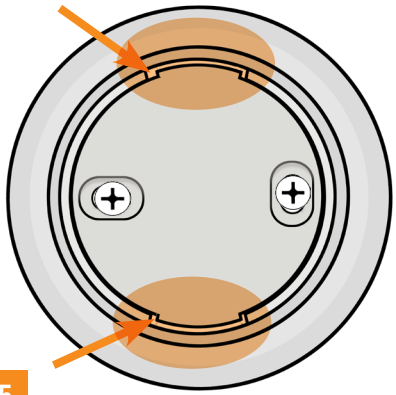


4

Option A.
If you are 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.

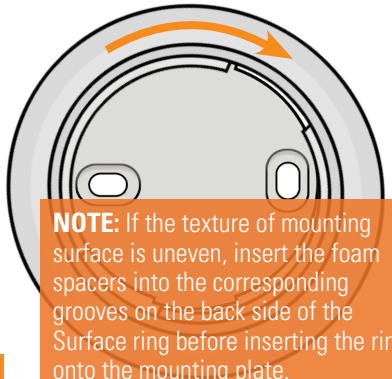
Option B.
If you are mounting the Surface onto wood, use a 3/32" drill bit to drill the screw holes.

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



5

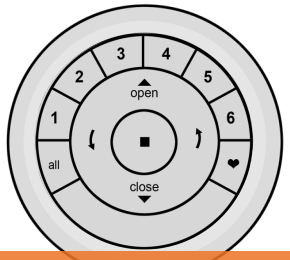
INSERT the Surface ring around mounting plate, **ROTATING** to the right to securely lock into place.



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

Gently **INSERT** the Surface remote into the Surface ring until it is snug, **LINING UP** the raised notches of the Surface remote with the indentations in the Surface ring.



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

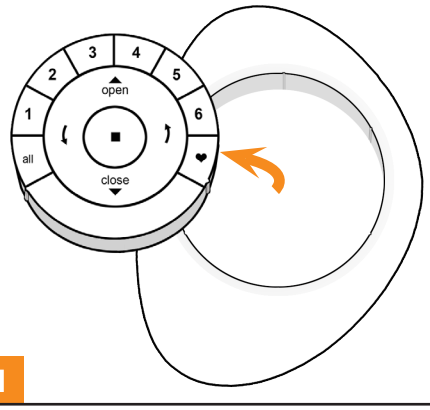
7

Battery Replacement

VIDEO

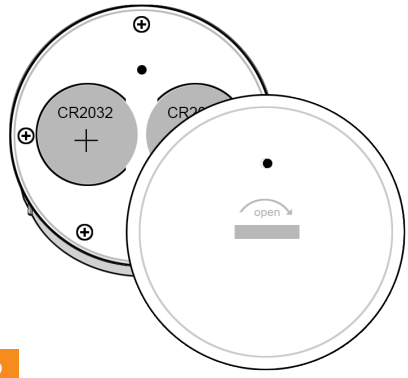
Replacing batteries in the PowerView® Pebble® Remote will not cause the loss of any shade programming, including Groups and Favorites. The PowerView Pebble Remote uses two CR 2032 batteries.

Gently **REMOVE Remote Module** from PowerView® Pebble®.



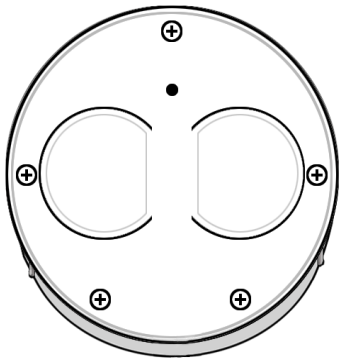
1

REMOVE back cover from Remote Module.



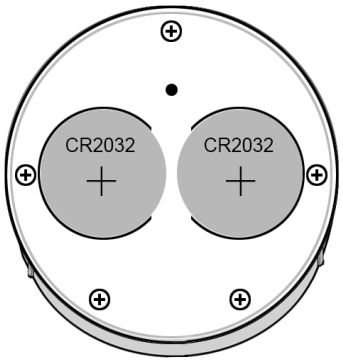
2

Remove old **batteries**.



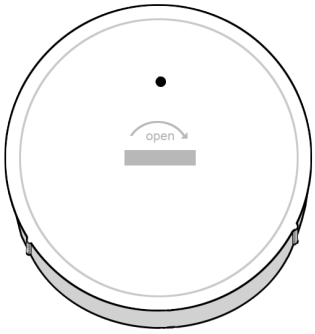
3

INSERT new **batteries**.



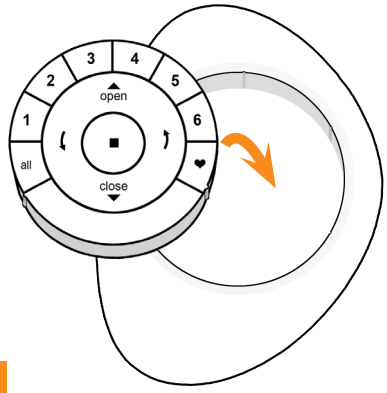
4

REPLACE back cover of Remote Module.



5

Gently **RE-INSERT** the **Remote Module** into PowerView Pebble.



6

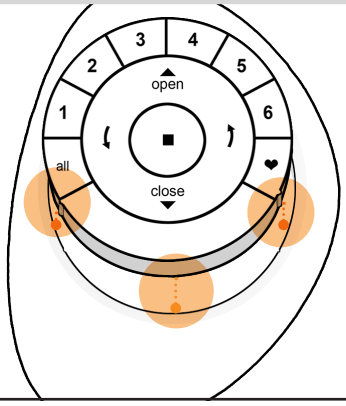
RELATED TOPICS

- Inserting the Remote Module into the Pebble®

Inserting the Remote Module into the Pebble®

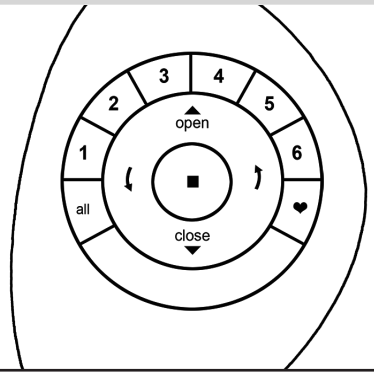
VIDEO

LINE UP the raised notches around the edge of the PowerView® remote module with the indentations in the Pebble®.



1

INSERT the PowerView remote module by **GENTLY PRESSING DOWN** on the remote until it rests securely and snuggly in the Pebble.



2

RELATED TOPICS

- Battery Replacement

CONTENTS

PowerView® Repeaters

- Pairing a Repeater to a Remote 29
- Pairing a Repeater to a Hub 30
- Using Repeaters with the PowerView® App. 31
- Using Repeaters in the PowerView® App: Scenes. 32
- Using Repeaters in the PowerView® App: Automations 33

Pairing a Repeater to a PowerView® Network using a Remote

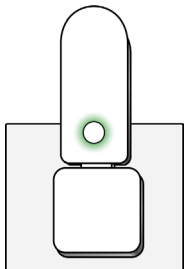
VIDEO

Repeaters extend the range of the PowerView® Shade Network. Use Repeaters to ensure commands sent from the PowerView Pebble® Remote, the PowerView Surface, or the PowerView Hub reach PowerView window coverings in large rooms or multiple room applications.

NOTE: A Generation 1 (Gen 1) Repeater Kit comes packed with a USB power source.

For Gen 1 Repeaters

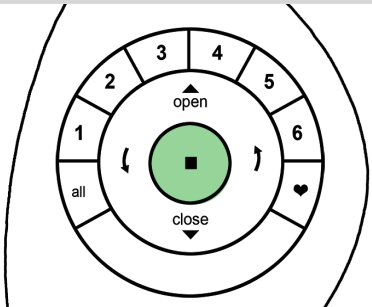
ASSEMBLE Repeater Kit. **PLUG** the Repeater into an electrical outlet.



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

1

PRESS and **HOLD** ■ **(Stop)** on the PowerView Pebble Remote until indicator lights on the interior of the remote blink.

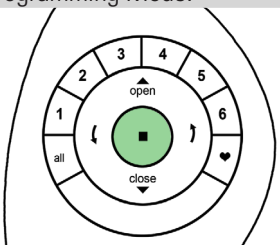


NOTE: This puts the remote in Programming Mode.

2

HOLD the remote in close proximity to the Repeater.

PRESS ■ **(Stop)** on the remote while the remote is in Programming Mode.

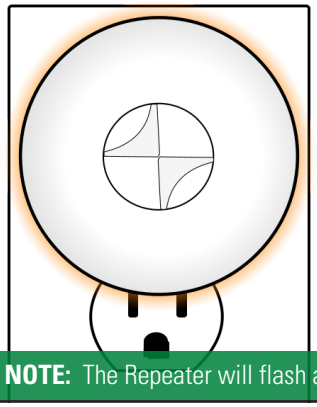


NOTE: The solid green light on the Repeater will go out, indicating it has been paired to the remote.

3

For Gen 2 Repeaters

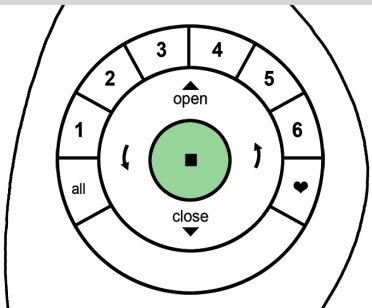
PLUG the Repeater into an electrical outlet.



NOTE: The Repeater will flash amber.

1

PRESS and **HOLD** ■ **(Stop)** on the PowerView Pebble Remote until indicator lights on the interior of the remote blink.

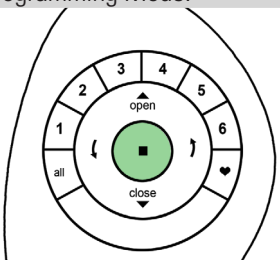


NOTE: This puts the remote in Programming Mode.

2

HOLD the remote in close proximity to the Repeater.

PRESS ■ **(Stop)** on the remote while the remote is in Programming Mode.



NOTE: The Repeater will stop flashing.

3

RELATED TOPICS

- Pairing a Repeater to a Network: Hub
- Using Repeaters with the PowerView® App
- Discover Repeaters

Pairing a Repeater to a PowerView® Network Using a Hub

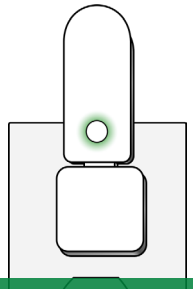
VIDEO

Ideally, Repeaters would be joined to a Hub network at the time of installation and Hub setup using the Discover function in the PowerView® App. However, additional Repeaters can be added to a PowerView Shade Network later using the Hub, if necessary.

NOTE: A Generation 1 (Gen 1) Repeater Kit comes packed with a USB power source.

For Gen 1 Repeaters with a Gen 1 Hub

ASSEMBLE Repeater Kit. **PLUG** the Repeater into an electrical outlet.



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

1

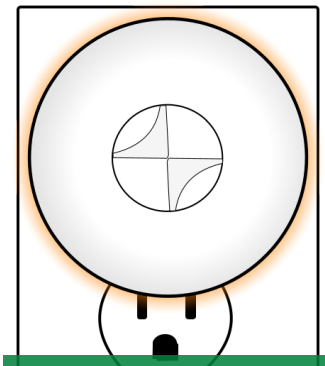
PRESS and **RELEASE** the **"P"** button on the back of the Gen 1 Hub.

NOTE: The solid green light on the Repeater will go out, indicating that it has been paired to the Hub.

2

For Gen 2 Repeaters with a Gen 2 Hub

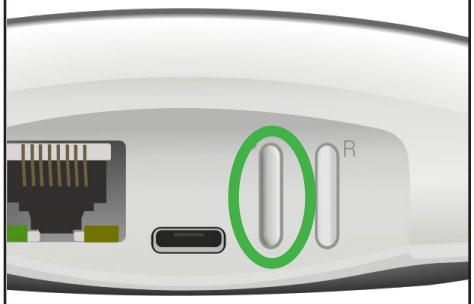
PLUG the Repeater into an electrical outlet.



NOTE: The Repeater will flash amber.

1

PRESS and **RELEASE** the raised **"P" button** on the back of the Gen 2 Hub.



NOTE: The Repeater will stop flashing.

2

RELATED TOPICS

- Pairing a Repeater to a Remote
- Using Repeaters with the PowerView® App
- Discover Repeaters

Using Repeaters with the PowerView® App

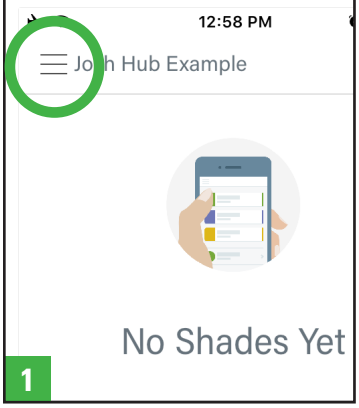
VIDEO

Generation 2 (Gen 2) Repeaters feature a light or glow with adjustable brightness and color. All Gen 2 Repeaters discovered in the App are considered accessories and can be accessed there or found in the Repeaters Room. Access Gen 2 Repeaters in the Repeaters Room to change the default light color for a specific Repeater.

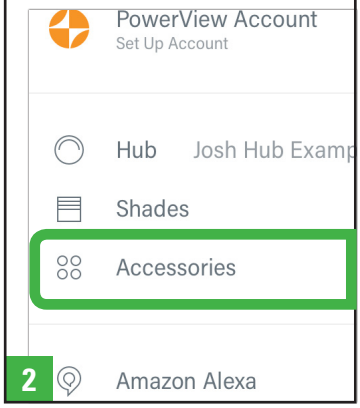
NOTE: Changing or adjusting light colors on Gen 2 Repeaters can only be done using the PowerView® App. A PowerView Pebble® or Surface Remote cannot be used to program color changes or make brightness adjustments.

Repeaters in Accessories

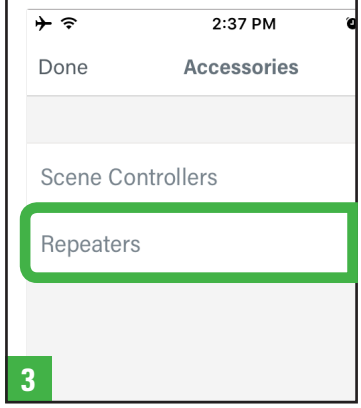
TAP Menu.



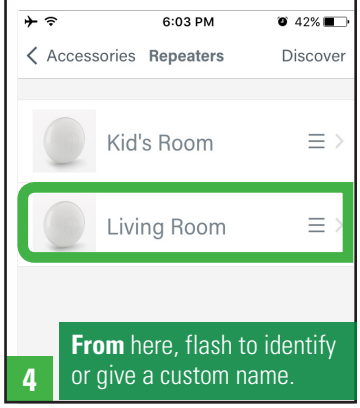
TAP Accessories.



TAP Repeaters.

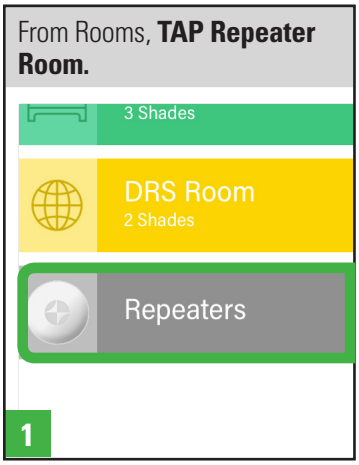


SELECT Repeater.

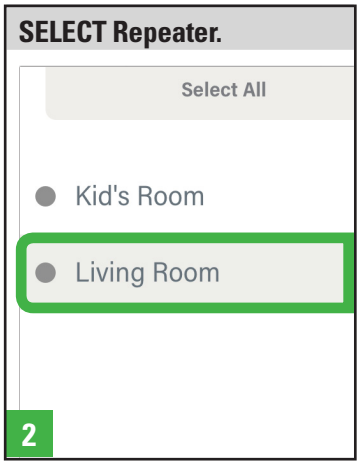


Change Repeater Colors or Adjust Brightness

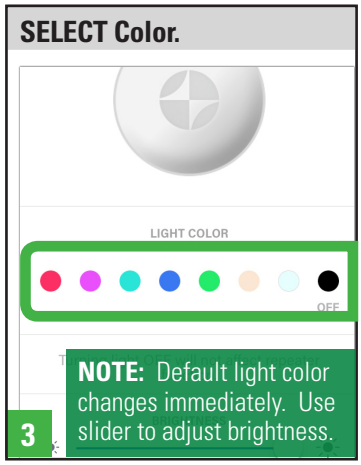
From Rooms, **TAP Repeater Room.**



SELECT Repeater.



SELECT Color.



RELATED TOPICS

- Pairing a Repeater to a Remote
- Pairing a Repeater to a Hub
- Discover Repeaters
- Using Repeaters with the App: Scenes
- Using Repeaters with the App: Automations
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset

Using Repeaters in the PowerView® App: Scenes

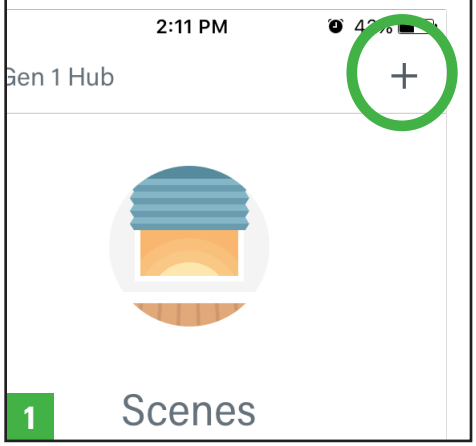
VIDEO

Create a Repeater(s) Scene(s) to change the light color of Gen 2 Repeaters. Then, customize shade operation by using a Repeater Scene in a Multi-Room Scene to change a Repeater's light color when that Multi-Room Scene is activated.

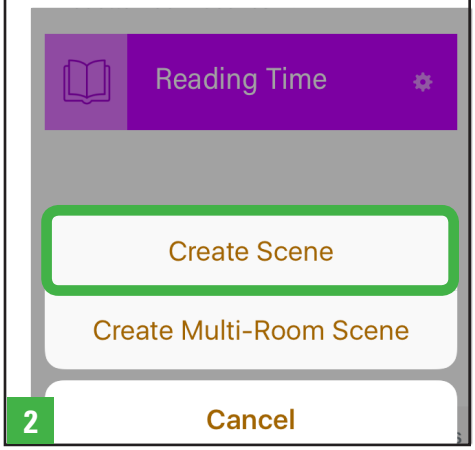
Note: A Repeater Scene by itself will only change the light color of a Gen 2 Repeater. It will not operate the shade. To coordinate a Repeater light color change with shade operation, include a Repeater Scene in a Multi-Room Scene.

