

# PowerView® Gen 3 Automation

## REMOTE CONTROL GUIDE



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



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### Key Components

GEN 3 REMOTE MODULE



INCLUDED



OR



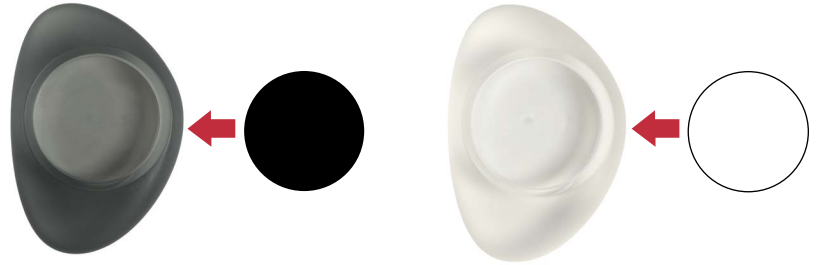
## Getting Started



**IMPORTANT:** The PowerView® Gen 3 Remote will not operate a window covering until the window covering and remote have been added and configured to a Home in the PowerView App.

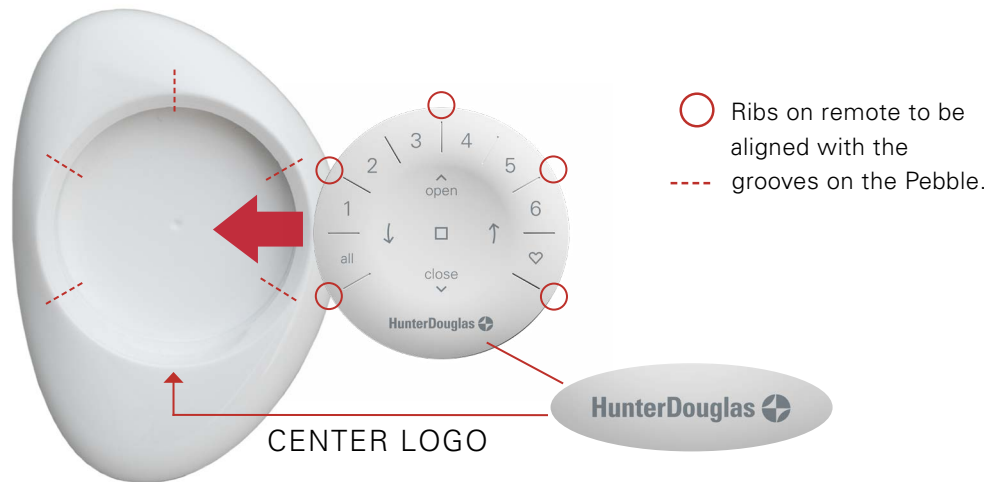
**GETTING STARTED:** First, activate the remote by pulling both plastic tabs from the back battery compartment.

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



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

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



Mounting the PowerView Surface:

1. Choose a location to mount the Surface.
2. Orient the Surface mounting plate so that the Hunter Douglas logo is horizontal and level. Mark screw holes.
3. Mounting the Surface onto **drywall**? Use a 7/32" drill bit to drill pilot holes. Tap drywall anchors into the pilot holes until the flange of the anchor is flush with the drywall.  
Mounting the Surface onto **wood**? Use a 3/32" drill bit to drill screw holes.

4. Attach the Surface mounting plate using the screws provided.
5. Align the Surface ring with its mounting plate. Twist the Surface ring clockwise to lock it in place.

Inserting the remote module in the Surface:

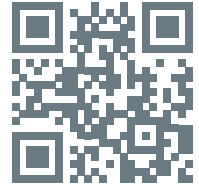
1. Align the ribs on the remote module with the grooves on the Surface.
2. Gently push the remote module into the Surface until it is snug.



## Programming



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



PowerView

### HOW TO CONFIGURE A REMOTE

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

Remotes can be set up in one of two ways:

1. During the initial Home setup process
2. After the Home is created by navigating to “More” → “Accessories” → “Remotes”

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



### DEACTIVATING THE REMOTE’S “RAISE-TO-WAKE” FEATURE

The remote’s LEDs will automatically turn on whenever the remote is picked up. This feature is useful for immediately seeing which window covering GROUP buttons were activated last. Deactivating this feature will help conserve battery life.

To deactivate, press and hold the GROUP 6 button on the remote for 5 seconds, or until LEDs start flashing.

To activate the LED again, follow the same steps. Press and hold the GROUP 6 button for 5 seconds, or until LEDs start flashing.

Please note, regardless if the “Raise-to-Wake” feature is on or off, the remote’s LEDs will turn on when any button is pressed.

### REMOVING A WINDOW COVERING FROM A GROUP

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

### SETTING FAVORITE POSITIONS

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

To set a new FAVORITE position:

1. Open the PowerView App and navigate to “More” → “Shades” → Select the specific shade.
2. In the Shade Settings page, you will see both FAVORITE settings. Select which position you want to modify.
3. Adjust the shade to the new desired position and select “Done”. The new FAVORITE position is now saved.

