

FAQ



TABLE OF CONTENTS

- General Questions
- PowerView® Account, Access, and Privacy
- Operating PowerView® and using the PowerView® App
- Remotes
- Gateways
- Operating Different Generations of PowerView®
- Mixed Environments
- Integrations

GENERAL QUESTIONS

Q: What is PowerView® Automation Gen3?

A: PowerView® Automation Gen3 is the latest automation innovation from Luxaflex®. The award-winning PowerView® system has been reimagined, taking all of the unmistakable features you know and love and delivering a new, intuitive, high-performance experience.

Q: What devices are supported by the PowerView® App?

A: The PowerView® App works on both iOS devices (running iOS 14.0 and above), as well as Android devices (running Android 9 and above).

Q: Is access to the homeowner's Wi-Fi network required?

A: Access to the homeowner's Wi-Fi is not required during initial shade discovery and home setup. Installers can use either cellular data or Wi-Fi connection during setup. Once the home is transferred to the homeowner, if there is a gateway, the app will walk the homeowner through connecting the gateway to the home's Wi-Fi.

Q: Is an internet connection required for PowerView® Gen3?

A: During setup an internet connection is not necessary but can be useful. The key difference from previous generations of PowerView® is that it can simply be the Bluetooth connection. After setup, an internet connection is currently necessary for app functionality.

Q: What is a Home in the PowerView® App?

A: A Home is the environment where PowerView® Shades and accessories are added and controlled from. Each Home can be assigned a unique name, containing as little as one or multiple shades, giving the user flexibility to navigate their way around the physical home while using the PowerView® App.

Q: Is Gen3 using Bluetooth Version 5.0?

A: Yes.

**Q: Does the Bluetooth® communication protocol affect the battery life of the shades and/ or remotes?
Are there any changes or improvements to the battery life for Gen3?**

A: We have done extensive battery life testing with Gen3. In general, shade battery life is about the same or slightly better.

Q: What is the range for Bluetooth? How well does it work in buildings with concrete, steel beams and multiple wireless networks?

A: As with all RF communication, Bluetooth range can vary depending on environmental factors, wall construction, etc. That being said, Gen3 uses smart wireless technology that actively channel-hops around bands of interference in real-time, as well as bi-directional communication, to provide a large improvement in range (compared to previous generation PowerView®) in complex wireless environments. This improvement is the reason that Gen3 does not employ repeaters.

Q: Does the Bluetooth range for PowerView® vary between our devices and PowerView® Gen3 accessories?

A: The Bluetooth range can vary based on a variety of environmental factors. The range of Bluetooth when using a Gen3 remote to operate shades extends further than a phone or tablet, although the specific range will vary depending on the device.



Q: My customer (the homeowner) is hesitant about allowing Location services to use the PowerView® App. Why are location services required?

A: Location services (and Bluetooth in general) is extremely vital to the Gen3 programme, both to ensure the best operation of Gen3 shades, as well as ensure reliability of features like Schedules. In most cases, both iOS and Android operating systems require location services to be enabled in order for Bluetooth Low Energy to function. These are device requirements outside of our control.

Q: What is the process for firmware updates in PowerView® Gen3? Will the smartphone or tablet used for the PowerView® App need to be present in the home for over-the-air firmware updates?

A: Firmware updates are sent over the air for Gen3 shades, remotes, and gateways. These updates can be done using the PowerView® App, without touching the shade, remote, or gateway! Prompts in the PowerView® App will let consumers know when an update is available and walk them through the update process.

A few conditions apply:

- The internet is required for firmware updates to the gateway.
- You need to be in proximity (i.e. at home) to update firmware on shades and remotes.
- Shades and remotes need to be updated individually through the PowerView® App, regardless if the Home has a gateway or not.

Q: What happens if someone presses and holds the shade's control button for 12 or 18 seconds? Will it affect the shade or Home?

A: No, it will not affect the shade or Home.

Q: Have there been changes made to the Gen3 motors? Are they quieter?

A: The electronics of Gen3 motors have been improved, but for the most part, the base motors have not changed. For remaining Gen3 products, there are features in the PowerView® App, like discreet mode in scenes, that allow for quieter operation.

Q: What do the light blinks on the shades mean?

A: For Gen3 shades, there are specific LED sequences to indicate shade fabrication status:

- Blue 2x, Red 1x: Shade has not been fabricated
- Blue 2x, Amber 4x: Shade has been partially fabricated
- Blue 2x, Green 1x: Shade has been fully fabricated

Q: How does Gen3 work in environments where there are VPN's?

