

PowerView® Gen 3 Automation






GATEWAY GUIDE



The new PowerView® Gen 3 Gateway and Gateway Pro provide the best PowerView experience. They can be easily added to any PowerView Gen 3 system to enable integration with third-party control systems, give access to RemoteConnect™ and provide the most optimal user experience. The following pages provide details on the gateways' features, functions and setup instructions.



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Key Components



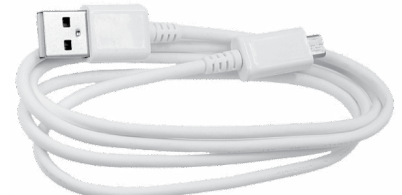
PowerView Gen 3 Gateway or Gateway Pro



Ethernet Cable (Gateway Pro only)



USB Power Adapter



USB Power Cable

Features

The new PowerView® Gen 3 Gateway and Gateway Pro provide the following features and benefits:

1. Home automation compatibility and voice control of your shades*
2. RemoteConnect™—create, edit and delete Scenes and Automations, as well as control individual shades, from anywhere in the world
3. Reduced latency for large homes
4. Range extender for large homes
5. Shade synchronization (hembar alignment) for more than 4 shades
6. Best whole home control when shades are in multiple rooms
7. Ensures Automations always stay on time and in sync

*Some features require additional hardware and/or third-party equipment. Visit hunterdouglas.com for details.

HOW IT WORKS



POWERSVIEW GEN 3 WITHOUT A GATEWAY

Phone or tablet sends command directly to shades

POWERSVIEW GEN 3 WITH A GATEWAY

Phone, tablet or third-party control system sends command to gateway; gateway then sends command to shades

OPTIONS

The gateway is offered in two different models to fit a variety of needs. Both feature an aesthetic design that blends into any home décor.



POWERSVIEW GEN 3 GATEWAY



POWERSVIEW GEN 3 GATEWAY PRO

Product	Number of Shades	Wi-Fi Enabled (Both 2.4 and 5 GHz)	Ethernet Enabled	Power Over Ethernet (PoE) Enabled	3rd Party Integrations
Gateway	15	X			X
Gateway Pro	30	X	X	X	X

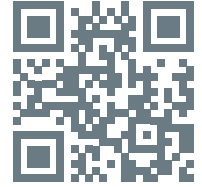
Getting Started



IMPORTANT: All gateways (regardless of how many are in a project) are set up solely through the PowerView® App. To download the PowerView App from the Google Play or App Store, go to www.hdpvapp.com or scan this QR code:



PowerView



PLACEMENT IN THE HOME

Place your gateway in a central location to all shades in the home. If you have more than one gateway, space them out in the home. This will help ensure your gateway connects to every shade.



CONNECT POWER TO GATEWAY

1. Connect one end of the USB power cable to the USB power adapter.
2. Plug the USB power adapter into an AC outlet or power strip.
3. Plug the other end of the USB power cable into the power port on the back of the gateway.

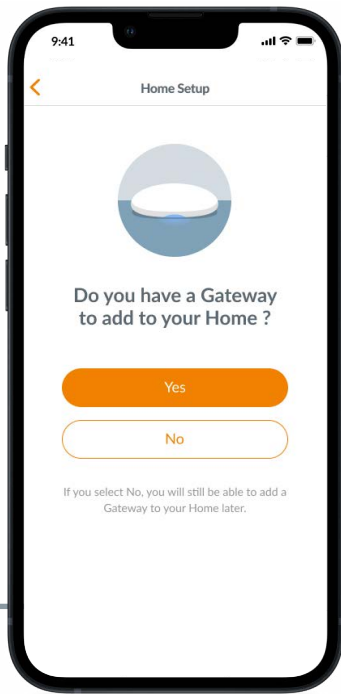
NOTE: During the boot-up process, the gateway's LED will display different behavior to visually communicate its status. Please refer to the LED Chart in the PowerView App. Navigate to "More" → "Accessories" → "Gateways" → "LED Chart" to view this chart. Do not interrupt the gateway boot-up process until the gateway is ready to be added to the PowerView Home.



