

Installation — Operation — Care



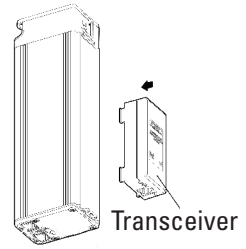
PowerView® Gen 3 Automation Drapery Hardware

caroleTM

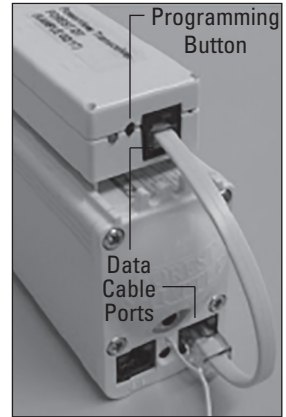
INSTALLATION

Install the Motor and Transceiver

- Slide the lead carrier(s) into a half open position.
- Align the the transceiver with the groove at the top of the motor then slide it down to the bottom until it is tight.



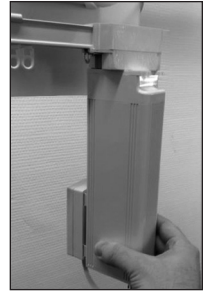
- Disconnect power cable from the motor and then connect the data cable between the PowerView® Gen 3 transceiver and motor into Port 2 AUX. Reconnect power cable to the motor, lights on the transceiver will blink red, green, red and then go off.



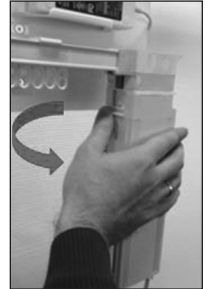
- Remove the sticker on the top of the motor.



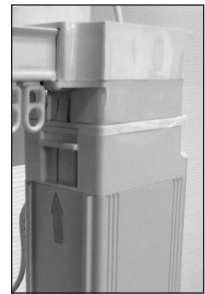
- Attach the motor to the track.
 - Angle the motor and align the motor drive head into the track gear gaps.



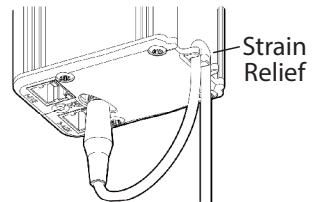
- Fix the motor in the track with a small turn. The motor locking pin should be aligned as shown.



- Push the motor locking pin up to secure the motor.
- Plug-in the DC power supply into the motor.
- Connect the AC plug from the power supply into a wall receptacle.



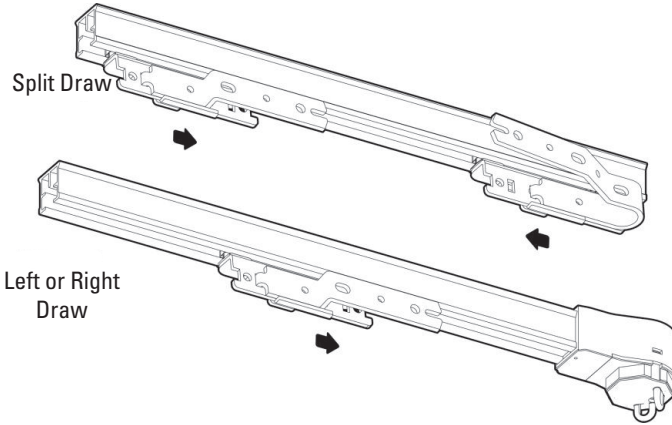
- Loop the power cord through the strain relief.



INSTALLATION

Setting Close and Open Limits

Apply AC power, and the motor will turn on an amber LED for a few seconds. The transceiver will turn on a red LED for a few seconds. The motor direction needs to be set. Set the close limit first before setting open limit.



- **Setting the Close Limit.** Pull the lead carrier(s) toward the close position, the motor will detect movement and start closing automatically until it stalls. Carriers will automatically start to open and stall to set open limits.
- **Set the Stack Back Limit.** Within 10 seconds of the lead carrier(s) in the open position, move the carrier(s) to the desired stacked back position. The led light on the motor will remain yellow during this time and will time out after 10 seconds if there is no drapery movement.

