



# PowerView® Automation

## REMOTE CONTROL GUIDE

**HunterDouglas**

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



The Simple Remote  
Model: 1012000996

### Getting Started



**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.

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

**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.

## Programming

### HOW TO CONFIGURE A REMOTE

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

The Remote Control can be set up in one of two ways:

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

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



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

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

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

### REMOVE A WINDOW COVERING FROM A GROUP

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

### SET FAVORITE POSITIONS

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

To set a new FAVORITE position:

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

## Battery Replacement

### REPLACING BATTERIES IN THE REMOTE

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



## Basic Operation

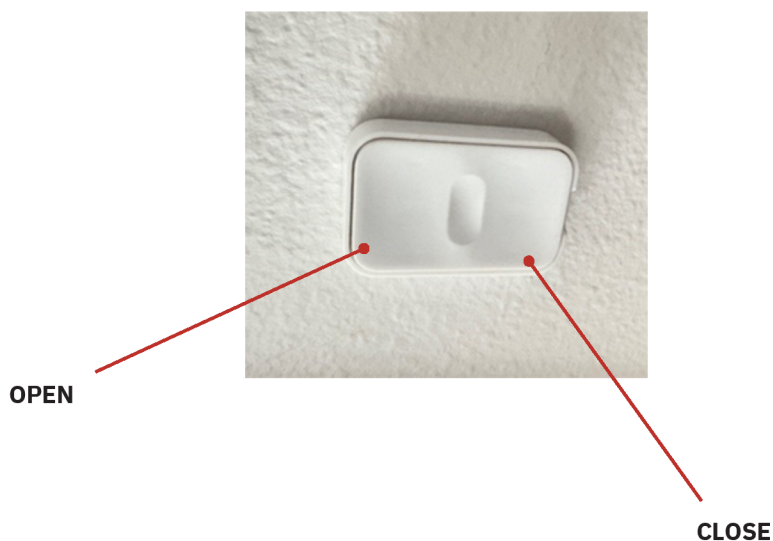
Once the window coverings have been joined to a GROUP or multiple GROUPS, the Remote is ready to operate the window covering(s). Multiple window coverings can be operated at the same time.

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

NOTE: Additional functions vary by product type. To view your window covering's specific functions, please consult your Installation, Operation and Care manual.

### BASIC OPERATION

1. To wake up the remote, simply pick it up or press STOP.
2. Press LEFT button to open the shade.
3. Press RIGHT button to close the shade.



## Troubleshooting

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

- Check to make sure the batteries are inserted properly and are new.

- If the batteries are inserted properly and the lights still do not turn on, the batteries are likely dead and need to be replaced. Refer to “Battery Replacement” on page 5.

2. The shade is not responding to the Remote Control.

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

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

- The arrow buttons are for operating specific product lines. To see if your window covering has operational capabilities with the arrow buttons, please refer to your product’s “Installation, Operation and Care” instructions.

- If your window covering has operational capabilities with the arrow buttons, open the PowerView App, select More” □ “Shades” □ “Select the Affected Shade” □ “Advanced Operations” □ “Calibrate Shade”. The window covering will then run an auto-calibration sequence.

3. 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.

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

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

## Declarations

### ICES-003

This device complies with Industry Canada licence exempt RSS standard(s)

• 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/television 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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

### CE Statement

Hunter Douglas Window Fashions, One Duette Way, Bloomfield, 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)

### IC warning

- English:

This device contains licence exempt transmitter(s) / receiver(s) that comply with Innovation, Science and Economic Development Canada's licence exempt RSS(s).

Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French:

L'appareil est conforme à la licence exempte de licence contenue dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) L'appareil ne doit pas produire de brouillage;

2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à un minimum de 20cm de distance entre la source de rayonnement et votre corps.



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