Create a Repeater Scene

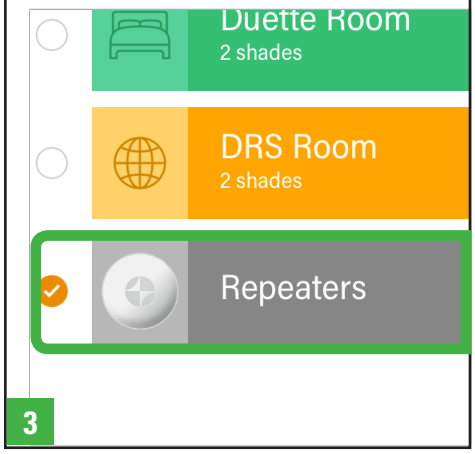
From the Scenes Tab, **TAP +.**



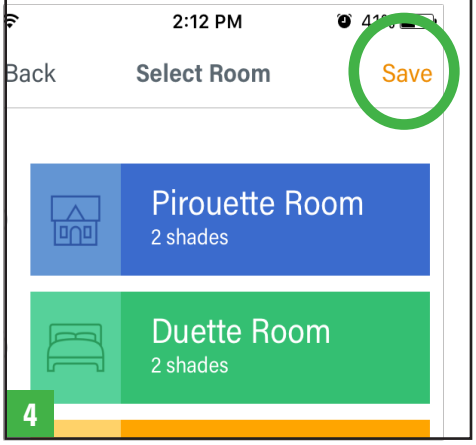
TAP Create Scene.



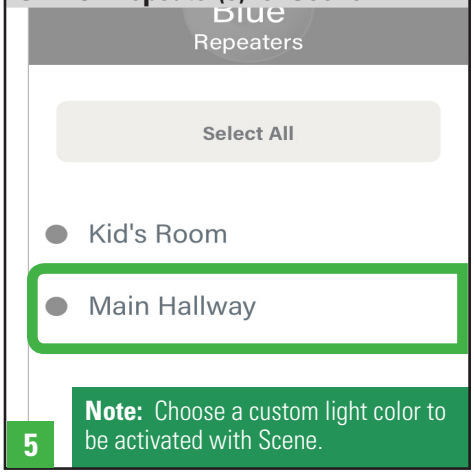
SELECT Repeaters Room.



TAP Save.



SELECT Repeater(s) for Scene.



RELATED TOPICS

- Pairing a Repeater to a Remote
- Pairing a Repeater to a Hub
- Discover Repeaters
- Using Repeaters with the PowerView® App
- Using Repeaters with the App: Automations
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset

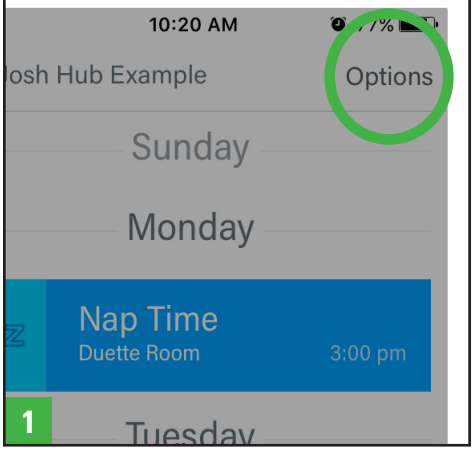
Using Repeaters in the PowerView® App: Automations

VIDEO

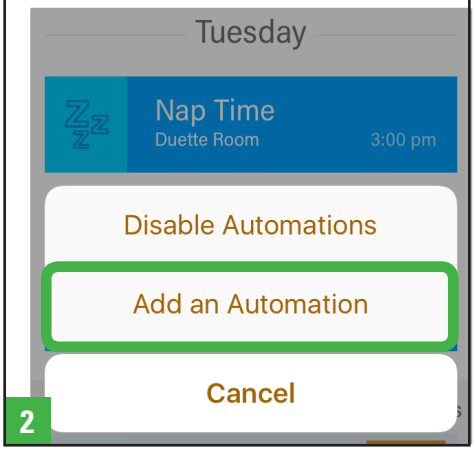
Automate Scenes and Multi-Room Scenes with Repeaters to schedule timed activation of Repeater light color change.

Create an Automation

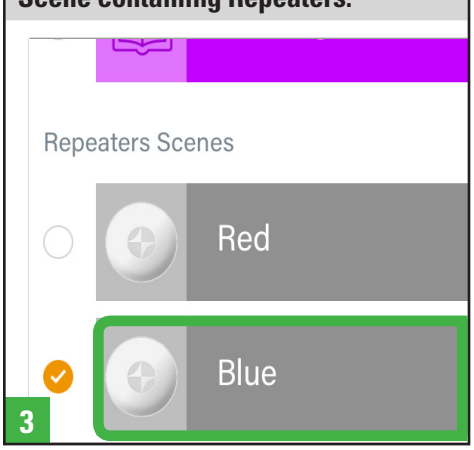
From the Automation Tab, **TAP Options.**



TAP Add Automation.



SELECT a Scene or Multiple Room Scene containing Repeaters.



RELATED TOPICS

- Pairing a Repeater to a Remote
- Pairing a Repeater to a Hub
- Discover Repeaters
- Using Repeaters with the PowerView® App
- Using Repeaters with the App: Scenes
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset

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PowerView® App Overview and System Requirements

System Requirements for the PowerView® App

The PowerView® App allows for customized control and operation of PowerView window coverings from Apple® iOS and Android™ tablet or mobile devices. For households wishing to use the PowerView App to operate shades, as well as utilize the many advanced whole home integration features available through PowerView, the PowerView Hub is required. PowerView features compatibility with a variety of 3rd party control systems and devices through cloud-to-cloud and IP integration. Advanced features such as integration with Apple® HomeKit™, voice activation of shades via Amazon Alexa products or with Siri on iOS devices, the Generation 2 (Gen 2) Hub is required.

(See Hunterdouglas.com for more about compatibility.)

System Requirements for the PowerView® App

To finalize the installation of all PowerView® window coverings in the home for customers wishing to use the PowerView App, it will be necessary to establish a PowerView network using the Hub.

PowerView App Minimum Requirements

- Mobile device (iPad, iPod touch or iPhone with iOS 10.0 or higher installed)
- Android device running version 4.4 (Kit Kat or newer)
- PowerView Hub Kit
- PowerView Hub
- Ethernet Cable
- USB Power Supply and Power Supply Cable
- Home Internet service

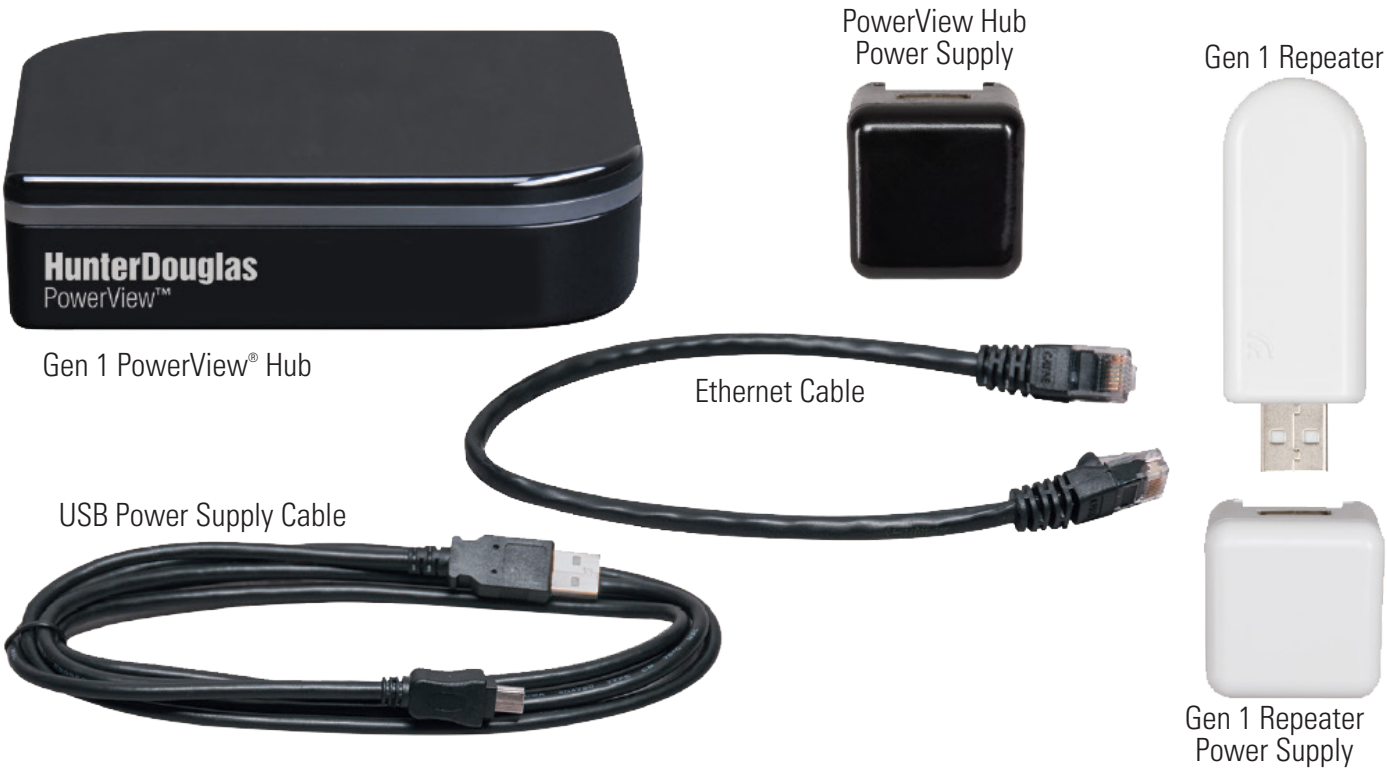
Download and Install the PowerView App

Download the PowerView App for iOS devices from the App Store here.

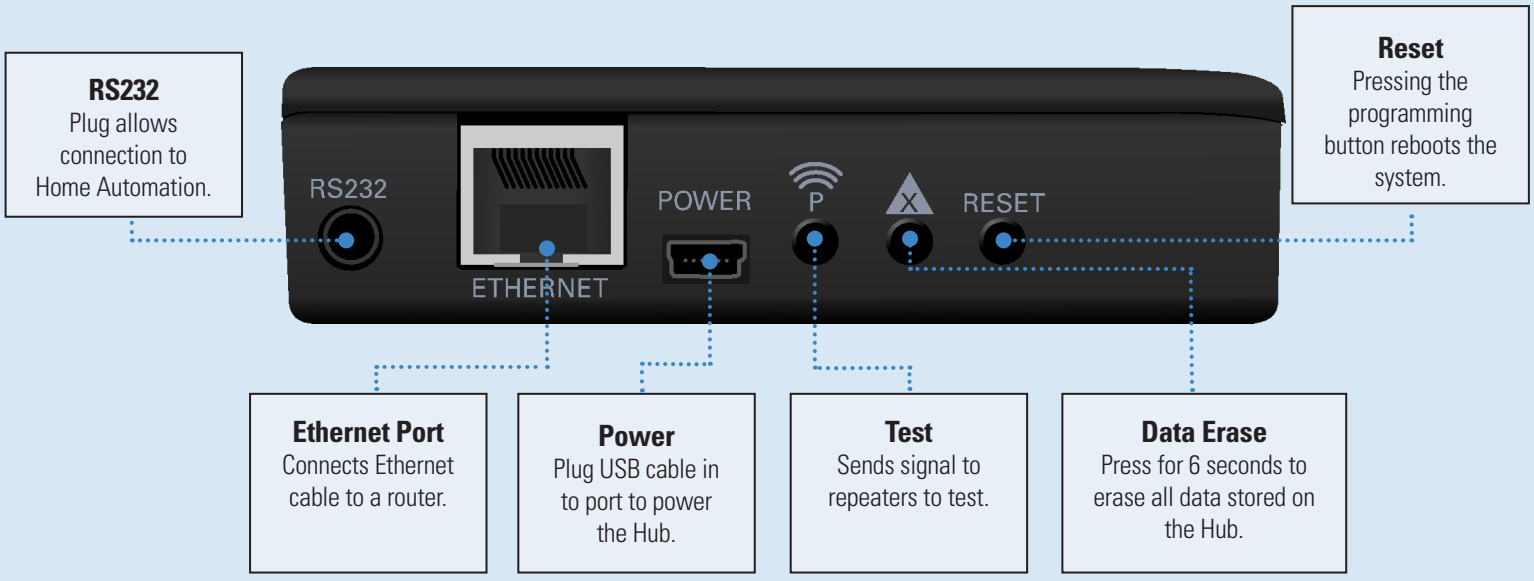
Download the PowerView App for Android devices from Google Play here.

Getting Started with the Gen 1 Hub

Gen 1 Hub and Gen 1 Repeater Components



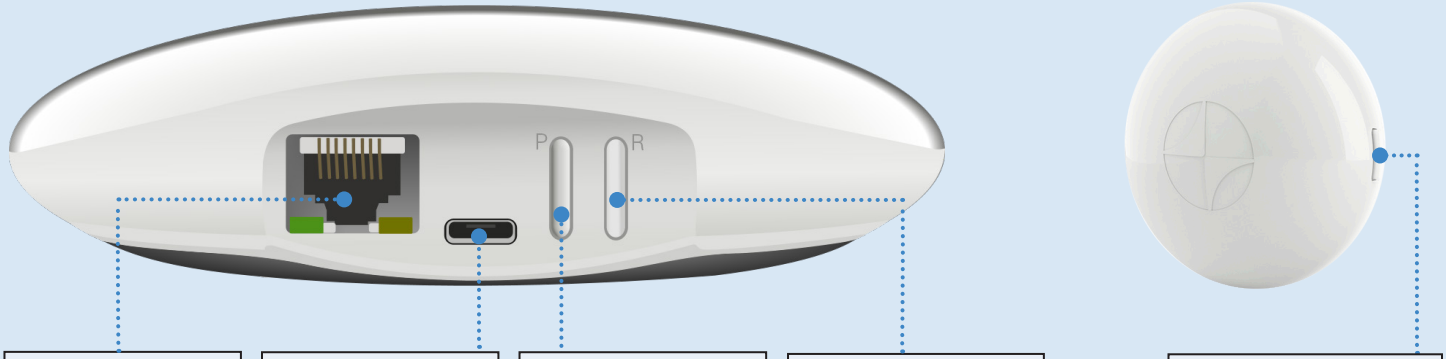
Back of Gen 1 Hub



Getting Started with the Gen 2 Hub

Gen 2 Hub and Gen 2 Repeater Components

Back of Gen 2 Hub



Ethernet Port
Connects Ethernet cable to a router.

Power
Plug USB cable in to port to power the Hub.

"P" Button
Used for pairing and sending test signals to repeaters.

Reset
Press to cycle power. Press and hold to reset/clear Hub data.

Reset
Press and hold until LED turns sold amber (6-10 seconds) to reset.

Initial App & Hub Setup Overview

A PowerView® Hub is required to use the PowerView App. To connect to and/or setup a Hub for operation of PowerView window coverings using the App, open the PowerView App on your mobile device and follow the on-screen instructions. For new Hub setup, you will be guided through the setup process. This may include Hub wireless configuration (if necessary), pairing any PowerView remotes to a single PowerView network (if necessary), and pairing any PowerView remotes to the Hub (if necessary).

Note: Always connect a Hub to power before beginning the setup procedure. For the installation and setup of Generation 2 (Gen 2) Hubs, you can choose to proceed using a wireless configuration or using an Ethernet connection.

RELATED TOPICS

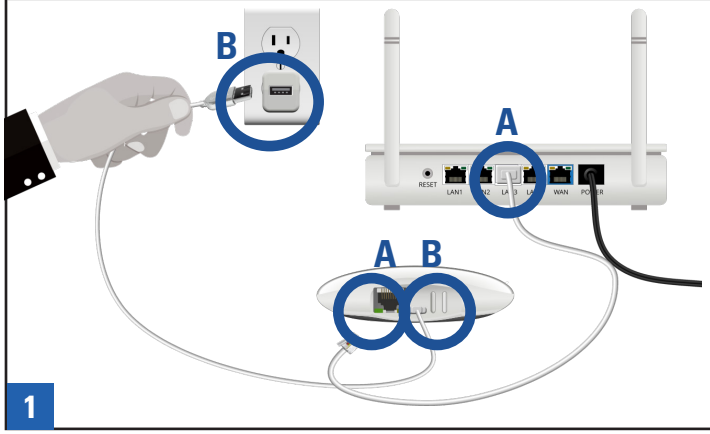
- Pairing Remotes
- Pairing a Remote to a Hub
- Pairing a Repeater to a Remote
- Pairing a Repeater to a Hub
- Getting Started with the Gen 1 Hub
- Getting Started with the Gen 2 Hub
- Hub Setup: Wired
- Hub Setup: Wireless
- Secondary Hub Setup: Wired
- Secondary Hub Setup: Wireless
- Migrating Hub Data
- Troubleshooting
- Discover Repeaters

Hub Setup: Wired

VIDEO

Connecting a PowerView® Hub via ethernet to an internet connected router is the most reliable method to ensure uninterrupted internet access during Hub setup and operation.

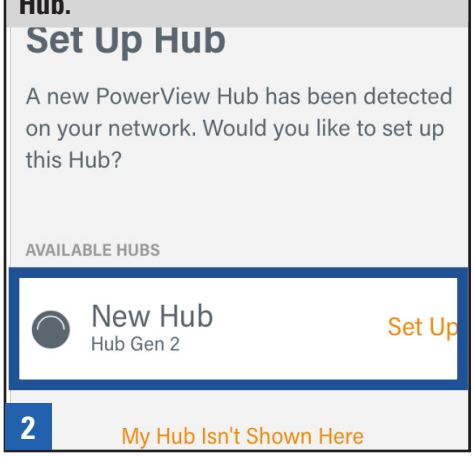
PRIOR TO INSTALLATION
CONNECT Hub to: **A) Ethernet** then **B) Power.**



NOTE: Allow Hub to automatically seek, retrieve, and install firmware update. Hub LED sequence will go from blinking aqua, to solid amber, to blinking amber. ***Do not interrupt this process.*** After a firmware update, Hub will reboot. Firmware update may take several minutes.

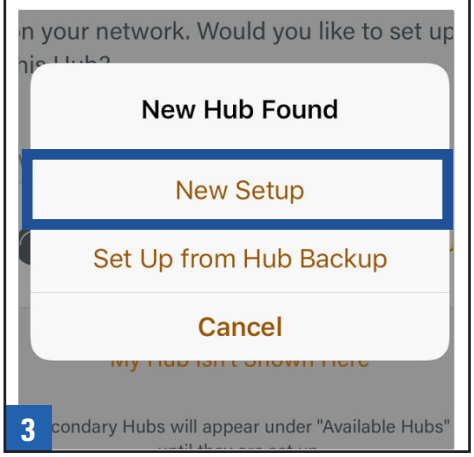
1

OPEN PowerView® App. **SELECT New Hub.**



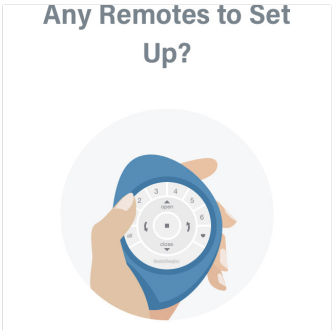
2

SELECT New Setup.



3

Follow setup sequence as instructed in App.



NOTE: When fully completed, Hub light will turn solid blue.