Testing the Drapery

Testing the drapery with the control button will allow you to ensure that the motor and power source are working correctly.

CAUTION: The drapery should be installed before following the steps below.

- Press the control button and the drapery will traverse closed and then open automatically. If the drapery does not operate, see "Troubleshooting" on page 8.
 - Press the button to alternately traverse closed, stop, and traverse open the shade.
- The control button can also be used in combination with the PowerView App for control of advanced shade functions and home access. Open the App, then press and hold the control button to see a list of available functions. See "Operating the PowerView App and Gen 3 Remote" on page 5 for more information.

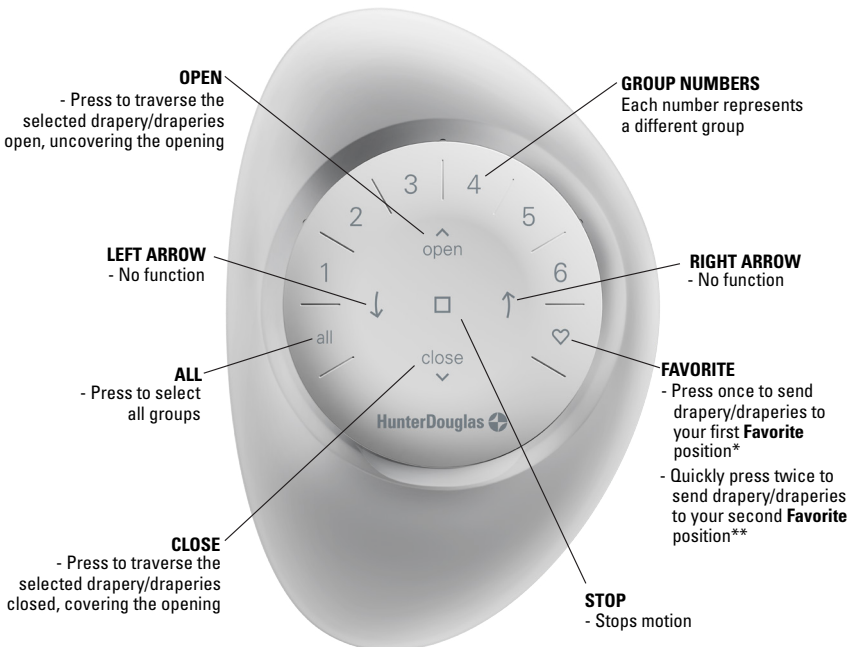
Operating the PowerView App and Gen 3 Remote

Syncing and Programming Your Remote

- Activate the remote by pulling both plastic tabs from the back battery compartment.
- Download the PowerView® App for your smartphone or tablet at hdpvapp.com.
- Open the PowerView App and follow the steps to set up your new shades and remote.
- Use the PowerView App to program and manage your PowerView Gen 3 remote(s) as accessories.
- For more details, refer to the digital [PowerView Gen 3 Automation Remote Control Guide](#).

Basic Operation

- Wake up the remote by picking it up or pressing ■ STOP.
- Press group number(s) 1, 2, 3, 4, 5, and/or 6 to select one or more groups. Selected group numbers light up white on the remote.
- Press selected group number(s) 1, 2, 3, 4, 5 and/or 6 a second time to deselect one or more groups. Deselected group numbers are not lit.



*The default first **Favorite** position is the drapery/draperies at 50% open.

Both preset **Favorite can be updated in the PowerView® App > Shade Settings.

OPERATION

Further Operation and Programming Information

PowerView® App

The PowerView® App is required to program PowerView Gen 3 remotes, and gateways. The App is compatible with Apple® and Android™ smartphones and tablets. For more information regarding setup and operation using the PowerView App, refer to <https://help.hunterdouglas.com/s/powerview-gen-3-manuals>.