CONNECT USING AN ETHERNET CABLE (OPTIONAL, AVAILABLE FOR GATEWAY PRO ONLY)

Connect the Ethernet cable from the PowerView Gen 3 Gateway Pro to an open LAN port on your router.

NOTE: The PowerView Gen 3 Gateway Pro offers Power-over-Ethernet (PoE). You must have a separate PoE injector or PoE capable switch for your router.



ADDING A GATEWAY (OR GATEWAYS) TO YOUR POWERVIEW® HOME

NOTE: All gateways (regardless of how many are in a project) must be set up through the PowerView® App.

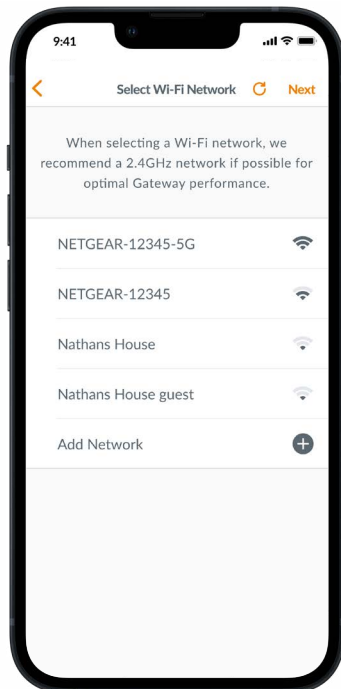
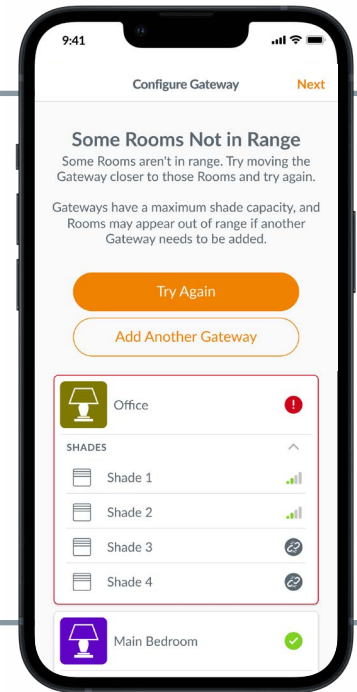
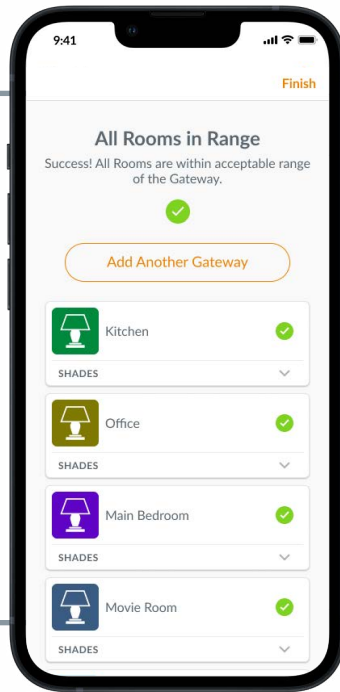
IMPORTANT: If you are an installer, you do NOT need the Homeowner's Home Wi-Fi network credentials to set up a gateway. After the homeowner accepts ownership of the PowerView Home in the PowerView App, the homeowner will be prompted to connect their gateway(s) to their Home Wi-Fi network to complete the gateway setup.

Gateways 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" → "Gateways"

The PowerView App will guide you through the entire process of configuring your gateways. Please follow each step carefully in the app to successfully set up all gateways.

IMPORTANT: All Rooms must be in range of the gateway. If some Rooms are not in range, those shades will not connect successfully to the gateway. Reposition the gateway in the home and select "Try Again." If, after attempting this multiple times, all Rooms still are not in range, we recommend adding another gateway to the PowerView Home.



CONNECT YOUR GATEWAY TO YOUR WI-FI NETWORK

If Wi-Fi was not added during the initial home setup and the homeowner did not add the Wi-Fi network upon receiving ownership of the PowerView Home, follow the steps below to connect your gateway to your Wi-Fi network.