4

RELATED TOPICS

- Initial App & Hub Setup Overview
- Hub Setup: Wireless
- Secondary Hub Setup: Wired
- Secondary Hub Setup: Wireless
- Migrating Hub Data

Hub Setup: Wireless

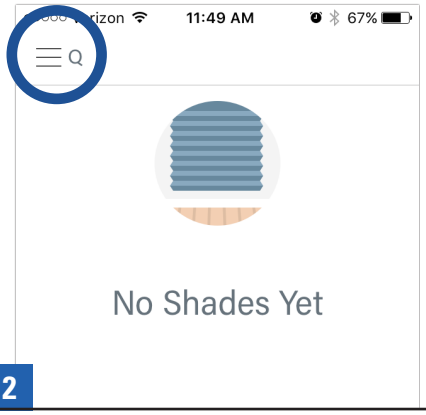
VIDEO

The Wi-Fi capability of the PowerView® Hub allows it to be placed to a more convenient location within the home without needing to be tethered to a router.

Complete the Wired Setup on page 39 PRIOR to beginning the following steps.

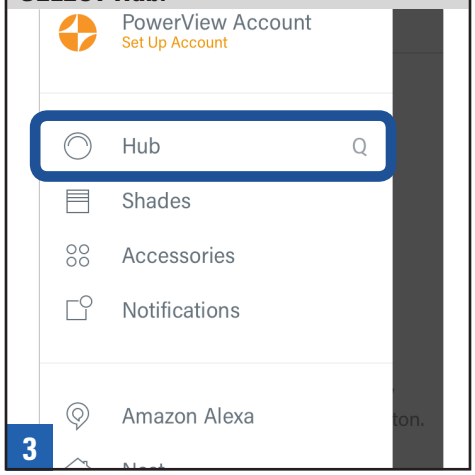
1

Go to **MENU.**



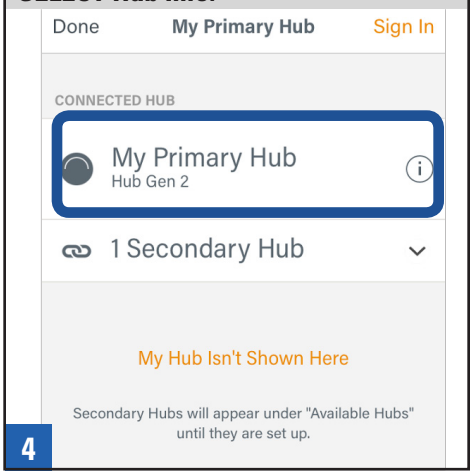
2

SELECT Hub.



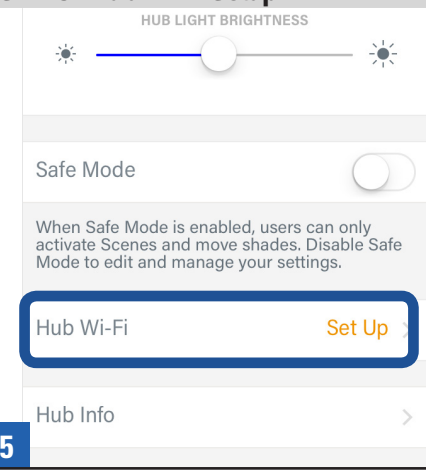
3

SELECT Hub Info.



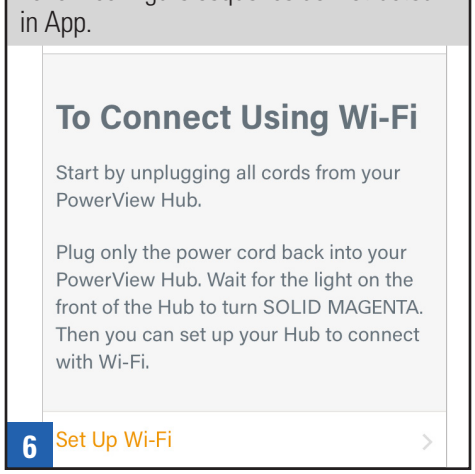
4

SELECT Hub Wi-Fi Setup.



5

Follow configure sequence as instructed in App.



6

RELATED TOPICS

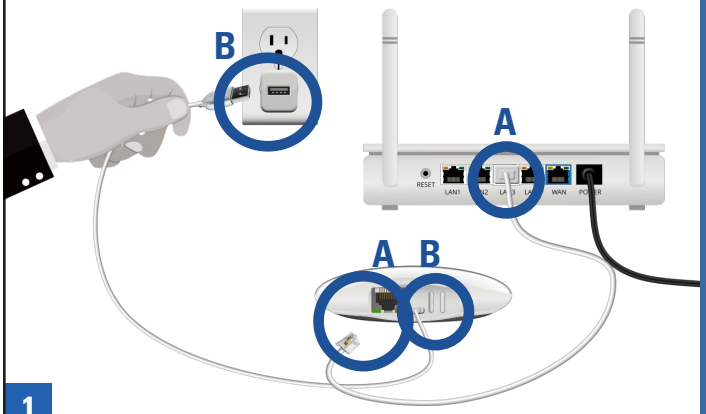
- Initial App & Hub Setup Overview
- Hub Setup: Wired
- Secondary Hub Setup: Wired
- Secondary Hub Setup: Wireless
- Migrating Hub Data

Secondary Hub Setup: Wired

VIDEO

A secondary Hub may be introduced to your PowerView® network to extend the reach and strength of the network. Naturally, a secondary Hub is any Hub that is setup after a first, ie. primary, Hub has established a PowerView network. A primary Hub will be identified by its solid blue LED. Any secondary Hub will be identified by its solid green LED. The primary Hub should be connected to power and its LED should be solid blue before setting up a secondary Hub.

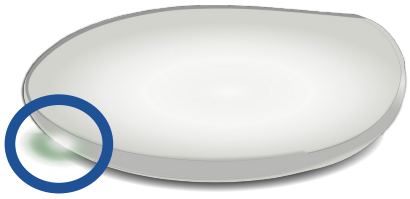
CONNECT secondary Hub to: **A) Ethernet** then **B) Power.**



1

NOTE: Allow Hub to automatically seek, retrieve, and install firmware update. Hub LED sequence will go from blinking aqua, to solid amber, to blinking amber. ***Do not interrupt this process.*** After installing the firmware update, Hub will reboot. Firmware update process may take several minutes.

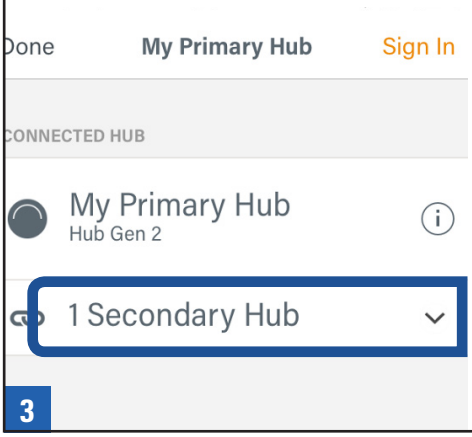
The Hub will automatically configure as a **secondary Hub.**



NOTE: When fully configured, the Hub LED will turn solid green.

2

In App, **OPEN Menu. SELECT Hub.**



NOTE: Primary Hub will be listed with all secondary Hubs nested underneath in a collapsible list. To access a secondary Hub's information, including to rename it, simply select from this list.

3

RELATED TOPICS

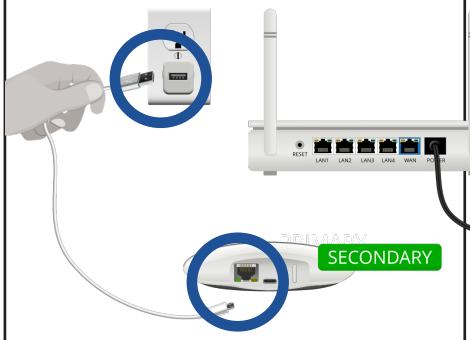
- Initial App & Hub Setup Overview
- Hub Setup: Wired
- Hub Setup: Wireless
- Secondary Hub Setup: Wireless
- Migrating Hub Data

Secondary Hub Setup: Wireless

VIDEO

A secondary Hub may be introduced to your PowerView® network to extend the reach and strength of the network. Any secondary Hub will be identified by its solid green LED. The primary Hub should be connected to power and its LED should be solid blue before setting up a secondary Hub. Wireless secondary Hubs can be placed in more convenient locations within the home without being tethered to a router.

DISCONNECT all cords from **Secondary Hub.**



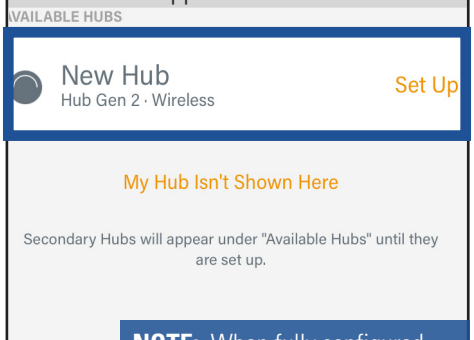
1

CONNECT Secondary Hub to Power.

NOTE: Wait for the Hub LED to turn solid magenta.

2

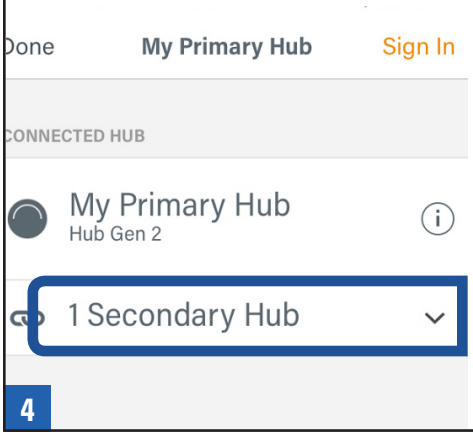
OPEN App and Select New Hub.
Follow Wi-Fi configure sequence as instructed in App.



NOTE: When fully configured, the Hub LED will be solid green.

3

In App, **OPEN Menu. SELECT Hub.**



NOTE: Primary Hub will be listed with all secondary Hubs nested underneath in a collapsible list. To access a secondary Hub's information, including to rename it, simply select from this list.

4

RELATED TOPICS

- Initial App & Hub Setup Overview
- Hub Setup: Wired
- Hub Setup: Wireless
- Secondary Hub Setup: Wired
- Migrating Hub Data

Migrating Hub Data

VIDEO

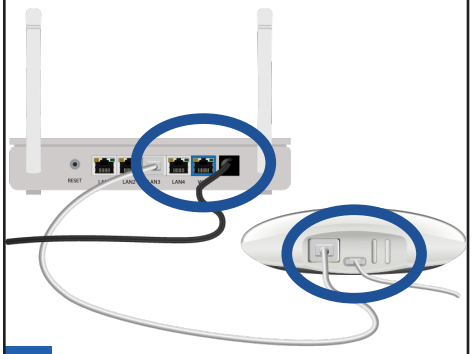
Households wishing to benefit from the latest features of PowerView® only available with the Generation 2 (Gen 2) Hub (ex. Apple® HomeKit™) but are currently using a Generation 1 (Gen 1) Hub, can easily upgrade to the Gen 2 Hub. All data from a Gen 1 Hub (ex. Shades, Scenes, Rooms, Automations, etc.) may be seamlessly transferred to a Gen 2 Hub via Data Migration. In this scenario, the option to migrate data from a Gen 1 Hub to a Gen 2 Hub is only available during the initial Gen 2 Hub setup procedure. Once Data Migration is complete, there will be no interruption in access to or operation of Shades, Scenes, Automations, etc. using the App.

NOTE: THE GEN 1 HUB MUST BE CONNECTED TO POWER AND TO A Wi-Fi ROUTER DURING THIS PROCESS to successfully complete Data Migration. Migrated data will be retained by a Gen 1 Hub; however, data is not backwards transferable from a Gen 2 Hub to a Gen 1 Hub.

Via Ethernet Connection

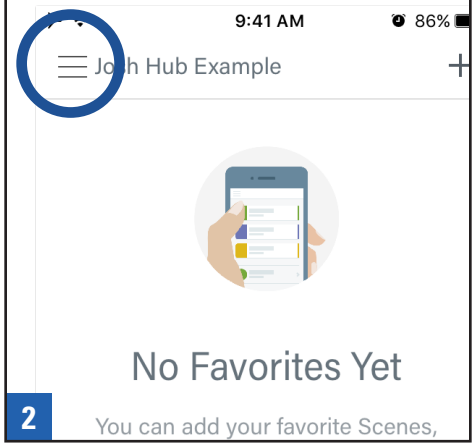
NOTE: If electing to wirelessly set up a Gen 2 Hub, the App will first walk you through Airport and Accessory Setup to establish wireless connectivity between the Gen 2 Hub and the Wi-Fi router *before* Data Migration can begin. **Caution:** There may be a brief delay before the App recognizes the initial availability of the new Hub once it is plugged into power.

CONNECT Gen 2 Hub to Wi-Fi router and power.



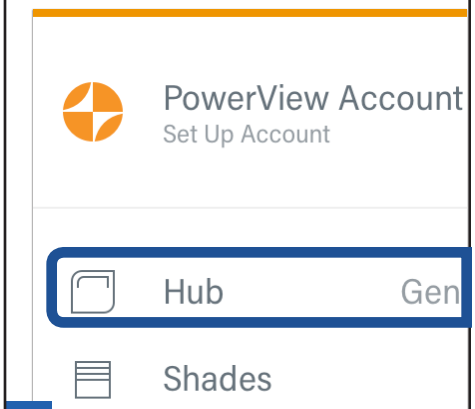
1

In the App, **TAP Menu.**



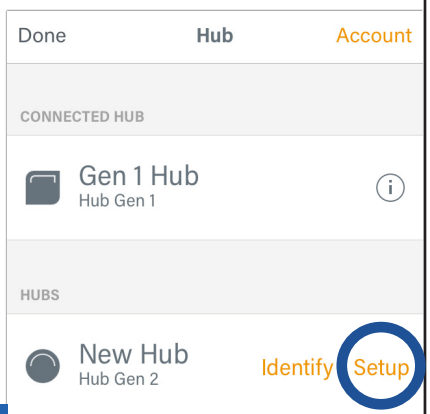
2

TAP Hub.



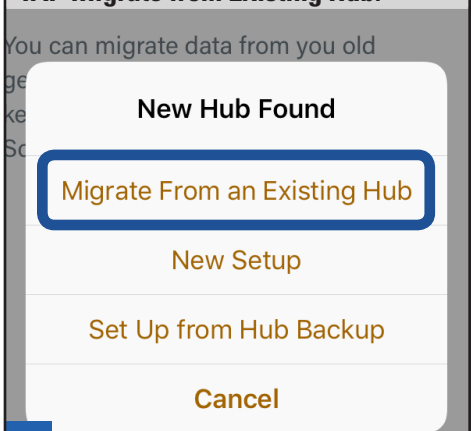
3

TAP Setup.



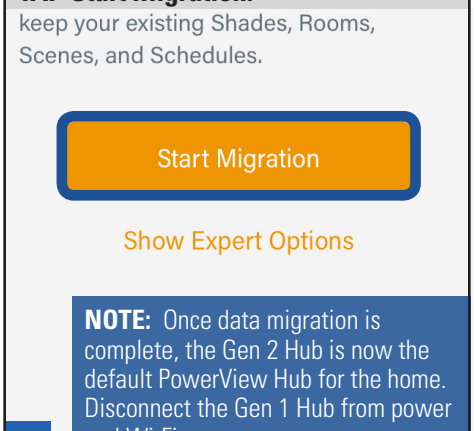
4

TAP Migrate from Existing Hub.



5

TAP Start Migration.



6

RELATED TOPICS

- Pairing Remotes
- Getting Started with the Gen 1 Hub
- Getting Started with the Gen 2 Hub
- Initial App & Hub Setup Overview
- Hub Setup: Wired
- Hub Setup: Wireless
- Secondary Hub Setup: Wireless
- Pairing a Remote to a Hub
- Troubleshooting

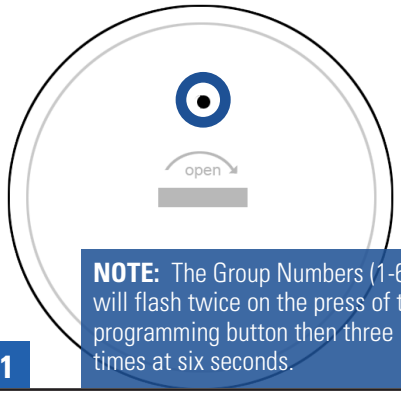
Pairing a Remote to a PowerView® Network using the Hub

VIDEO

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

Caution: In this scenario, any shades previously operated by the remote will need to be rejoined to a Group number (1-6) on the remote. Whenever possible, it is always best to pair remotes to a Hub during the initial Hub and App setup procedure or before joining any shades to Group numbers on the remote.

Using a paper clip, **PRESS** and **HOLD** the recessed programming button for 6-10 seconds. Remove back cover, if necessary.



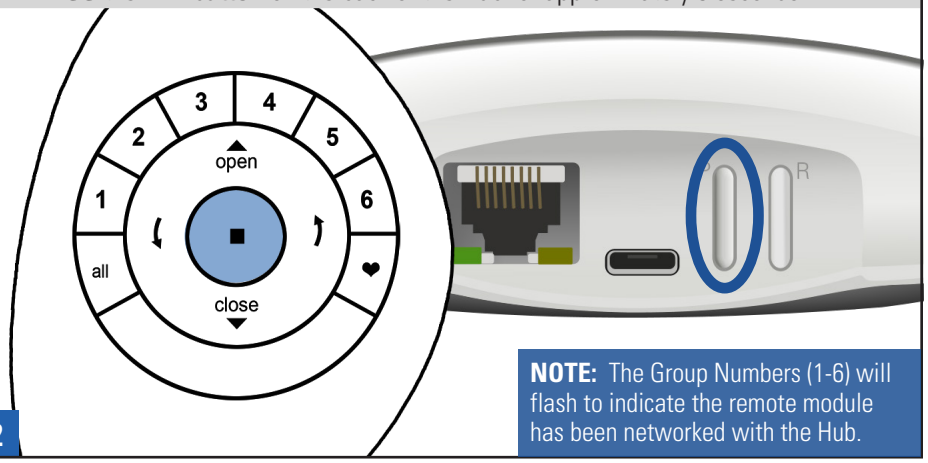
NOTE: The Group Numbers (1-6) will flash twice on the press of the programming button then three times at six seconds.

1

Complete steps 2 and 3 at the same time, HOLDING the remote module close (within 12 inches) to the Hub.

a. PRESS and **HOLD ■ (Stop)** button on remote module.

b. PRESS the **"P" button** on the back of the Hub for approximately 3 seconds.



NOTE: The Group Numbers (1-6) will flash to indicate the remote module has been networked with the Hub.

