

Set Up PowerView Gen 3

Complete a Hunter Douglas PowerView Gen 3 first time setup in the PowerView App.

It all begins in the PowerView® App, and it is completely customizable. The PowerView App provides guided setup, so follow the prompts in the app as you progress through the setup process.

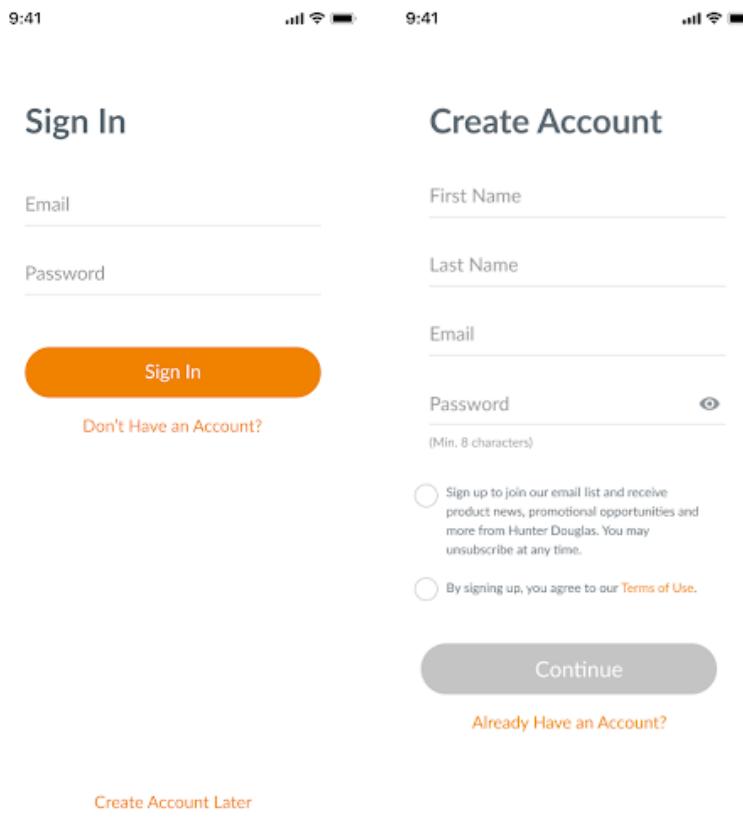
Before you get started, check out the [system requirements](#) to ensure a successful installation.

1. Download PowerView App

- a. First, you will need to download the PowerView App, if you haven't already. Make sure your app is up to date.

2. Log in to PowerView

- b. Once you open the app, make sure to login to your PowerView Account. If you have not yet created an account, click on "Don't Have An Account?" and follow the prompts to create a free account and verify your email address.



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Sign In

Email

Password

Sign In

[Don't Have an Account?](#)

Create Account

First Name

Last Name

Email

Password

(Min. 8 characters)

Sign up to join our email list and receive product news, promotional opportunities and more from Hunter Douglas. You may unsubscribe at any time.

By signing up, you agree to our [Terms of Use](#).

Continue

[Already Have an Account?](#)

[Create Account Later](#)

NOTE: A PowerView Account is REQUIRED in order to set up or access a PowerView Gen 3 Home. If you bypass the sign-in step, the app will be unable to detect the shades, and you will see the screen below, indicating "No PowerView Detected." Make sure to select the option "Sign in to Account."

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No PowerView Detected

We were unable to find any available PowerView shades or accessories. Make sure everything you wish to set up is powered on, and try again.