1. Navigate to "More" → "Accessories" → "Gateways"
2. Select the desired gateway
3. Select "Info & Options"
4. Select "Set Up Wi-Fi"

NOTE: If your Wi-Fi network does not appear in the list of available networks, select the "Refresh" button in the top-right corner of the screen and try again. If it still does not appear, select "Add Network" to manually add your Wi-Fi network.

HOW TO DELETE A GATEWAY FROM A HOME

1. Open the PowerView App and navigate to "More" → "Accessories" → "Gateways"
2. Select the desired gateway
3. Select "Info & Options"
4. Select "Delete Gateway"

IMPORTANT: If you have more than one gateway in the home, you will need to reconfigure your gateway network. This will ensure all shades that were assigned to the deleted gateway are assigned to an active gateway.

To reconfigure the gateway network, navigate to "More" → "Accessories" → "Gateways" → "Gateway Network" → "Reconfigure Network."












Home Automation Integration

PowerView® Automation integrates with a variety of leading third-party control systems and devices.

To learn more about integration, please contact your local Hunter Douglas dealer or visit <https://hunterdouglas.com/operating-systems/motorized/powerview-motorization>

To add a third-party control system or device, navigate to “More” → “Integrations.” For more instructions, please visit <https://help.hunterdouglas.com/>

Troubleshooting

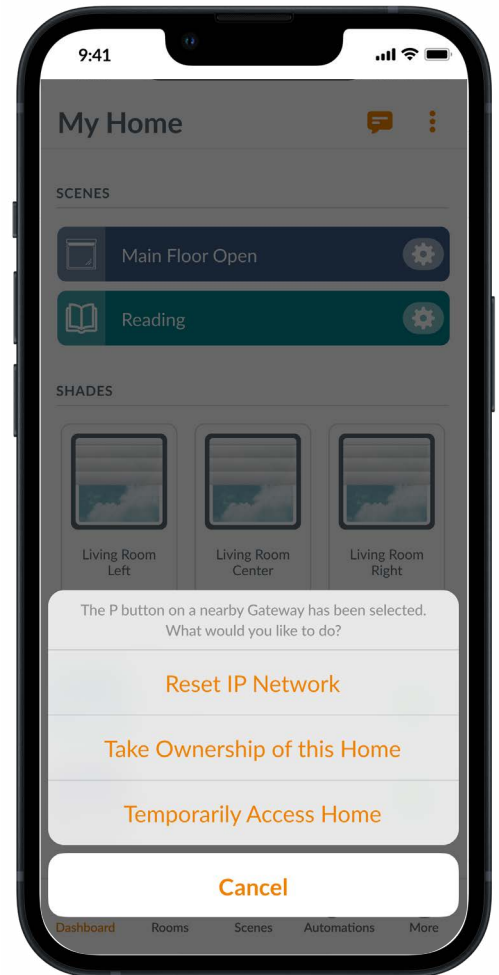
LED Color	Meaning
	Solid White Gateway is starting up.
	Blink Green/Purple Gateway is ready to be set up but is not connected to the internet.
	Blink Green Gateway is ready to be set up.
	Blink Green/Amber Gateway is registering shades and finishing home setup.
	Blink Blue/Purple Gateway is connected to the home but is not connected to the internet.
	Solid Blue Gateway is connected to the home.
	Blink Blue Gateway is connecting to shades for operation.
	Flash Blue/Red Gateway is unable to connect to shades for operation.
	Solid Amber The “P” button has been pressed and held on the gateway. The gateway is awaiting a command in the app.
	Blink Amber Gateway is updating its firmware.
	Blink Red/Amber Gateway factory reset is in progress.

1. What do the colors mean from the gateway LED?

- The gateway’s LED displays different colors to visually communicate its status. To view the Gateway LED chart in the PowerView App, navigate to “More” → “Accessories” → “Gateways” → “LED Chart.”

2. What do the “P” and “R” buttons represent on the back of my gateway?

- “P” button
 - Quick press: Gateway will search for a firmware update
 - Long press (~6 seconds): Action list will appear in the PowerView App (pictured right)
- “R” button
 - Quick press: Gateway will reboot
 - Long press (~6 seconds): Gateway will factory reset



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,
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Hunter Douglas hereby declares that the PowerView® Gateway 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

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