2

RELATED TOPICS

- Programming Mode
- Duplicating a Remote
- Joining a Shade to a Group
- Pairing Repeater to a Remote
- Initial App & Hub Setup
- Pairing a Repeater to a Hub
- Discover Shades
- Discover Repeaters

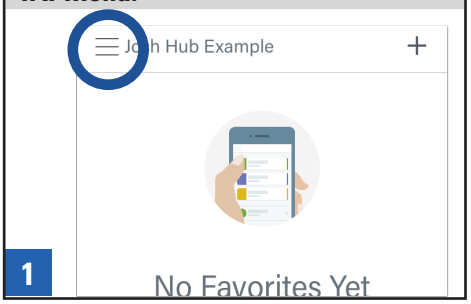
PowerView® Account

VIDEO

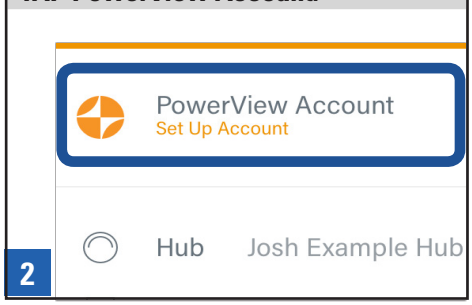
A PowerView® account is optional. However, it is required for any household wishing to use advanced features offered through the PowerView App. Once an account is created and verified, it is important to register the Hub. Registering the Hub links the Hub to your PowerView account, permits access to Scenes and Automations via RemoteConnect™, and enables integration of PowerView with compatible 3rd party control systems and devices (ex. Nest®, Control4®, etc.)

Account Setup

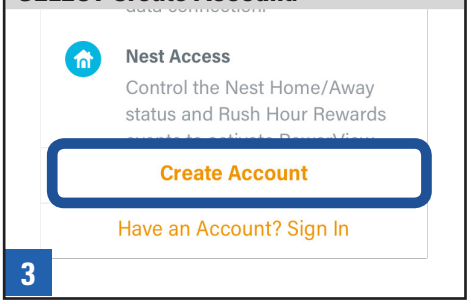
TAPMenu.



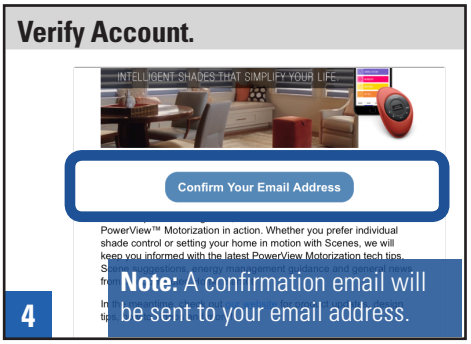
TAP PowerView Account.



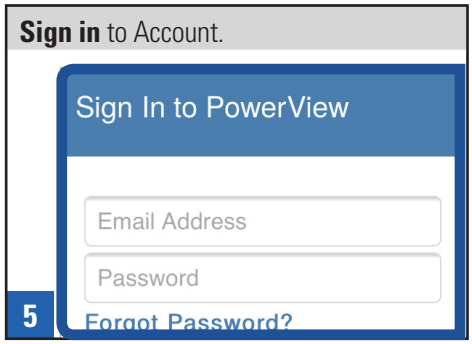
SELECT Create Account.



Verify Account.

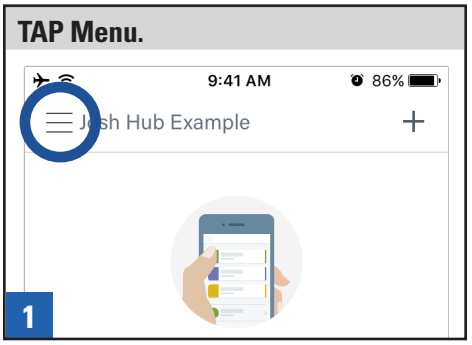


Sign in to Account.

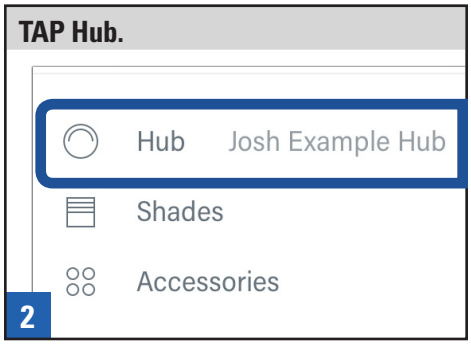


Register Hub (*required* for RemoteConnect and 3rd party control system integration)

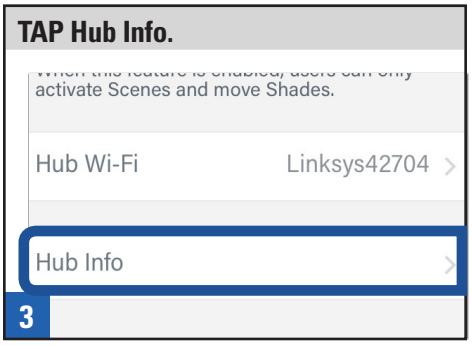
TAP Menu.



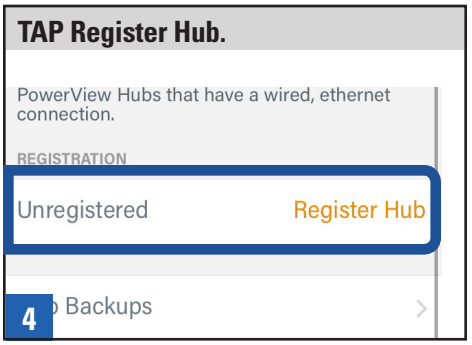
TAP Hub.



TAP Hub Info.



TAP Register Hub.



RELATED TOPICS

- PowerView® App Overview and System Requirements
- Getting Started with the Gen 2 Hub
- Using RemoteConnect™

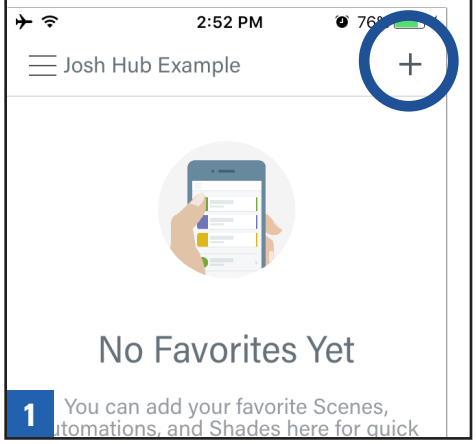
Dashboard

VIDEO

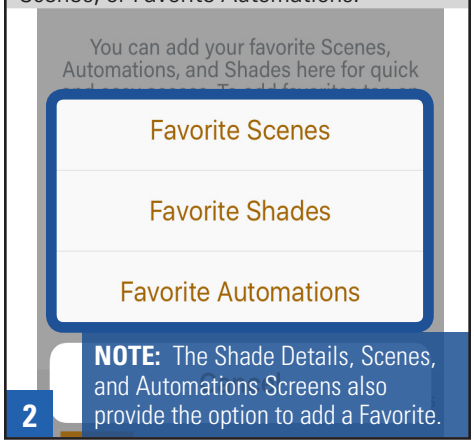
The Dashboard in the PowerView® App displays favorite Shades, Scenes, and Automations, and is the landing screen when opening the PowerView App. The quick glance access available from the Dashboard makes it easy to activate a favorite Scene or adjust the position of favorite Shade, without the need to navigate to multiple screens within the App. Build a custom Dashboard by adding or removing favorite Shades, Scenes, and Automations as desired. Dashboard favorites are specific to the user's device.

Adding a Favorite

From the Dashboard, **TAP +**.

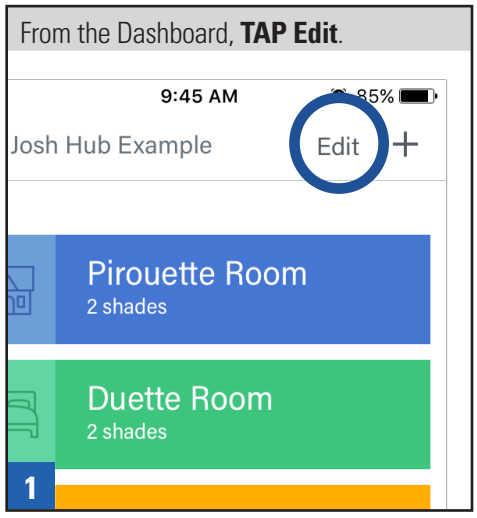


SELECT Favorite Shades, Favorite Scenes, or Favorite Automations.

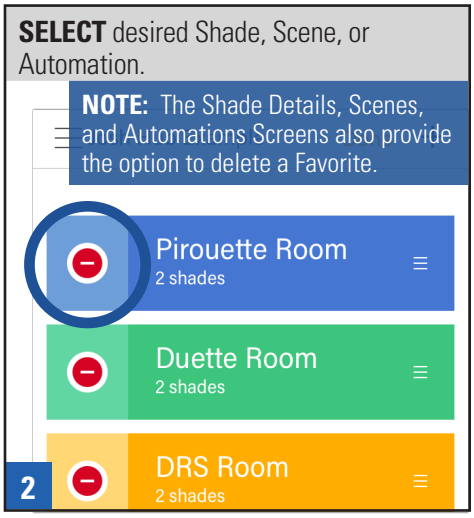


Deleting a Favorite

From the Dashboard, **TAP Edit**.



SELECT desired Shade, Scene, or Automation.



RELATED TOPICS

- Editing Shade Details
- Assigning Shades to Rooms
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Shade Operation
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset
- Troubleshooting

Discover Shades

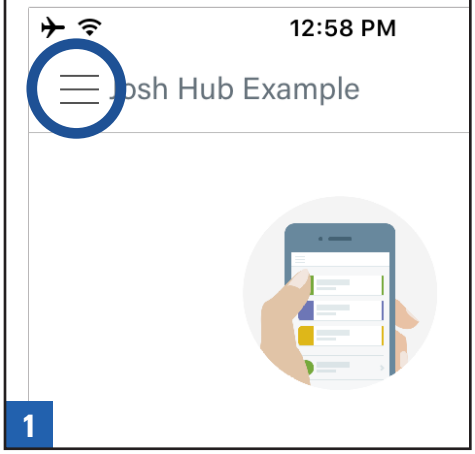
VIDEO

To explore the variety of functions offered in the PowerView® App, a PowerView window covering must be visible in the App. To make a PowerView window covering visible, use the Discover function.

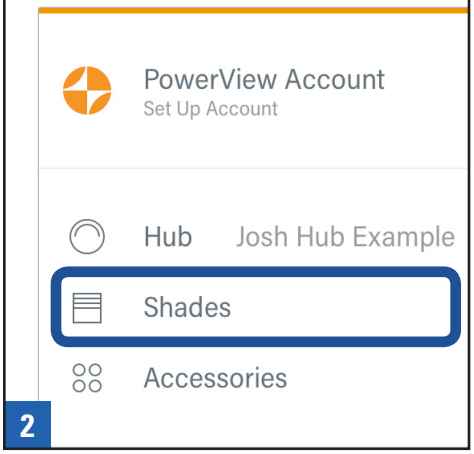
Once a PowerView window covering has been discovered, it will be listed in the Shades screen found in the Menu and be operable using the PowerView App. Also, when a window covering is discovered by the Hub, it will automatically be joined to that Hub's PowerView Shade Network. Any PowerView window covering not yet joined to a Hub or to a Group number (1-6) on a remote is discoverable. In addition, any PowerView window coverings previously joined to a Group number (1-6) on a remote that has also been paired to the Hub, will be discoverable.

NOTE: The PowerView Hub will **not** discover any PowerView window covering already joined to a PowerView Shade Network. Therefore, **before using the Discover function** in the App or joining a window covering to a Group number (1-6) on the remote, **pair all remotes to the Hub**.

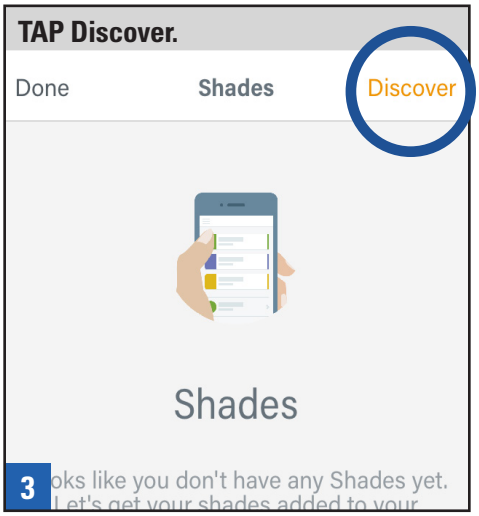
TAP Menu.



TAP Shades.



TAP Discover.



RELATED TOPICS

- Editing Shade Details
- Assigning Shades to Rooms
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Shade Operation
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset
- Troubleshooting

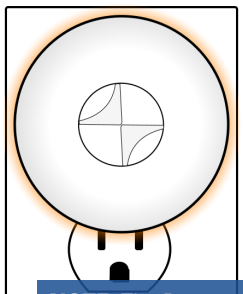
Discover Repeaters

VIDEO

There are two methods to Discover a Gen 2 Repeater in the PowerView® App. Once a Gen 2 Repeater is discovered by the App, the App will automatically generate a single Room comprised of every discovered Gen 2 Repeater.

Via Shades

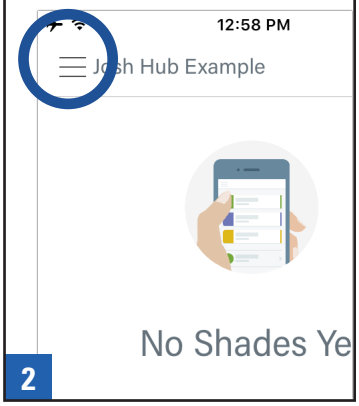
PLUG the **Repeater** into an electrical outlet.



NOTE: The Repeater will flash amber.

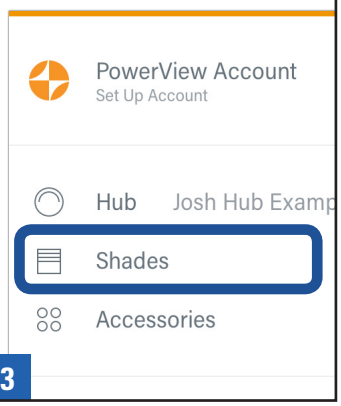
1

TAP Menu.



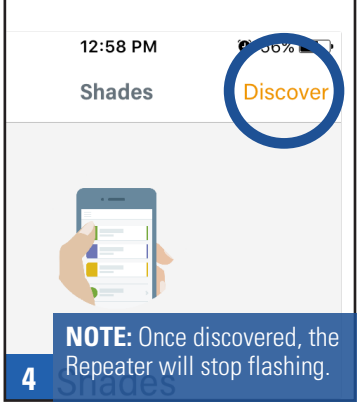
2

TAP Shades.



3

TAP Discover.

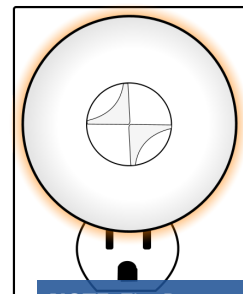


NOTE: Once discovered, the Repeater will stop flashing.

4

Via Accessories Details

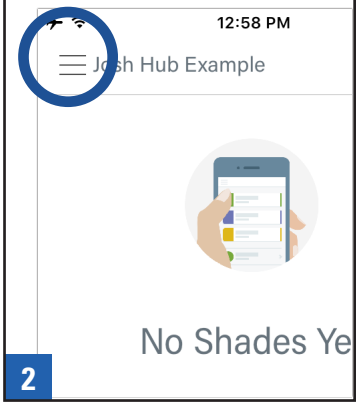
PLUG the **Repeater** into an electrical outlet.



NOTE: The Repeater will flash amber.

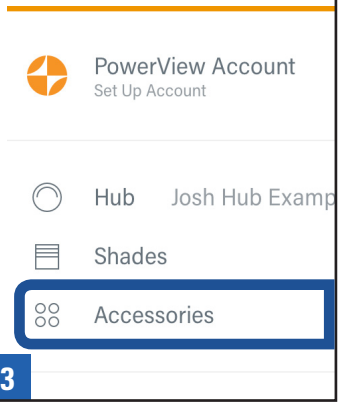
1

TAP Menu.



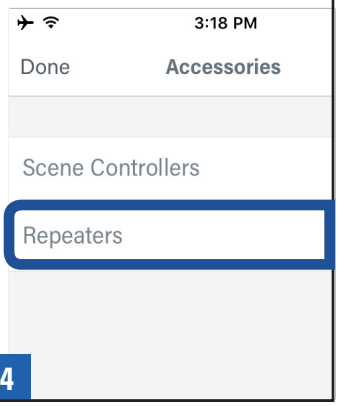
2

TAP Accessories.



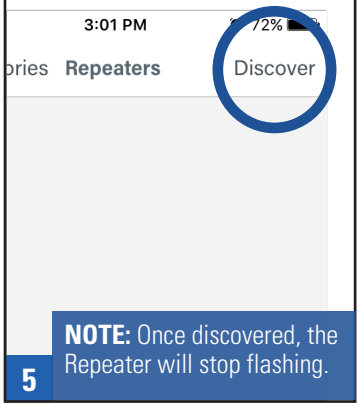
3

TAP Repeater.



4

TAP Discover.



NOTE: Once discovered, the Repeater will stop flashing.

5

RELATED TOPICS

- Pairing a Repeater to a Remote
- Pairing a Repeater to a Hub
- Using Repeaters with the PowerView® App

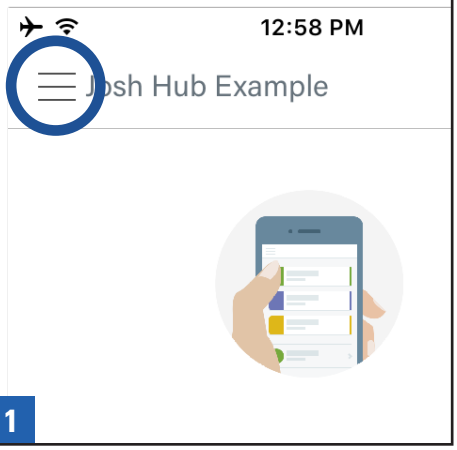
Editing Shade Details

VIDEO

In the Menu you will find a list of all the PowerView® Shades Discovered by the Hub. Each Shade has its own Shade Details screen. The Shade Details screen allows you to do the following: give a shade a custom name; jog a shade to identify and establish the shade's physical location within the home; assign a shade to a Room; refresh a shade's battery status;check the strength of a shade's radio frequency status; and add a shade to Favorites.

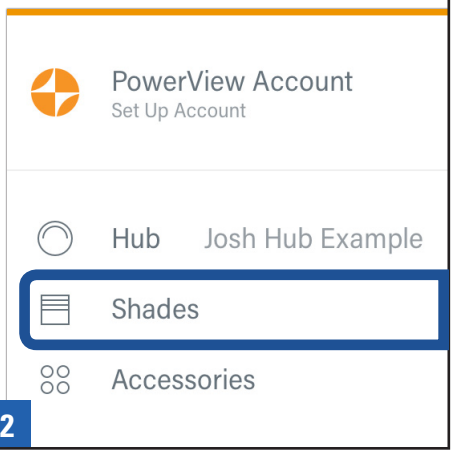
NOTE: Consult with a Hunter Douglas professional installer or Customer Service Representative before using the Advance Features options in Shade Details.