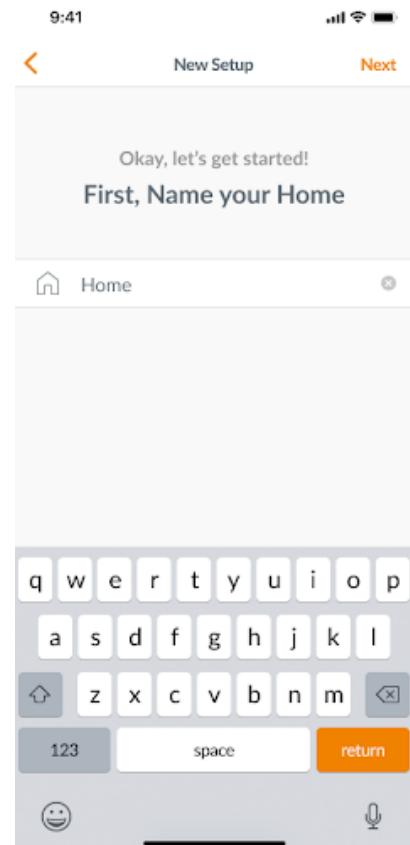
Try Again

Sign In To Account

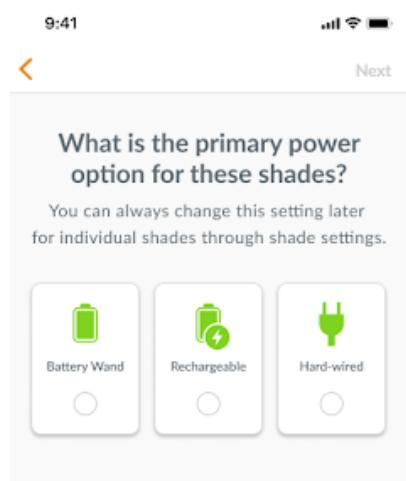
3. Add Shades to Home

Once the shades have been physically installed and powered on, they can easily be added to the Home in the PowerView App. If this is a brand new Home, select "Get Started."

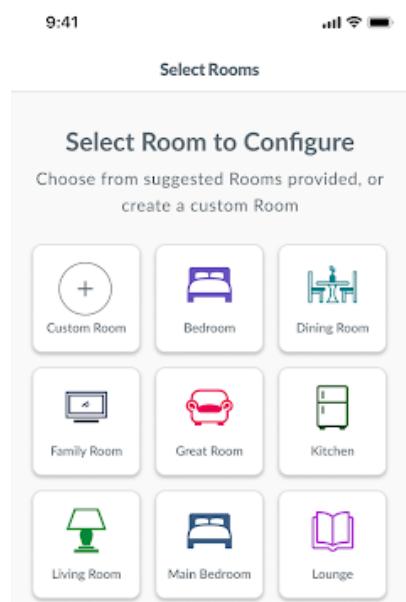
- If this is an existing home with legacy products, select the current legacy Home from the menu, select the arrow from your Home name, and then press the "plus" button to get started.
- Name your Home. From this point on, the app will guide you through the setup process.



c. Next, you will select the power source for your shades (battery wand, rechargeable, or hard-wired). If you have multiple power options for different shades in the home, pick the option that applies to most of your shades. You can customize each shade's power supply option later.



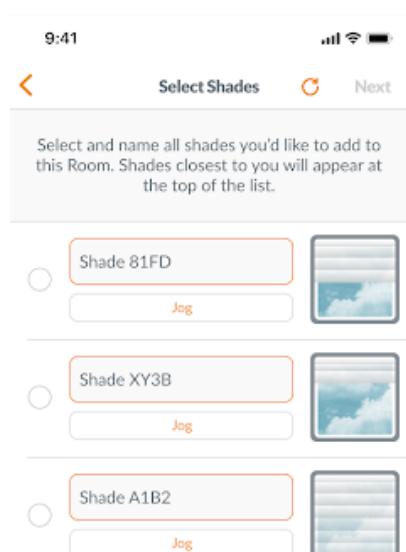
d. Create your first Room. You can select from the common names provided, or customize the name.



e. Identify and name shades that belong in this Room. The proximity feature of the app will show the shades in the physical room where you are located towards the top of the list. Jog the first shade to confirm its location.

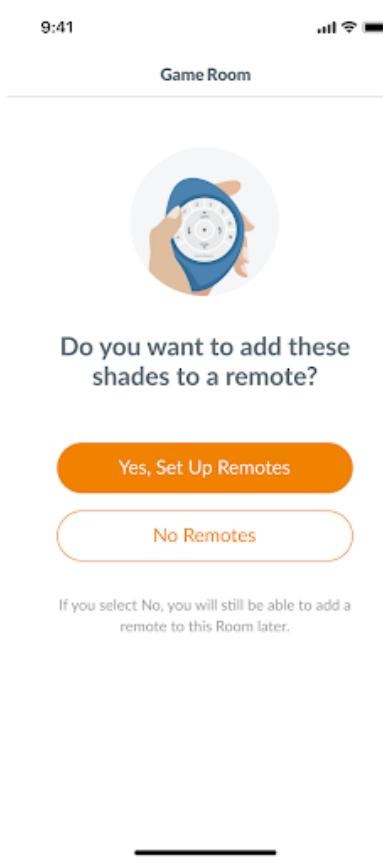
f. Use the suggested shade names to make this process more efficient, such as Back, Left, Right, Side, etc.

g. Repeat this process for all remaining shades in the Room.



