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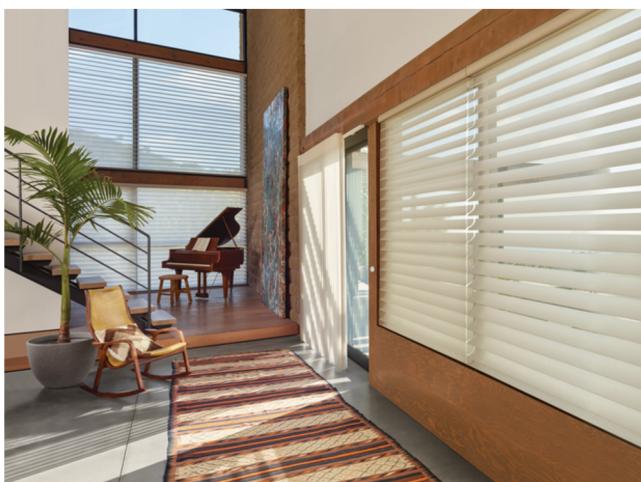
GETTING STARTED: First, activate the remote by pulling both plastic tabs from the back battery compartment.

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 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.

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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.

OPEN

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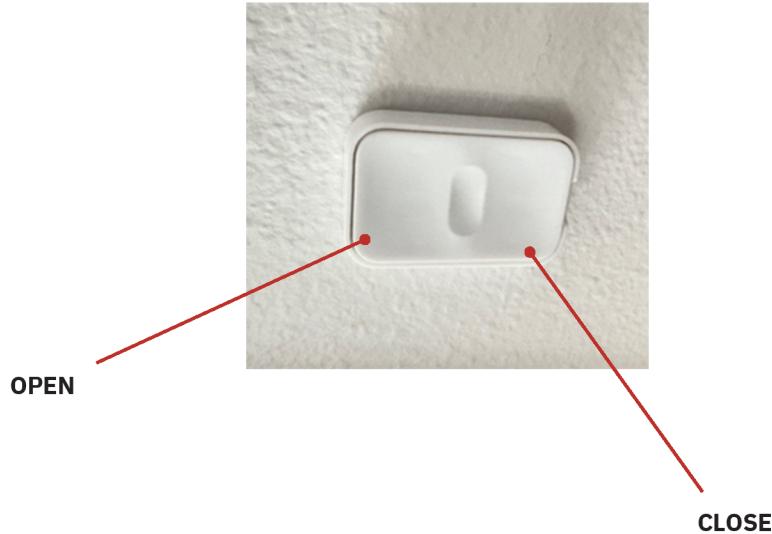
1. None of the backlit buttons illuminate on my remote when I press the buttons.

 • 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 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.

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