TAP Menu.



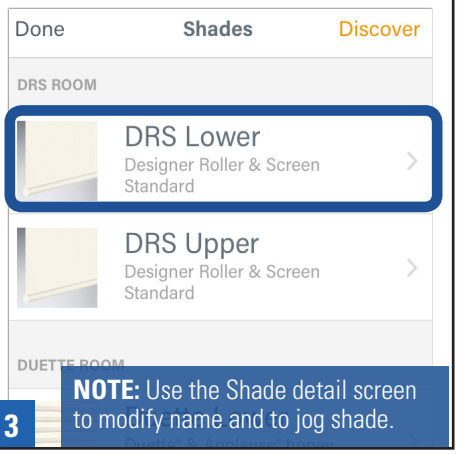
1

TAP Shades.



2

SELECT desired **shade.**



NOTE: Use the Shade detail screen to modify name and to jog shade.

3

RELATED TOPICS

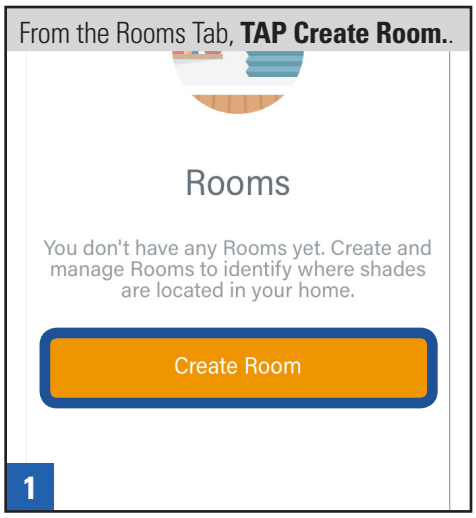
- Discover Shades
- Assigning Shades to Rooms
- Creating & Deleting Rooms
- Shade Operation
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Creating, Enabling & Disabling, and Deleting Automations

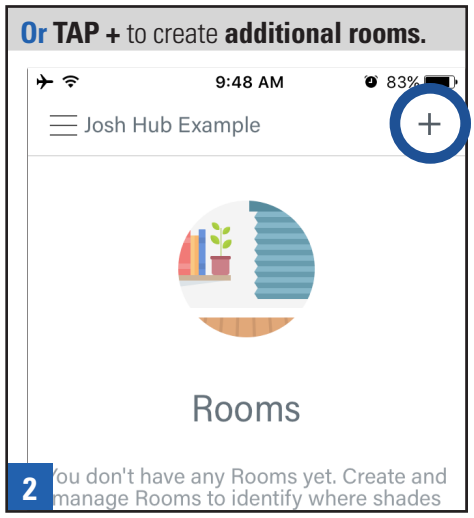
Creating & Deleting Rooms

VIDEO

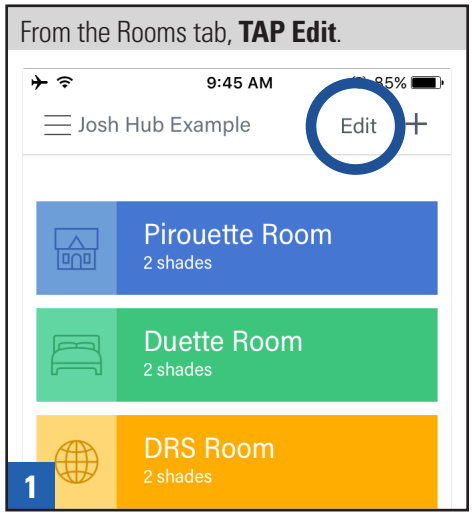
A Room must be created to create a Scene. A Room can have multiple shades assigned to it. However, a shade cannot be assigned to multiple Rooms. Rooms can be customized by name, icon, and color in the PowerView® App.

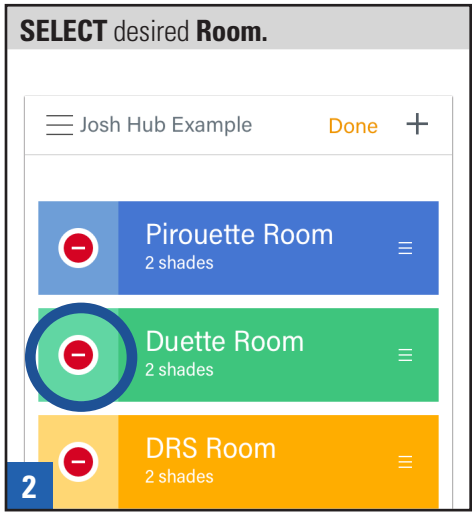
Create a Room

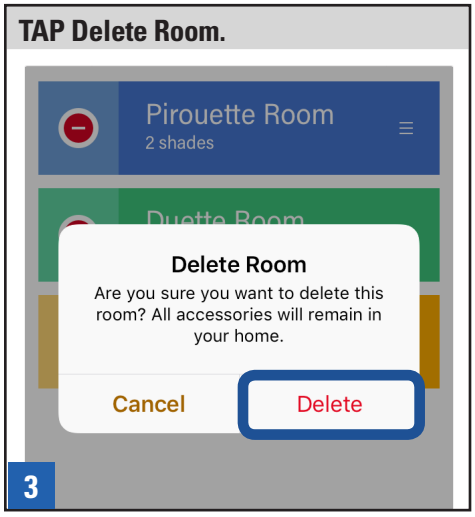




Delete a Room







RELATED TOPICS

- Discover Shades
- Editing Shade Details
- Assigning Shades to Rooms
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Shade Operation
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset

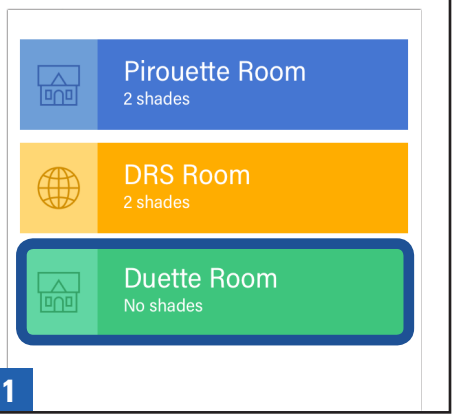
Assigning Shades to Rooms

VIDEO

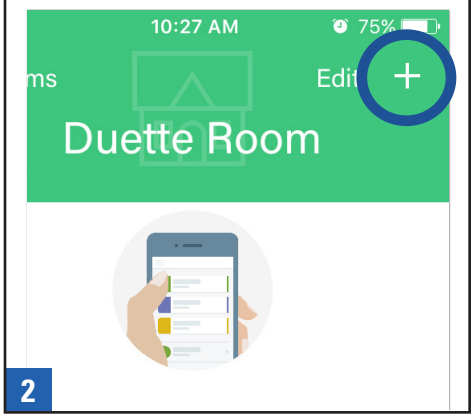
Any PowerView® window covering listed in the PowerView App as a Shade can be assigned to a Room. A Room can have multiple Shades assigned to it; however, a single shade cannot be assigned to multiple Rooms. The App offers two methods to assign a Shade to a Room.

From Rooms Tab

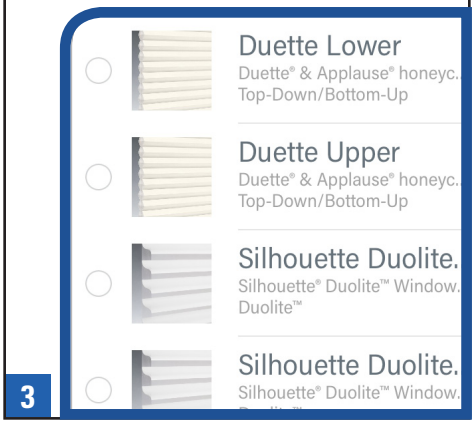
SELECT desired **Room.**



TAP +.

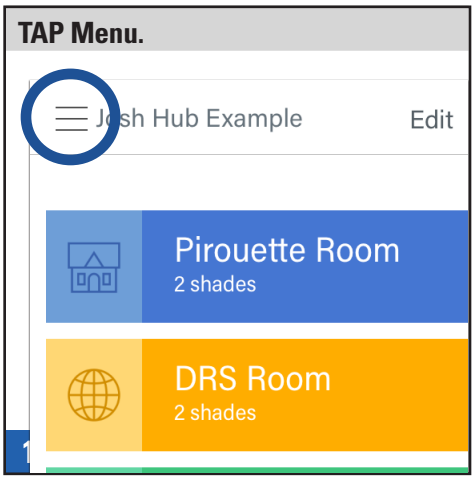


ASSIGN one or more **Shades.**

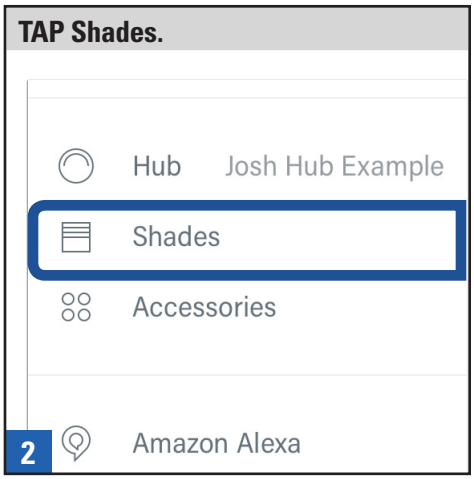


From Menu

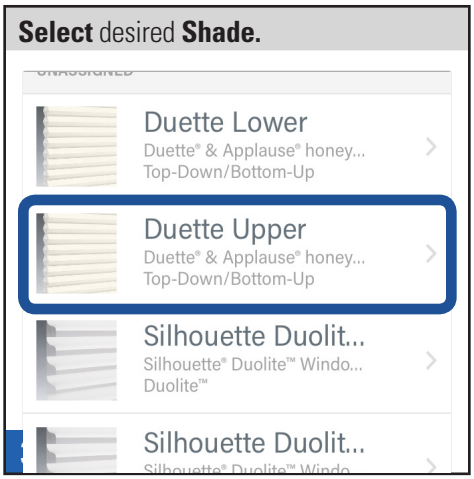
TAP Menu.



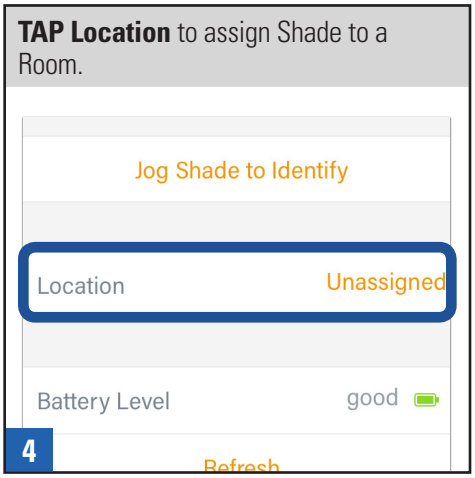
TAP Shades.



Select desired **Shade.**



TAP Location to assign Shade to a Room.



RELATED TOPICS

- Discover Shades
- Editing Shade Details
- Creating & Deleting Rooms
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Shade Operation
- Creating, Enabling & Disabling, and Deleting Automations
- Automations: Sunrise/Sunset

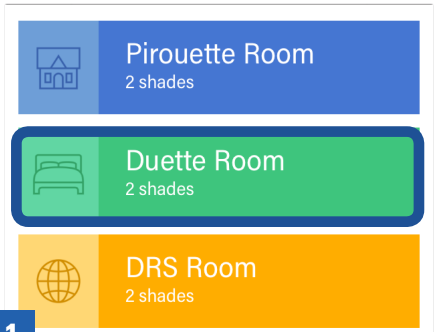
Shade Operation

VIDEO

There are multiple ways to operate a Shade in the PowerView® App. They include: jogging a shade (for shade identification in the home); operating a Shade in a Room; operating a Shade via a Scene; Operating a Shade via an Automation.

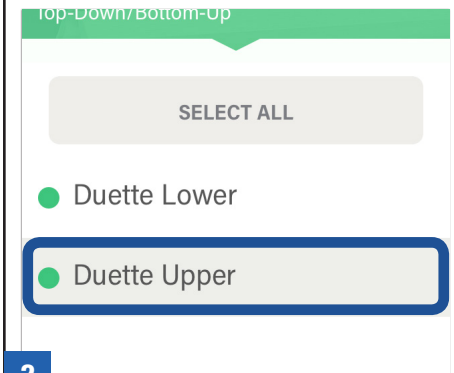
Shade Operation in a Room

From the Rooms tab, **SELECT** the desired **Room.**



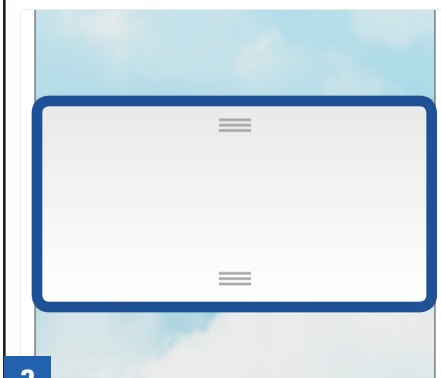
1

SELECT the desired **Shade.**



2

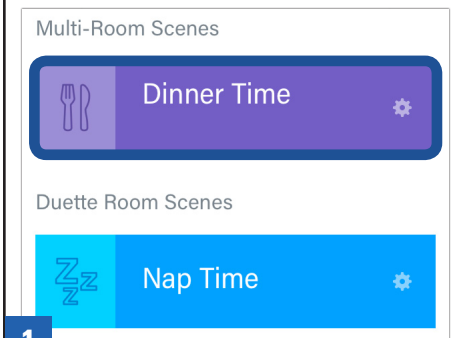
POSITION the **Shade** as desired.



3

Shade Operation via a Scene

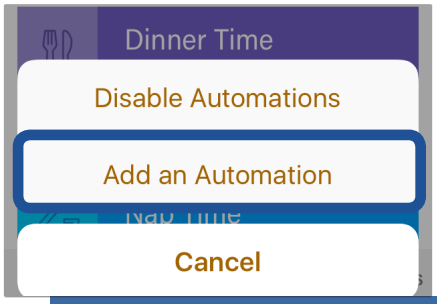
From the Scenes tab, **TAP** the desired **Scene.**



1

Shade Operation via an Automation

ADD an **Automation** of a Scene.

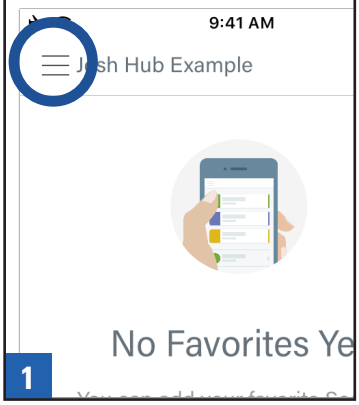


NOTE: Rooms of Shades in a Scene will automatically operate upon the scheduled activation time of Scene.

1

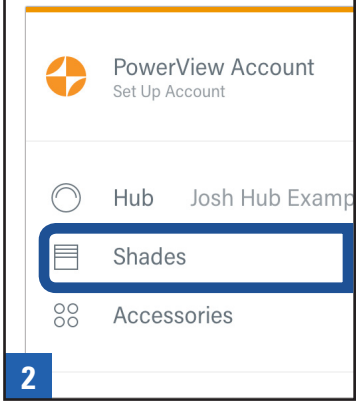
Jogging a Shade

SELECT Menu.



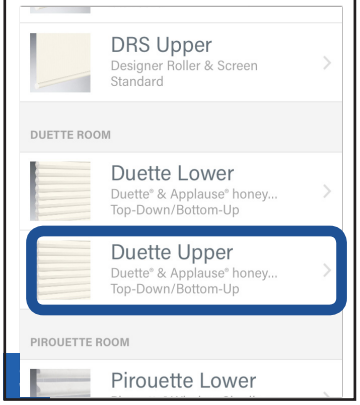
1

SELECT Shades.



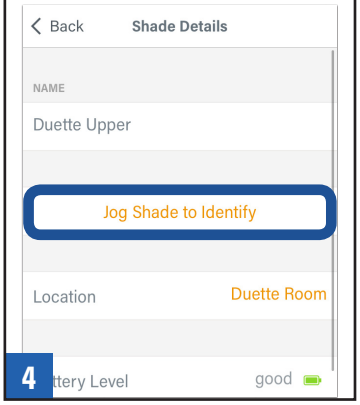
2

SELECT desired **Shade.**



3

Tap Jog Shade.



4

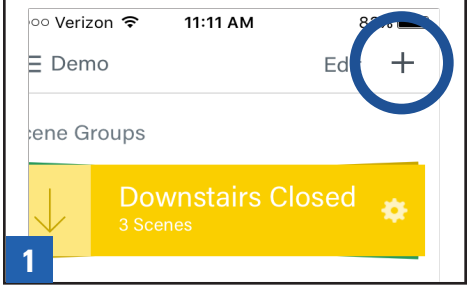
Creating, Operating and Deleting Scenes and Scene Groups

VIDEO

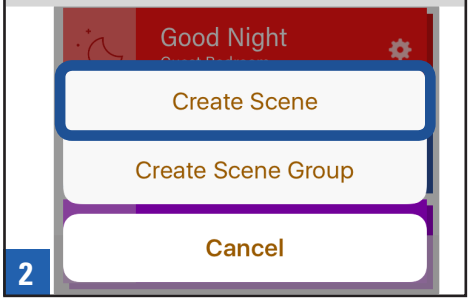
Rooms are required to create Scenes in the PowerView® App. More than one Scene is required to create a Scene Group. A Scene Group cannot include multiple Scenes containing the same Shades. Scenes and Scene Groups can be added to Favorites for easy access on the Dashboard.

Create a Scene

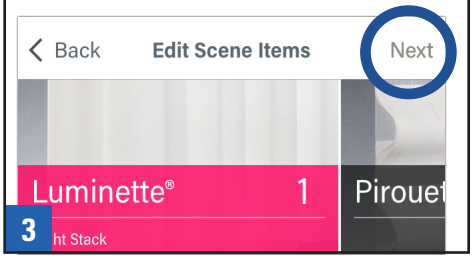
TAP Create Scene Group.



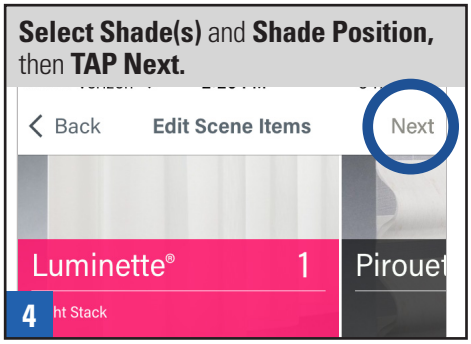
TAP Create Scene.