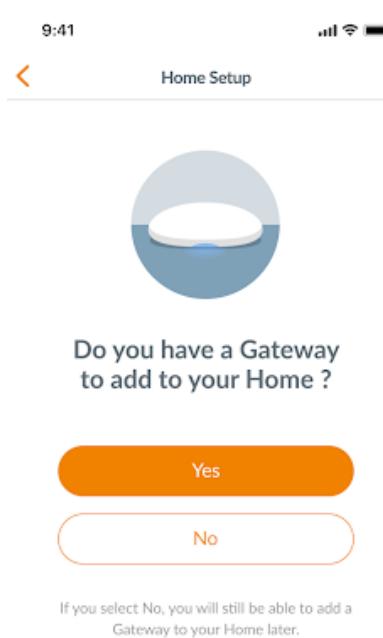
4. Remote Setup

- a. Remotes are also programmed in the app. As you complete the first Room, you will be asked if you want to add these shades to a remote. Follow the prompts in the app to complete remote programming.
- b. For more information on remote programming and functionality, reference the [PowerView Gen 3 Automation Remote Control Guide](#).
- c. If you don't have any remotes, you can simply press "No Remotes," and the app will continue the guided setup process.
- d. After you've added the shades to a remote or skipped this step, you can then create any additional Rooms and add shades as needed. As you complete each Room, you will have the option to add shades to a remote. Follow the guided process in the app until all shades have been added to the Home.



5. Gateway Setup

- a. After adding all shades to Rooms and configuring all remotes, you will be asked if you would like to add a gateway. Gateways are optional, and you may or may not have one. If you **don't** have a gateway, select "No" and skip to step 6. If you **do** have a gateway, select "Yes" and keep reading.
- b. Follow the guided process in the app to place your gateway in a location central to the shades. **If you have one gateway** in the home, place it in a central location to all the shades. **If you have more than one gateway**, distribute them evenly throughout the home.
- c. Plug in the gateway and wait about 30 seconds for it to fully power cycle on. During bootup, the gateway's LED



will emit different colors. The LED chart can be found in the app under Gateway Settings after setup, or you can reference the [PowerView Gen 3 Automation Gateway Guide](#).

- d. The app will then look for the Gateway. Follow the prompts in the app to identify and select the gateway to set up first. If you have multiple Gateways, you can flash to identify.
- e. The app will then ask for the Wi-Fi network to which the Gateway should be joined.
 - i. If you are the installation professional and don't have access to the Wi-Fi network, or if the Wi-Fi is unavailable for any reason, you can continue this initial setup without the Wi-Fi.
 - ii. If you do know the Wi-Fi, simply follow the guided prompts to choose the Wi-Fi network name and password.
 - iii. NOTE: If the gateway set up occurs without connecting to the Wi-Fi, then the homeowner will be prompted to add the Gateway to their Wi-Fi network once they accept ownership.
- f. Name the gateway. We recommend naming it the place where it will be located.
- g. The app will scan the system to ensure all Rooms are in range and a connection is made with the Gateway. Once the LED on the gateway turns solid blue, the gateway is done with setup.

6. Transfer Ownership

- a. Now that setup is complete for the Home, the app will prompt you if you would like to transfer the Home.
 - i. **If you are the homeowner**, you would skip this step. After that, the app will bring you to the Dashboard and you can explore your new Home.
 - ii. **If you are an installer**, this is the point where you can transfer the Home to the homeowner. Follow the prompts in the app.
- b. Once the ownership transfer is sent, the person on the receiving end would accept ownership to their PowerView Home in the app.
- c. The homeowner can choose to add additional users to the Home by navigating to “More” → “Users.”

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Transfer Ownership

Now that Setup is complete, transfer ownership to the Homeowner. If you choose to skip this step, you can always transfer ownership later in Settings.

[Send Email](#)

[Share Link](#)

[Skip This Step](#)