PowerView® Gen 3 Gateway

The PowerView® Gen 3 Gateway is used to control shades in larger projects as well as integrate PowerView Gen 3 shades with third-party integration systems. For information regarding programming of PowerView Gen 3 Gateways, refer to the digital [PowerView Gen 3 Automation Gateway Guide](#).

PowerView Gen 3 Remote

For more information regarding operation and programming of the PowerView Gen 3 Remote, refer to the digital [PowerView Gen 3 Automation Remote Control Guide](#).

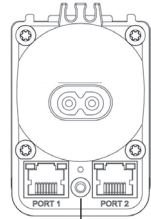
Resetting the Drapery

Resetting Drapery Programming

The PowerView App may be used to modify or reset any programming to PowerView Gen 3 Remotes and Gateways. Draperies may be added to or removed from Rooms in the app at any time. If necessary, draperies may also be deleted from the PowerView App in the Advanced Options section of the Shade Settings menu.

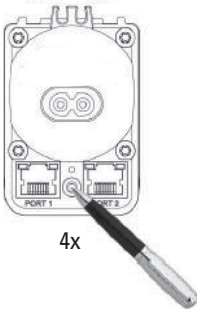
Reset End Limits

- Disconnect the transceiver cable from the Port 2 AUX in the motor. Press the motor configuration button 4 times.
- To confirm, press and hold once more for 5 seconds until the led blinks 3 times and goes OFF.
- Go to “Setting Close and Open Limits” on page 4 and “Testing the Drapery” on page 4 to finish setting the limits.

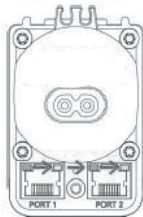


Configuration Button

Press Button
4x with Pen



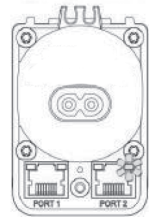
LED Moves from
1st > 2nd > 3rd > 4th LED



Keep Button
Pressed for
5 Seconds



Yellow LED
Blinks 3x
and Goes Off



TROUBLESHOOTING

Troubleshooting

If your shade is not operating correctly:

- Review the [digital support guide](#) for your control device.
- Refer to the following troubleshooting procedures for specific solutions for your shade.

If questions remain, please contact Hunter Douglas Consumer Support at **(800) 789-0331**.

Problem	PowerView Gen 3 only: The drapery does not respond to the remote.
Solution	<p>IMPORTANT: Will not operate until it is joined to a group.</p> <p>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.</p> <p>Check if the batteries need to be replaced. If the batteries are completely drained, none of the lights will turn on. If the batteries are running low, the inner ring buttons (open, close, right arrow, left arrow, stop) light up RED. In either case, the batteries need to be replaced. The remote takes two CR2032 batteries.</p>
Problem	The limits need to be adjusted – open limits.
Solution	See “Setting Close and Open Limits” on page 4.
Problem	The limits need to be adjusted – close limits.
Solution	See “Setting Close and Open Limits” on page 4.
Problem	The drapery does not operate using the control button.
Solution	<p>Check that the DC power supply is securely connected to the barrel Y adapter on the motor.</p> <p>CAUTION: Be sure to unplug the DC power supply from the wall outlet before disconnecting the plug at the motor.</p> <p>Check that the transceiver cable and motor cable are securely connected into the motor housing.</p>

Problem	The unit does not traverse at all, does not traverse fully, or does not traverse correctly.
Solution	Check that the mounting brackets are level, that their front edges are aligned, and that there are no obstructions to the movement of the panels. Check the shade's status in the PowerView App. See "Operating the PowerView App and Gen 3 Remote" on page 5 for more information.
Problem	The drapery closes when ▲ OPEN is pressed and opens when ▼ CLOSE is pressed.
Solution	The motors polarity is reversed, see "Resetting Drapery Programming" on page 7.

DECLARATIONS

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.

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.
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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.
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CE Statement

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

Hunter Douglas hereby declares that the PV41 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.