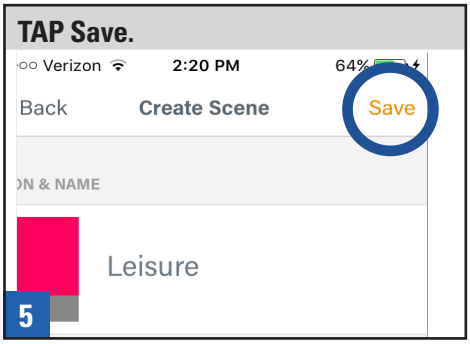
Select desired **Room,** then **TAP Next.**



Select Shade(s) and **Shade Position,** then **TAP Next.**



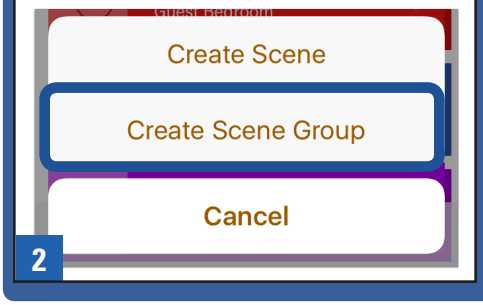
TAP Save.



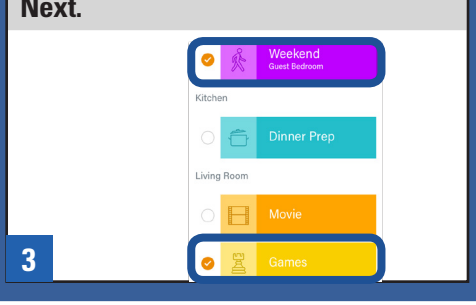
Create a Scene Group

From the Scenes tab, **TAP +.**

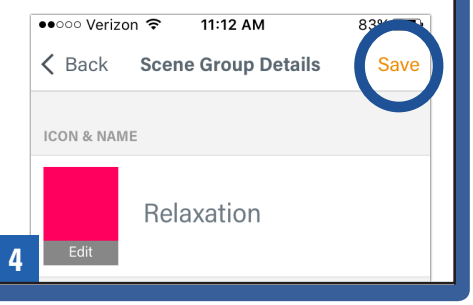
TAP Create Scene Group.



SELECT desired **Scenes,** then **TAP Next.**

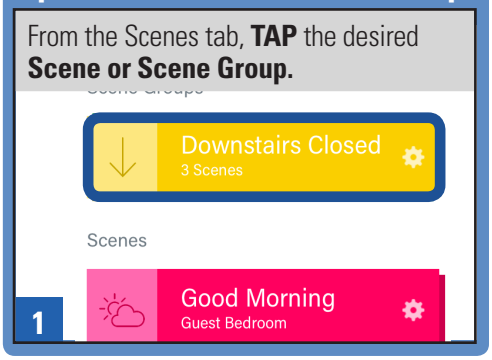


TAP Save.



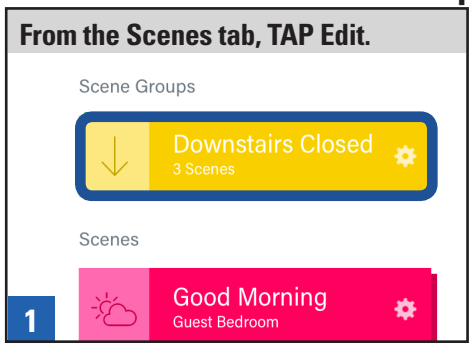
Operate a Scene or Scene Group

From the Scenes tab, **TAP** the desired **Scene or Scene Group.**

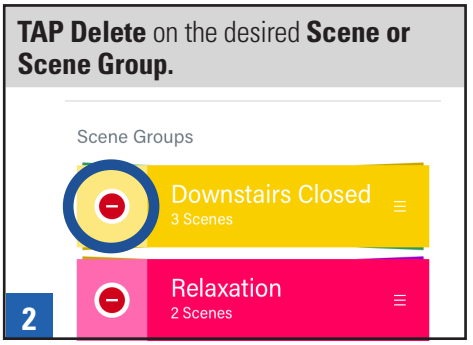


Delete a Scene or Scene Group

From the Scenes tab, TAP Edit.



TAP Delete on the desired **Scene or Scene Group.**



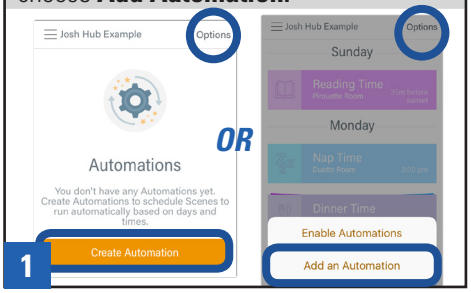
Creating, Enabling & Disabling, and Deleting Automations

VIDEO

The Automations function allows for scheduled activation of Scenes. Scenes are required to create Automations. Assign days and times of the week for each Automation. Automations can be added to Favorites for easy access on the Dashboard.

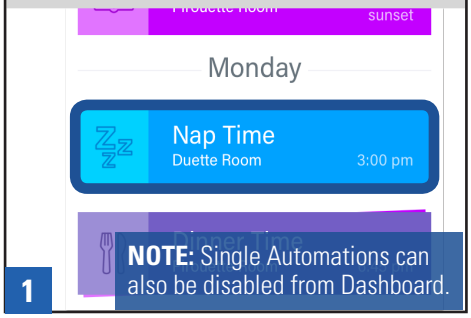
Create an Automation

From the Automations tab, **TAP Add Automation** ***OR*** **TAP Options** and choose **Add Automation.**

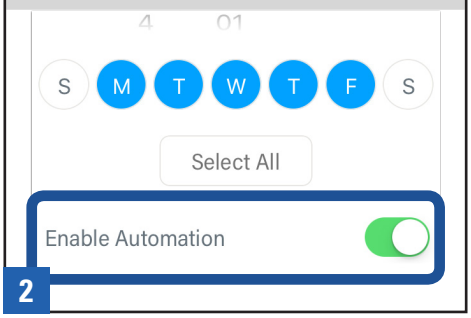


Disable a Single Automation

From the Automations tab, **TAP** the desired **Automation.**

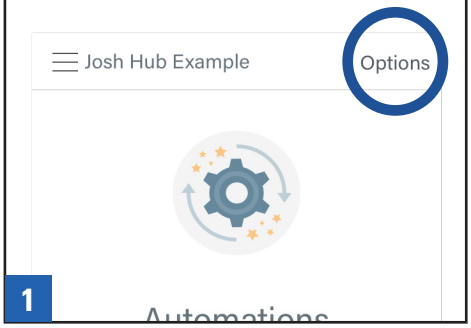


TAP the **Enable Automation** button to switch its status to off.

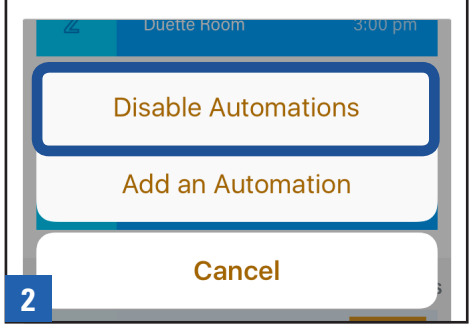


Disable All Automations

TAP Options.

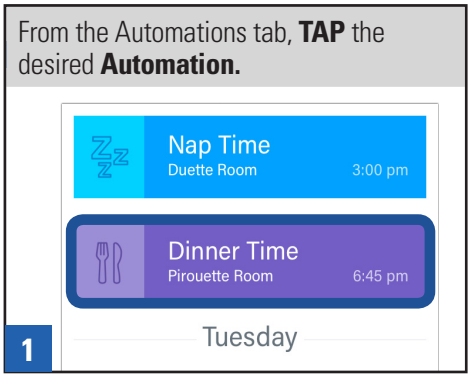


SELECT Disable Automations.

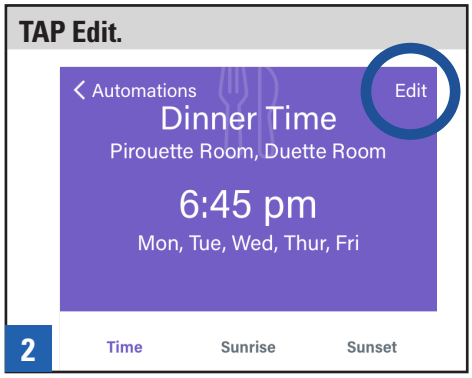


To Delete an Automation

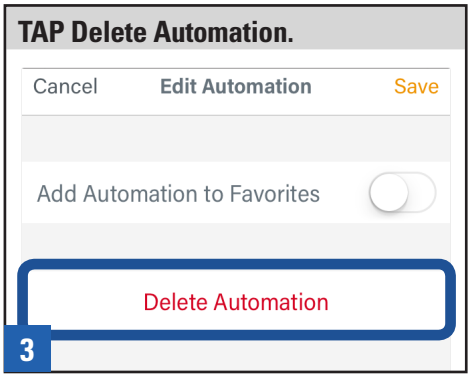
From the Automations tab, **TAP** the desired **Automation.**



TAP Edit.



TAP Delete Automation.



RELATED TOPICS

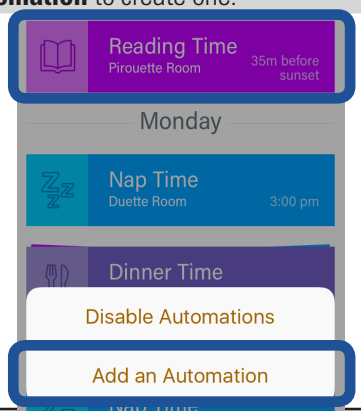
- Discover Shades
- Editing Shade Details
- Assigning Shades to Rooms
- Creating & Deleting Rooms
- Shade Operation
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Automations: Sunrise/Sunset

Automations: Sunrise/Sunset

VIDEO

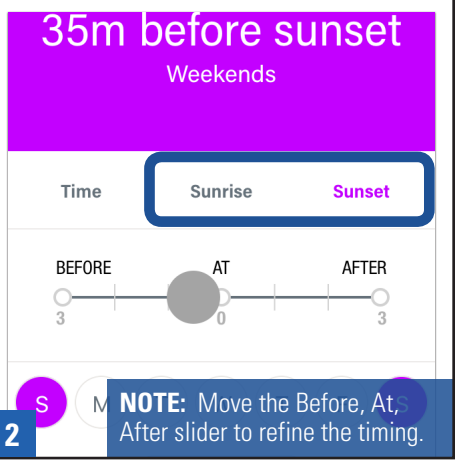
The Automations function allows for scheduled Sunrise or Sunset activation of Scenes. The Sunrise and Sunset Automations feature requires access to your smart device's geo-location before any Automation can be scheduled using the Sunrise or Sunset feature. To enable this feature in the PowerView® App, access your smart device's settings and open the PowerView App to change the device's Location status.

From the Automations tab, **SELECT** the desired **Automation *OR* TAP Add an Automation** to create one.



1

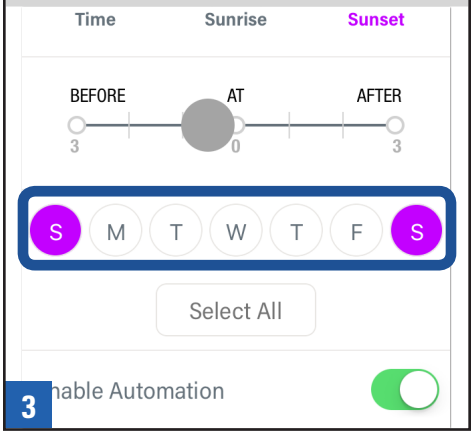
Choose Sunrise or **Sunset.**



NOTE: Move the Before, At, After slider to refine the timing.

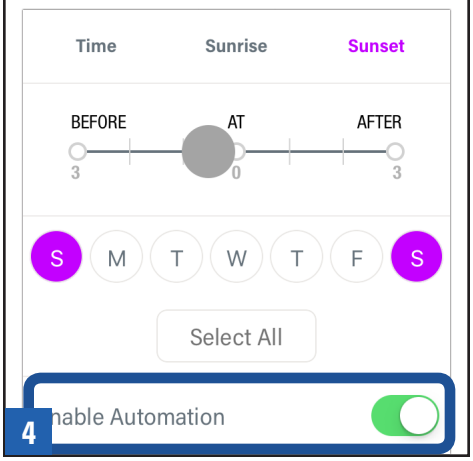
2

SELECT the **day(s)** this Automation will be activated.



3

Ensure **Enable Automation** is selected.



4

RELATED TOPICS

- Discover Shades
- Editing Shade Details
- Assigning Shades to Rooms
- Creating & Deleting Rooms
- Shade Operation
- Creating, Enabling & Disabling, and Deleting Automations

Using RemoteConnect™

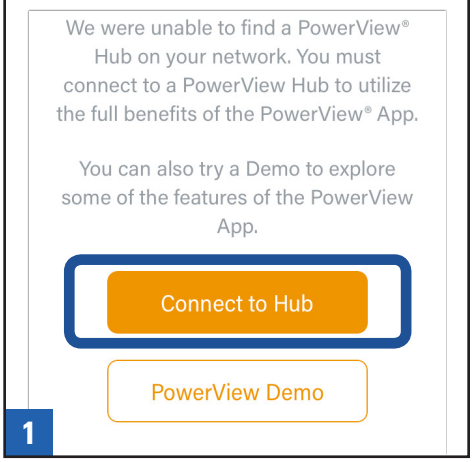
VIDEO

RemoteConnect™ is a standard feature of your PowerView® account and is automatically enabled with the creation of a PowerView account. Use RemoteConnect when you're away from home to remotely access and activate Scenes and Automations in the PowerView App on your smart device.

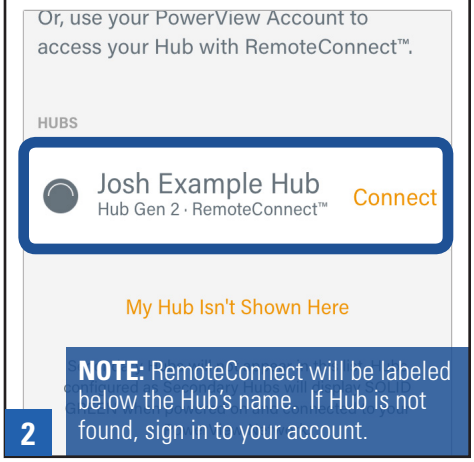
NOTE: A registered Hub and verified PowerView Account are required to use RemoteConnect.

Access Scenes and Automations

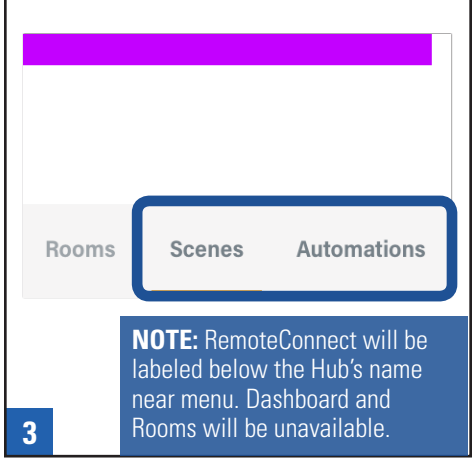
TAP Connect to Hub.



Select Hub.



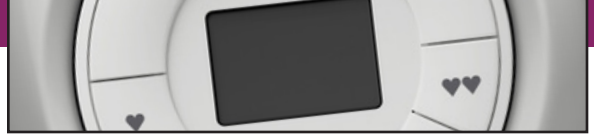
SELECT Scene or **Automation.**



RELATED TOPICS

- PowerView Account
- Creating, Operating and Deleting Scenes and Multi-Room Scenes
- Creating, Enabling & Disabling, and Deleting Automations

CONTENTS



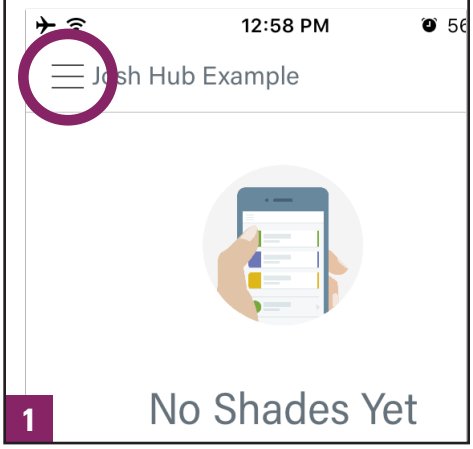
Scene Controller

- Adding a New Scene Controller 59
- Adding and Configuring Scenes in a Scene Controller 60
- Operating Scenes with the Scene Controller 61

Adding a New Scene Controller

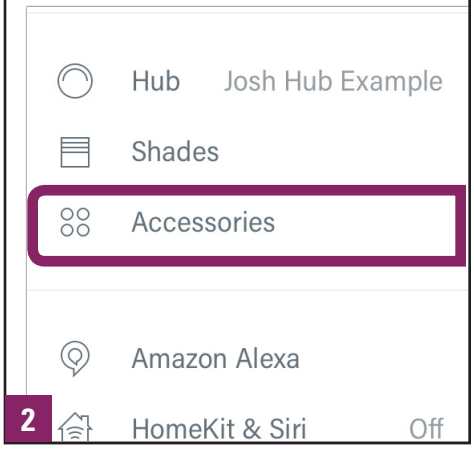
VIDEO

TAP Menu.



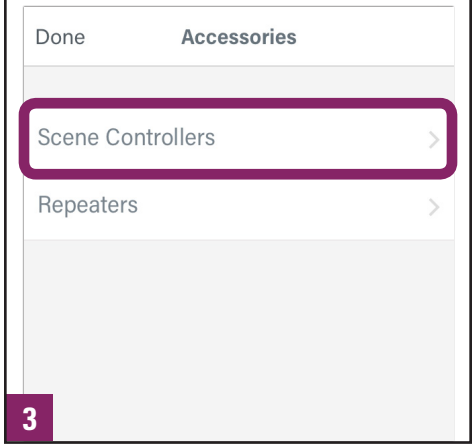
1

TAP Accessories.



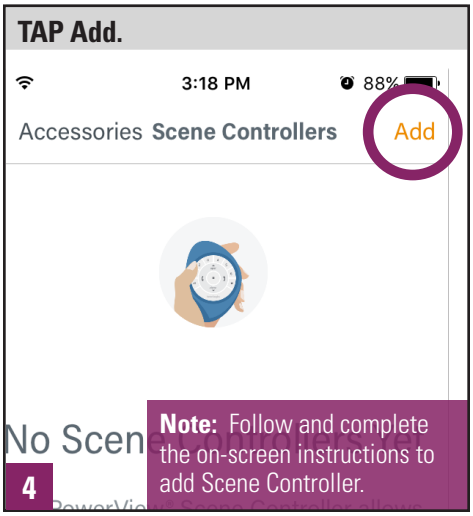
2

TAP Scene Controllers.



3

TAP Add.



4

Note: Follow and complete the on-screen instructions to add Scene Controller.