# Basic Operation

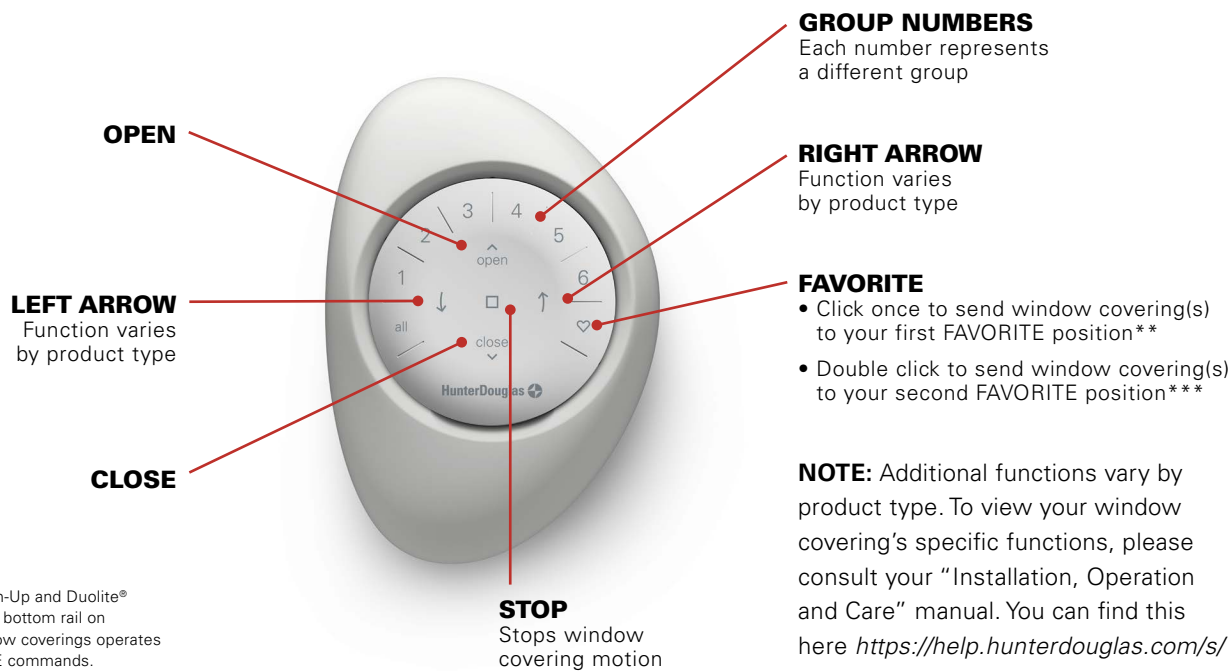


Once the window coverings have been joined to a GROUP or multiple GROUPS, the remote is ready to operate. Multiple window coverings can be operated at the same time.

**NOTE:** Some PowerView® Gen 3 window coverings offer variable operation from the basic operation listed here. For full instructions on how to operate your PowerView Gen 3 window covering, please consult the digital “Installation, Operation and Care” manual that came with your window covering’s warranty card.

## BASIC OPERATION

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



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

\*\*The default FAVORITE positions vary based on the window covering type.

\*\*\*Both FAVORITE positions can be updated in the PowerView App under Shade Settings.



## Battery Replacement



### REPLACING BATTERIES IN THE REMOTE

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

1. For the PowerView® Gen 3 Remote with Pebble®, slide your thumb in the indentation, gently lift and remove the remote module from the Pebble. For the PowerView Gen 3 Remote with Surface, remove the Surface from its mounting plate by twisting the Surface counter-clockwise. Push the remote module out from the back of the Surface.



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



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



## Troubleshooting



1. None of the backlit buttons illuminate on my remote when I press the buttons.
  - Check to make sure the batteries are inserted properly and are new.
  - If the batteries are inserted properly and the lights still do not turn on, the batteries are likely dead and need to be replaced. Refer to “Battery Replacement” on page 5.
2. The window covering is not responding to the PowerView® Gen 3 remote.
  - **NOTE:** A window covering will not operate until it is joined to a GROUP.
  - Check that the correct GROUP number is selected. The LED on that GROUP number will light up. You can also check which GROUP number the window covering is joined to on the remote in the PowerView App. You can find this under “More” → “Accessories” → “Remotes.”
3. My window covering operates when I press OPEN or CLOSE, but not when I press either of the arrow buttons.
  - The arrow buttons are for operating specific product lines. To see if your window covering has operational capabilities with the arrow buttons, please refer to your product’s “Installation, Operation and Care” instructions. You can find this here: <https://help.hunterdouglas.com/s/installation-instructions>
4. How do I reset the remote?
  - There is no resetting Gen 3 remotes. All remote configuration (adding, modifying and deleting remotes) is done through the PowerView App. Select “More” → “Accessories” → “Remotes” to configure remotes.
5. The lights on my remote are red. What does this mean?
  - The batteries are getting low and need to be replaced.

**NOTE:** Please call 1-844-PWR-VIEW or visit [help.hunterdouglas.com](http://help.hunterdouglas.com) for additional troubleshooting support.

### ICES-003

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

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

### NMB-003

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

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

### FCC Statement

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

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

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

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

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

### CE Statement

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

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



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[hunterdouglas.com](http://hunterdouglas.com)