RELATED TOPICS

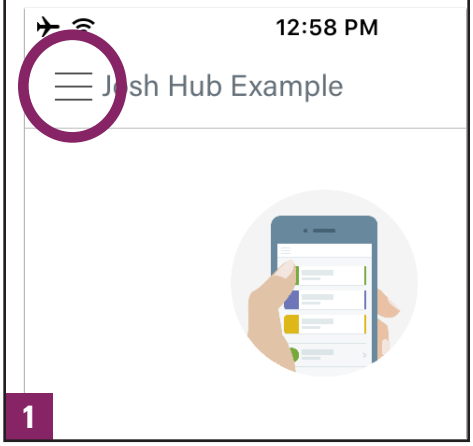
- Adding and Configuring Scenes in a Scene Controller
- Operating Scenes with the Scene Controller

Adding and Configuring Scenes in a Scene Controller

VIDEO

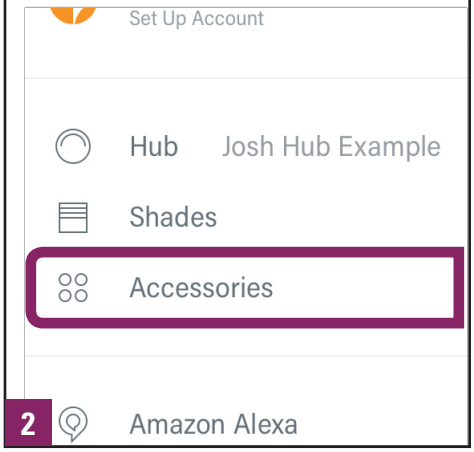
A Scene Controller does not create Scenes. Scenes previously created in the PowerView® App can be added to or removed from a Scene Controller, as desired.

TAP Menu.



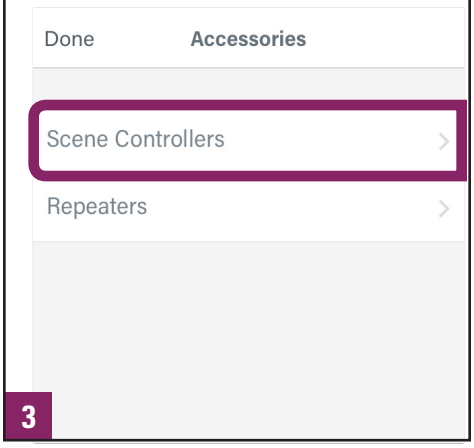
1

TAP Accessories.



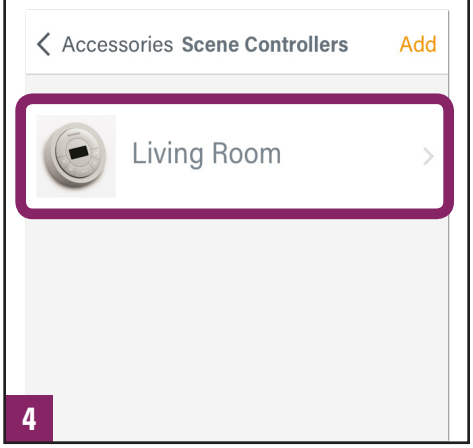
2

TAP Scene Controllers.



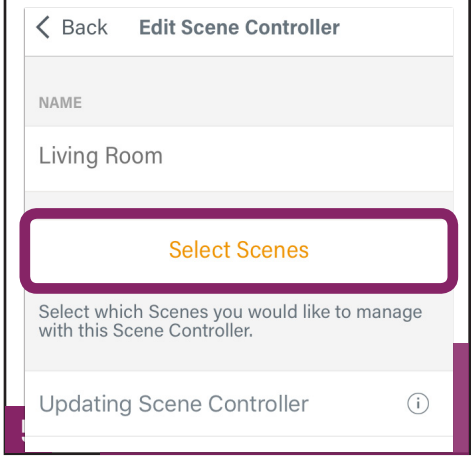
3

SELECT desired **Scene Controller.**



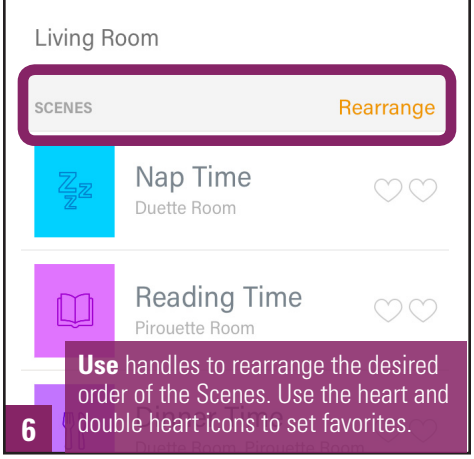
4

TAP Select Scenes.



5

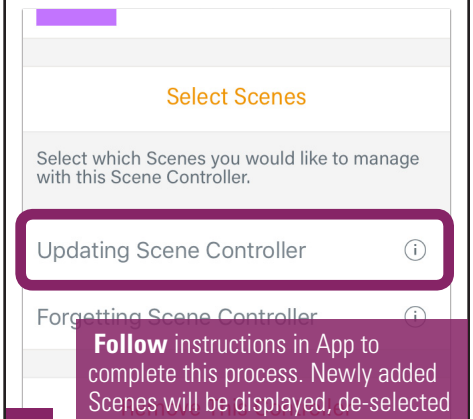
TAP Rearrange.



Use handles to rearrange the desired order of the Scenes. Use the heart and double heart icons to set favorites.

6

TAP Updating Scene Controller.



Follow instructions in App to complete this process. Newly added Scenes will be displayed, de-selected Scenes are removed.

7

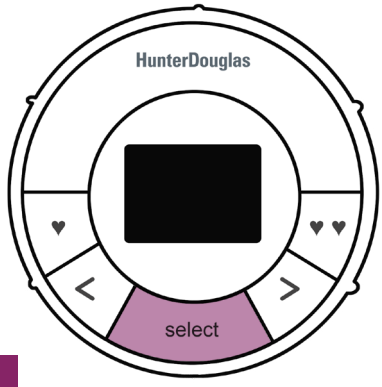
RELATED TOPICS

- Adding a New Scene Controller
- Operating Scenes with the Scene Controller

Operating Scenes with the Scene Controller

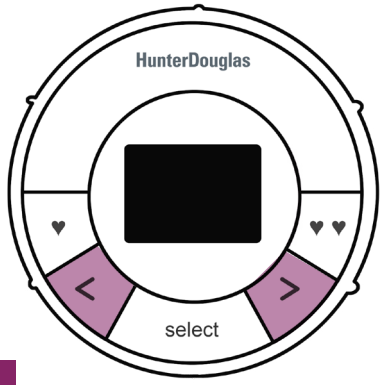
VIDEO

PRESS Select to activate the Scene Controller.



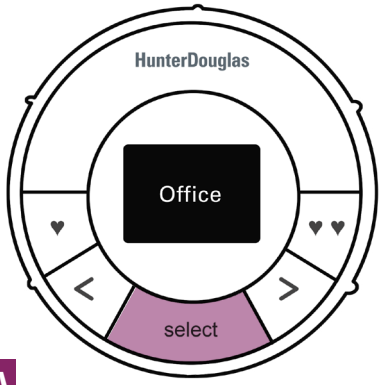
1

PRESS the **Left or Right Arrow** to scroll through available Scenes.



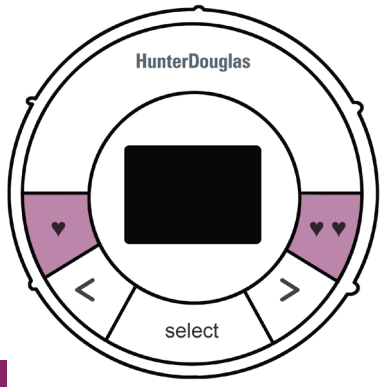
2

PRESS Select to **operate** a desired Scene.



3A

PRESS the **Favorite (heart icons)** to **operate** the desired Favorite Scene.



3B

RELATED TOPICS

- Adding a New Scene Controller
- Adding and Configuring Scenes in a Scene Controller

CONTENTS

Troubleshooting

- Setting Limits: Excluding Designer Roller & Screen Shades 63
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Setting Limits: Excluding Designer Roller & Screen Shades

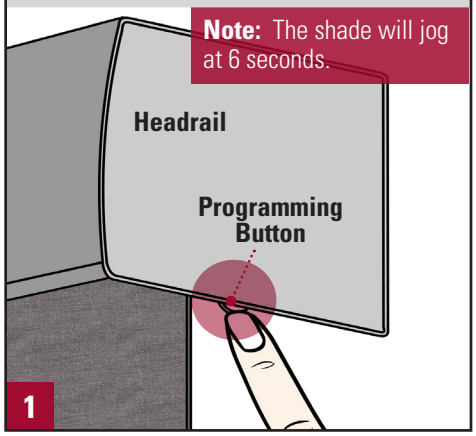
VIDEO

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.

NOTE: This procedure adjusts limits only. Shade programming is retained, including Group (1-6) number assignments on a remote(s) and shade status in the PowerView® App.

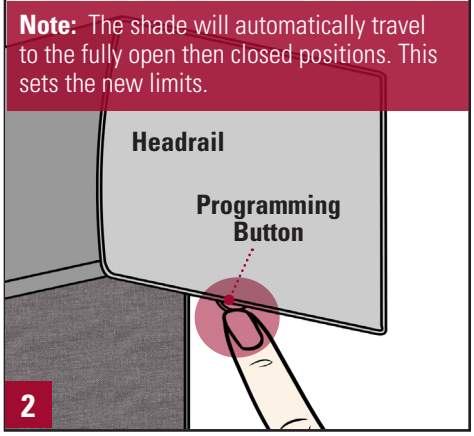
PRESS and **HOLD** the **programming button** on the headrail **for 6 seconds.**

Note: The shade will jog at 6 seconds.



RELEASE the **programming button** when shade jogs.

Note: The shade will automatically travel to the fully open then closed positions. This sets the new limits.



Related Topics

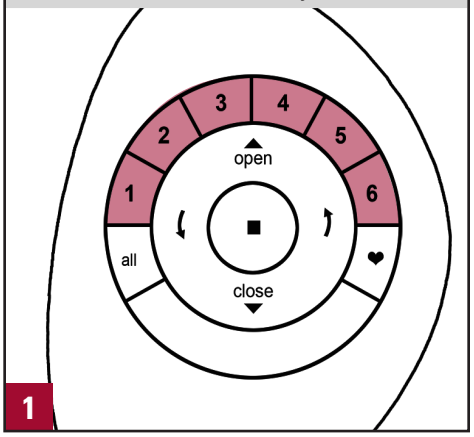
- Performing a Programming (12-second) Reset
- Setting Limits: Designer Roller & Screen Shades only

Setting Bottom Limits: Designer Roller & Screen Shades
**Manufactured before 9.19.2017

VIDEO

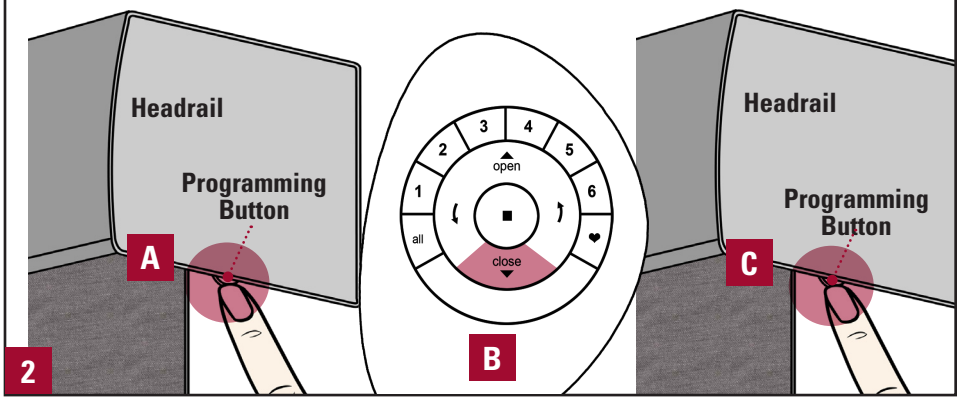
To Clear and Reset Lower Limit

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



1

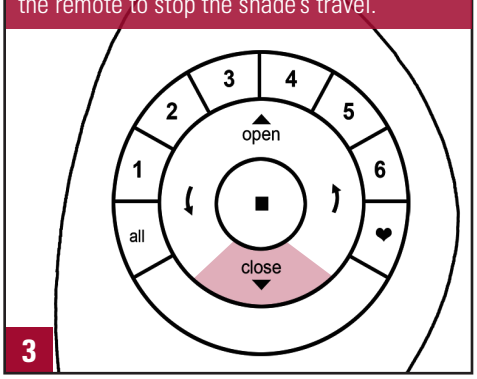
A. PRESS and **HOLD the programming button** on headrail.
B. PRESS and **RELEASE Close button** on remote.
C. RELEASE programming button on headrail*.



2

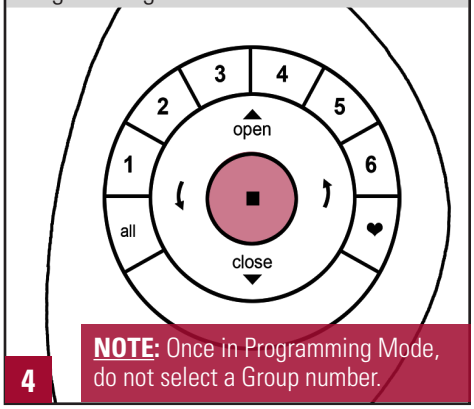
Use the remote to position the bottom rail at the new desired lower limit**.

CAUTION: You must use the Stop button on the remote to stop the shade's travel.



3

PRESS and HOLD ■ (Stop) on remote until indicator lights blink to put into Programming Mode.



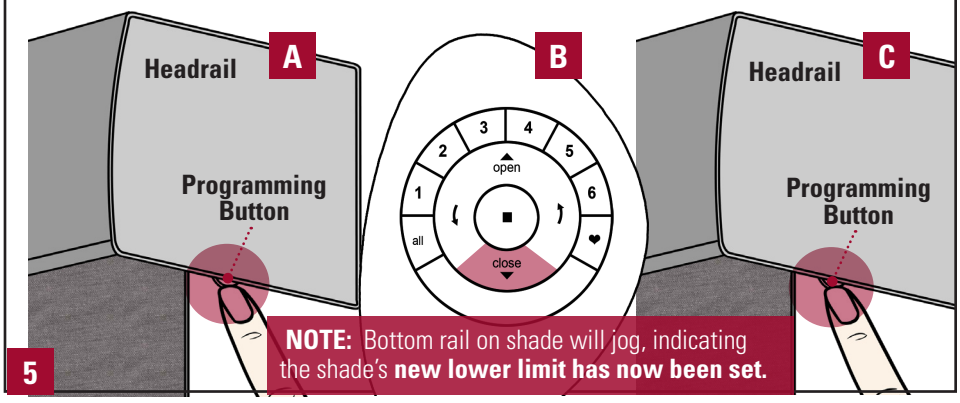
NOTE: Once in Programming Mode, do not select a Group number.

4

Related Topics

- Programming Mode
- Performing a Programming (12-second) Reset
- Setting Limits: Excluding Designer Roller and Screen Shades

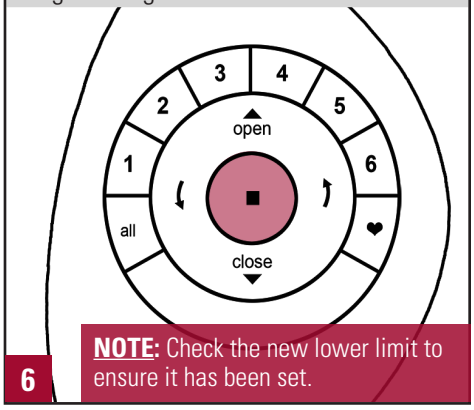
A. PRESS and **HOLD the programming button** on headrail.
B. PRESS and **RELEASE Close button** on remote.
C. RELEASE programming button on headrail.



NOTE: Bottom rail on shade will jog, indicating the shade's **new lower limit has now been set.**

5

PRESS and HOLD ■ (Stop) on remote until indicator lights stop blinking to exit Programming Mode.



NOTE: Check the new lower limit to ensure it has been set.

6

Setting Limits: Designer Roller & Screen Shades with Cassette Hard Limit Adjustment

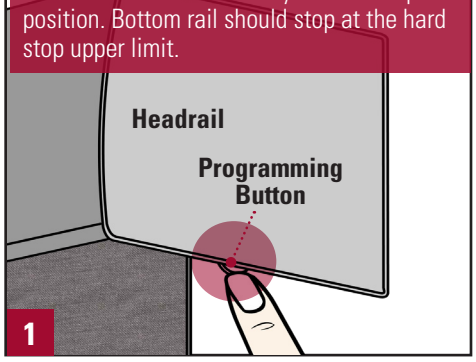
VIDEO

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.

NOTE: This procedure adjusts limits only. Shade programming is retained, including Group (1-6) number assignments on a remote(s) and shade status in the PowerView® App.

PRESS and **HOLD** the **programming button** until **shade jogs.**

NOTE: Shade automatically travels to open position. Bottom rail should stop at the hard stop upper limit.

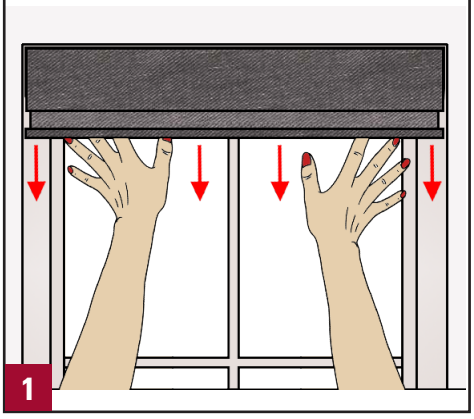


Related Topics

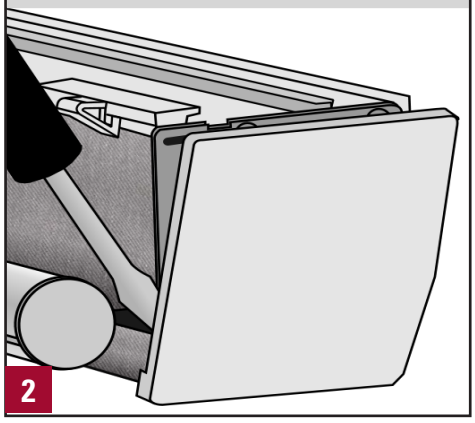
- Performing a Programming (12-second) Reset
- Setting Limits: Designer Roller & Screen Shades only
- Setting Limits: Excluding Designer Roller and Screen Shades

IF the bottom rail does not stop at the hard stop upper limit:

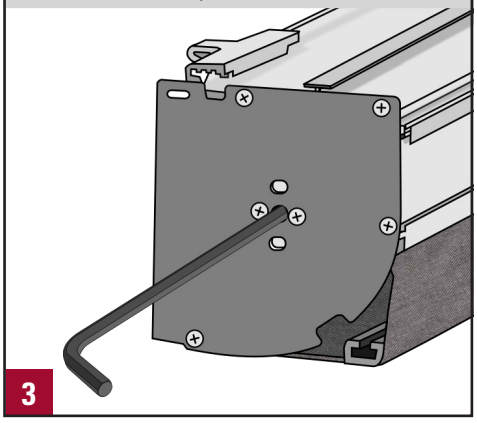
Fully **uninstall** shade from the window.



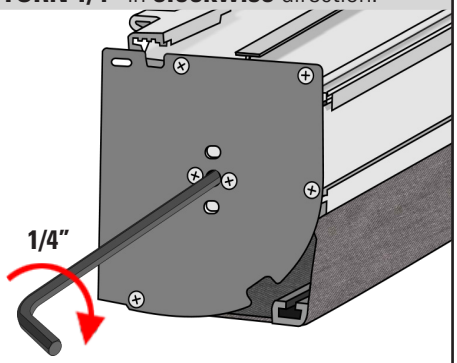
Gently **REMOVE endcap** from **non-control (idle)** side of cassette headrail.



INSERT a **3/16" Allen wrench** into the cassette assembly.

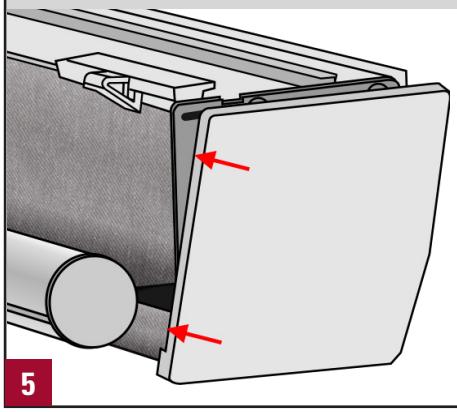


TURN 1/4" in **clockwise** direction.

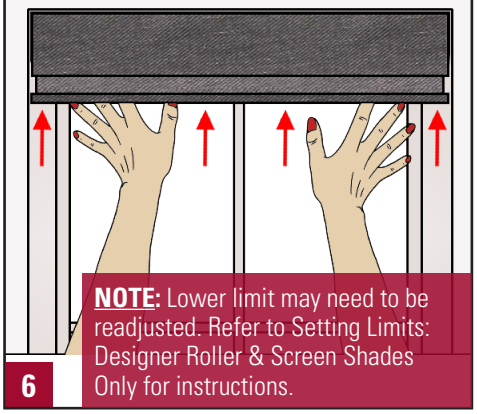


NOTE: A 1/4" turn raises upper limit approximately 2"to 3".

RE-ASSEMBLE end cap of cassette headrail.



RE-INSTALL shade in window.



NOTE: Lower limit may need to be readjusted. Refer to Setting Limits: Designer Roller & Screen Shades Only for instructions.

Performing a Programming Reset

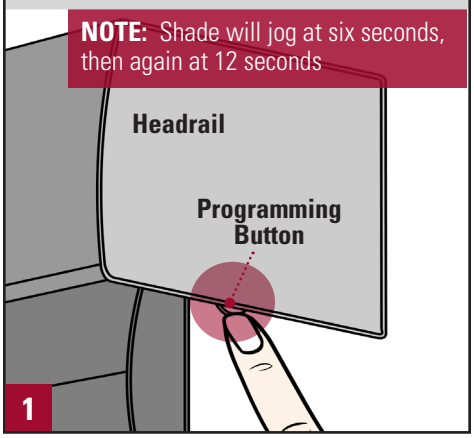
VIDEO

This reset is used to erase all current programming stored in a window covering's headrail. This includes a reset of the PowerView® Shade Network ID, the elimination of any Group assignments on a remote(s), and the removal of the window covering from the App. Completing a programming reset will prevent a PowerView Pebble® Remote or mobile device from operating a window covering until it is reprogrammed (including re-Discovered in the App).

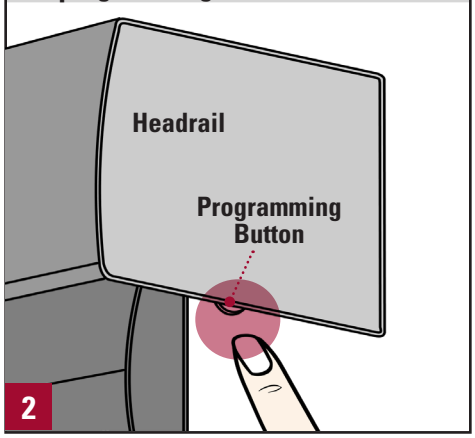
NOTE: This reset procedure **DOES NOT** clear the window covering's limits.

PRESS and **HOLD** the **programming button** on the headrail **for 12 seconds.**

NOTE: Shade will jog at six seconds, then again at 12 seconds



When shade jogs second time, **RELEASE** the **programming button.**



Related Topics

- Setting Limits: Designer Roller & Screen Shades only
- Setting Limits: Excluding Designer Roller and Screen Shades

Backing up the Hub

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

1. **TAP Menu**
2. **TAP Hub**
3. **TAP**
4. **TAP Hub Info**
5. **TAP Hub Backups**
6. **TAP Back-up**

RELATED TOPICS

- Emailing a Hub Backup
- Restoring a Hub Backup

Emailing a Hub Backup

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

1. **TAP Menu**
2. **TAP Hub**
3. **TAP**
4. **TAP Hub Info**
5. **TAP Hub Backups**
6. **TAP Back-up**
7. **Select desired Hub Backup version**
8. **Select Email Backup**

RELATED TOPICS

- Backing Up a Hub
- Restoring a Hub Backup

Restoring a Hub Backup

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

1. **TAP Menu**
2. **TAP Hub**
3. **TAP** *i*
4. **TAP Hub Info**
5. **TAP Hub Backups**
6. **TAP Back-up**
7. **Select desired Hub Backup version**
8. **Select Restore Backup**

RELATED TOPICS

- Backing Up a Hub
- Emailing a Hub Backup

Frequently Asked Questions (FAQ's)

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, a shade must first be joined to a group number (1-6) on a PowerView Pebble Remote in order to operate using a remote.

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 offers 18v D.C. power supply option.

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 using IP (Internet protocol). A PowerView account is required. Register the Hub after creating a PowerView account.

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, Ecru, Oyster, Mist 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.

Q: What resources are available to learn more about PowerView®? Where can I find them?

A: Many resources can be found on the PowerView page of hunterdouglas.com. The PowerView page contains details about the operating system as well as access to training videos, downloadable guides and a link to the PowerView® Step-by-Step Guide.

Q: Where can I find more information about how PowerView integrates with third party control systems and devices?

A: The Compatibility tab on the PowerView page of hunterdouglas.com provides information on how PowerView integrates with each third party control system and device as well as access to drivers, if needed.

Frequently Asked Questions (FAQ's)

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 form a unified PowerView Shade Network It is recommended that all PowerView window coverings and control accessories in the home (remotes, repeaters, and Hub) be paired to one, unified network so they ***all*** communicate using the *same* PowerView Shade Network ID.

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 complete the Hub setup procedure as directed through PowerView App. Doing so will ensure the Hub is paired to the Network ID already established.

Q. Why would all my PowerView items window coverings and control accessories need to be on the same network?

A. A consequence of not having all PowerView window coverings and control accessories 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 or some of the PowerView window coverings, remotes, and/or repeaters in the home. By having one, unified Single Network ID, the PowerView Hub will be capable of Discovering and communicating with all the PowerView window coverings and control accessories in the home that are on the network, even if separate remotes are used to operate different rooms of shades.

Q. How is duplicating a remote different from pairing a remote to another remote?

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 single, unified PowerView Shade Network for the home.

PowerView® Pebble® Remote and PowerView Surface Remote

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.

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% of the shade's travel.

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.

Frequently Asked Questions (FAQ's)

PowerView® App

Q: What devices are compatible with the PowerView® App?
A: The PowerView App is compatible on Android™ (running version 4.4 and newer) and Apple® (running version 10.0 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 via Wi-Fi.

Q: What is RemoteConnect™?
A: RemoteConnect is a standard feature of the PowerView® Account that allows users to control their window treatments from outside of the home using data or a Wi-Fi connection. To use RemoteConnect open the PowerView App, create a PowerView Account, then register the Hub.

Q: What is a Room in the PowerView App?
A: Rooms allow for custom organization and arrangement of PowerView shades discovered by the PowerView App. Once a shade has been discovered in the PowerView App, it can be assigned to a Room. Within a Room, users can control individual shades or groups of the same shade type by using the product specific slider.

Q: What is a Scene in the PowerView App?
A: A Scene is used to operate a single shade or multiple shades assigned to a Room. Shades in a Scene can be programmed to a pre-set position within the window (ex. vanes open or shade fully raised) so that anytime the Scene is activated, the shades will move to their pre-set positions. For example, a Scene called "Goodnight" can be created in which all of the shades in a particular Room move to the closed position when that Scene is activated.

Q: What is a Multi-Room Scene in the PowerView App?
A: A Multi-Room Scene is a single Scene that contains multiple Rooms of shades. Activating a Multi-Room Scene will trigger the operation of shades in the Rooms assigned to this Multi-Room Scene.

Q: What is an Automation in the PowerView App?
A: An Automation is timed, automatic activation of selected Scenes and Multi-Room Scenes. Users can set a custom schedule for any Automation they create. Once an Automation is set, the user is not required to manually activate it.

Q: Will Automations work even if my mobile device is not at home?
A: Yes, Automations 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 Autmoations automatically change for Daylight Savings Time?
A: Yes, Automations update automatically for Daylight Savings Time.

Q: Are there any service fees associated with 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. Can I reset or adjust the limits on my PowerView window covering using the App?
A To reset or adjust a window covering's upper and lower limits using the App, go to the Shade Detail information screen in the App for the shade in question. Then, select Show Advanced Options and choose Calibrate Shade to clear and reset the upper and lower limits. The shade will run fully up and down. ***Do not*** interrupt this process.
NOTE: Using the Calibrate Shade option for a Designer Roller or Screen shade will only clear and reset the upper limit for either of these shades. See Setting Limits: Designer Roller and Screen Shades Only for instruction.

Frequently Asked Questions (FAQ's)

Q. I have to replace a PowerView window covering with a brand new one. Will it still remain in the App even after I've replaced it?

A. If a PowerView window covering needs to be replaced, it will be necessary to delete it from the App using the Delete Shade command found under the Show Advanced Options in the Shade Detail screen. Deleting a window covering using this command purges the Hub of that window treatment's data. If the replaced window covering is not deleted, then the App will continue to show that window covering in the various Room(s) and Scene(s) to which it was assigned. After the new window covering is installed, Discover it and assign it, as desired, to the appropriate Room(s) and Scene(s), as desired.

PowerView® Hub

Q: What Wi-Fi routers work best with the PowerView Hub?

A: The PowerView Hub is designed to work with consumer-grade Wi-Fi routers operating on 2.4 GHz.. However, security settings or special configurations may affect communication with the Hub.

Q: Are Hub firmware updates sent to Secondary hubs the same time the update is sent to the Primary Hub?

A: Hub firmware updates are automatically pushed to Secondary Hubs from the Primary Hub.

Q: Can I change the Wi-Fi network my PowerView Hub is connected to?

A: Yes! The option to forget the current Wi-Fi network the PowerView Hub is connected to can be found in the Hub menu of the PowerView App. Once the current Wi-Fi network is forgotten, the Hub can be connected to a new network.

PowerView® Repeaters

Q: Will PowerView Repeater firmware update the same time PowerView Hub firmware does?

A: Repeater firmware will update if a firmware update is pushed from the PowerView server.

Q: What does the repeater look like while it is receiving a firmware update?

A: During an update, the repeater LED will flash blue no matter what the custom color has been selected for the repeater. Once the firmware update has been completed the repeater will return to the users selected color.

Q: Can Repeaters be used with PowerView Projects that are remote only?

A: Yes! Repeaters can be paired to a PowerView remote created PowerView Network. The Repeater's LED will be turned off by default but will still flash blue when repeating PowerView commands.

Q: How are PowerView Repeaters placed into the PowerView App?

A: PowerView Repeaters are placed into the PowerView App through the Discovery process. During the Discovery process, a Repeater will be paired to the PowerView Network. Once Discovered, Repeaters will appear in the Repeater Room in the Rooms tab.

Q: When Repeater Discovery occurs, do the Repeaters need to be in the intended final location within a home?

A: No. If you'e Discovering Repeaters they do not have to be in the intended final location. However, the installer does need to ensure Repeaters are placed in a final location that ensures optimal PowerView Network coverage.

Q: Is there a limit to how many Repeaters can be used in a single PowerView project?

A: The most Repeaters that may be on a single PowerView project is 6 Repeaters.

Q: Once the repeaters are Discovered can they be named?

A: Yes, Repeaters can be named from the menu in the PowerView App under Accessories.

Frequently Asked Questions (FAQ's)

Q: When repeaters are discovered where do they appear in the PowerView App?

A: Repeaters will appear in the Repeater Room in the Rooms tab as well as the menu under Accessories.

Q: Where in the PowerView App may I customize the color of the Repeater LED?

A: The Repeater LED can be customized from the Repeater Room in the Rooms tab.

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.

Scenario 1

ISSUE	
Some PowerView® window treatments do not respond to commands from my PowerView remote (ie., Pebble® Remote, Surface Remote or a combination).	
Cause	**Solution**
The window treatment(s) in question does not have power.	1. **CHECK** all wires and cables for loose connections. **VERIFY** that correct power supply is being used and is plugged in. **REPLACE** batteries if needed, etc. 2. **PRESS** and **RELEASE** the **Programming button** on the headrail to operate the window treatment.
The window treatment has not yet been joined to a Group(s) on the remote device.	1. Group the window treatment(s) to the remote device as desired. Joining a Shade to a Group
The correct Group button is not selected.	1. Make sure that the correct Group button is backlit when pressed, indicating that it has been selected. 2. **OPERATE** a Group of shades as desired. Product Operation: Groups 1-6
The radio frequency signal emitted by the remote does not reach the window treatment(s).	1. Move remote to a different location in the room and try again. 2. **ADD** or **MOVE** a repeater closer to the window treatment(s) in question to extend the range of the remote(s).

Scenario 2

ISSUE	
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.	
Cause	**Solution**
The window treatment(s) in question does not have power.	1. **CHECK** all wires and cables for loose connections. **VERIFY** that correct power supply is being used and is plugged in. **REPLACE** batteries if needed, etc. 2. **PRESS** and **RELEASE** the **Programming button** on the headrail to operate the shade.
The radio frequency signal emitted by the Hub does not reach the window treatment(s).	1. **ADD** or **MOVE** a repeater closer to the window treatment(s) in question and to the Hub to extend the range of the Hub. 2. Test the repeater(s) to verify it is receiving a signal from the PowerView Hub. **PRESS** 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. 3. 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). **RE-POSITION** the repeater(s) and Hub (if possible), as necessary, or pair the repeater(s) to the same PowerView Shade Network as the Hub.
There is more than one PowerView Shade Network in the home.	1. **VERIFY** that all PowerView components are paired to the same PowerView Shade Network. A. **PLUG IN** repeater(s) and the **PRESS** the **Open** button on the remote. If the green light in the repeater flashes, the remote and repeater(s) are on the same PowerView Shade Network. 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. 2. **REPEAT** for all remotes. B. **PLUG IN** repeater(s); **OPEN** the PowerView App; and **TAP Discover Shades** in the Shades tab screen. If the green light in the repeater flashes, the Hub and repeater(s) are on the same PowerView Shade Network. 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. 3. Clear the programming on each of the window treatment(s) in question. **PRESS** and **HOLD** the programming button on the headrail for 12 seconds. The shade will jog once at 6 seconds then again at 12 seconds. 4. **PAIR** any remotes not currently networked with the Hub to the Hub. Pairing a Remote to a Hub 5. **GROUP** the window treatments in question to the newly networked remotes, as desired. Joining a Shade to a Group 6. **OPEN** the App. 7. **DISCOVER** all the shade(s) in the App. Discover Shades

Scenario 3

ISSUE	
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**
The mobile device running the PowerView App is connected to the wrong home Wi-Fi network.	1. **CLOSE OUT** of the PowerView App. 2. **CHECK** the Hub's and Wi-Fi router's connections. Make sure both have power and are properly connected to one another. 3. **ACCESS** the mobile device's settings. Ensure that the mobile device is connected to the same home Wi-Fi network as the Hub. 4. In the App, **CONNECT** to the correct Hub.
The window treatment(s) in question does not have power.	1. **RECONNECT** power cords, change batteries, etc. as necessary. **CHECK** all wires and cables for loose connections. **VERIFY** that correct power supply is being used and is plugged in. **REPLACE** batteries if needed. 2. **PRESS** and **RELEASE** the **Programming button** on the headrail to operate the shade, running it up or down.
There is more than one PowerView Shade Network in the home.	1. **VERIFY** that all PowerView components are paired to the same PowerView Shade Network. A. **PLUG IN** repeater(s) and the **PRESS** the **Open** button on the remote. If the green light in the repeater flashes, the remote and repeater(s) are on the same PowerView Shade Network 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. 2. **REPEAT** for all remotes. B. **PLUG IN** repeater(s); **OPEN** the PowerView App; and **TAP Discover Shades** in the Shades tab screen. If the green light in the repeater flashes, the Hub and repeater(s) are on the same PowerView Shade Network. 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. 3. Clear the programming on each of the window treatment(s) in question. **PRESS** and **HOLD** the Programming button on the headrail for 12 seconds. The shade will jog once at six seconds then again at 12 seconds. 4. **PAIR** any remotes not currently networked with the Hub to the Hub. Pairing a Remote to a Hub 5. **GROUP** the window treatments in question to the newly networked remotes, as desired. Joining a Shade to a Group 6. **OPEN** the App. 7. **DISCOVER** all the shade(s) in the App. Discover Shades

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.	1. **TAP Delete Shade** in the Shade Edit screen in the PowerView App to delete the window treatment(s) in question. 2. **TAP Discover Shades** to Discover the window treatment(s) in the Shades tab. Discover Shades 3. **GROUP** the window treatment(s) in question to the newly networked remotes, as desired. Joining a Shade to a Group

Scenario 4

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 **PRESSING** and **HOLDING** the **Group 6** button on the remote for approximately six seconds. The Group numbers (1-6) will blink once to indicate the auto-wake function has been disabled. *To turn the auto-wake function back on: 1. **PRESS** and **HOLD** the **Group 6** button 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, **PAIR** remote to another remote or Hub or **PRESS** the **programming button** on the remote (behind the battery cover.)

Scenario 5

ISSUE	
PowerView® window treatment does not correctly respond to Scenes in the App. Or, a PowerView window treatment responds to Scenes to which it does not belong in the App.	
Cause	**Solution**
A manual 12-second reset was performed at the headrail; or, the window treatment was previously deleted from the App and then re-Discovered. Room and Scene settings, however, did not purge. Instead, this information continued to be retained in the headrail.	1. **OPEN** the specific Detail page for the window treatment(s) in question. 2. **SELECT** the "**Advanced**" option. 3. **SELECT "Sync Shade Memory"**. This command will remove the window treatment from the Room(s) and Scene(s) to which it is associated, and sync with the saved Room and Scene settings for the specific window treatment.

Scenario 6

ISSUE	
There is slack in the cords that operate a Duette® Top-Down/Bottom-Up or Duolite™ Honeycomb Shade when the middle rail is fully lowered.	
Cause	**Solution**
There is excess operating cord not taken up by the spool in the shade head rail.	Adjust the shade's middle rail bottom position until the excess operating cord is taken up by the spool. Please see the video on page x.