A: In an environment where a user is signed into a VPN on their mobile device, it is as if they were actually connected to a different network, not their own. For example, this can allow them to connect to their work network. The challenge in this scenario is that the device connected to the VPN cannot see other devices on the local network. That means that the experience will always be a RemoteConnect™ experience. With a PowerView® Gen 2 Hub, that RemoteConnect™ experience only allows for scene activation so it is very limiting. With a PowerView® Gen3 Gateway, the RemoteConnect™ experience is virtually identical to the experience inside the home. So, a VPN will not pose a problem. The one specific case that would require the consumer to connect to their WiFi without connecting to the VPN would be the initial configuration of the Gateway onto the WiFi network.

Q: Is PowerView® Automation Gen3 available on all product lines?

A: Yes, PowerView® Gen3 is available on all product lines that currently support PowerView® Automation as an operating system.



FAQ

Q: Can Gen 2 shades continue to be purchased after the Gen3 launch, if clients with existing shades want a unified solution? If so, for how long?

A: Yes, PowerView® Gen 2 shades will be available for six months after the launch date. After that, PowerView® Gen 2 shades will be supported for remakes, repairs and warranty claims. Previous generations PowerView® accessories will continue to be available after that 6 month time period expires.

Q: How should Dealers handle existing previous generations PowerView® jobs that take place or slightly extend beyond the 6-month cutoff?

A: Previous generation PowerView® accessories can still be added to existing jobs. The 6month cutoff date primarily applies to shade production. All orders for previous generations PowerView® shades must be placed before the 6 month cutoff date.

Q: Can you retrofit previous generations PowerView® shades to become Gen3 shades, or somehow “convert” a previous generation PowerView® shade to a Gen3 shade?

A: No, you cannot.

Q: Where can customers locate instruction manuals for Gen3?

A: Digital Installation, Operation, & Care manuals come with the Warranty Card, as they have been for previous generations PowerView®. End consumers can also access IOCs [here](#). Additional Gen3 digital manuals will be available [here](#).

Q: Are there any “How-To” videos for Gen3?

A: Yes, videos are planned for launch. We will link to them here once they are available.

POWERVERVIEW® ACCOUNT, ACCESS, AND PRIVACY

Q: Will a PowerView® Account be required to use Gen3 shades?

A: Yes, this is required for all users of Gen3 (installers and consumers). However, current PowerView® users will not be required to create a new PowerView® Account. This is a Gen3 requirement only.

Q: Why is a PowerView® account required for Gen 3 shades?

A: As an owner of a Gen 3 Home, a PowerView® account is required for managing the setup and facilitating additional users with basic or complete control of the Home as well as linking smart home accounts such as Alexa and Google. In addition, remote access to the Home (with owner's permission) will allow the Dealer to help diagnose problematic shades or installation issues without first needing to attend site.

Q: Do installers need access to the homeowner's smartphone or tablet to set up PowerView® Gen3 shades?

A: No. Installers can use their own smartphone, logged into their own PowerView® Account. After setup, the installer can transfer ownership of the home to the homeowner via the app.

Q: How do you transfer it to the homeowner if they are not present?

A: The installer just needs the homeowner's email address or mobile phone number, and they can initiate the transfer. The homeowner can then complete the process on their own, after checking their email/text and setting up a PowerView® Account. The installer can transfer the Home by sending an email or custom link to the customer. The homeowner can then complete the process of accepting the Home and creating a PowerView® Account.



FAQ

Q: Once the transfer ownership request is sent, does the homeowner need to be in the home to accept ownership?

A: No. They can accept the home transfer remotely. However, users cannot set up the gateway Wi-Fi remotely. They would need to have access to the home network to complete those steps.

Q: After the Home transfer is accepted by the homeowner, will the Home disappear from the Installer's PowerView® App?

A: If the homeowner chooses to remove the installer upon accepting ownership of the Home, then yes, the Home will disappear from the Installer's list of Homes in the app. If the homeowner keeps the installer on the Home, though, the Home will continue to appear in the list of Homes in the Installer's PowerView® App.

Q: How does one allow additional family members, guests, and/or renters to operate shades in the home? Are you able to grant access without allowing the additional users to change the set up?

A: The homeowner can add additional users with varying permissions. Each user can have their own PowerView® Account, but only some users can edit the Home, if given that permission by the homeowner.

Q: Does each user need to have their own PowerView® Account?

A: Multiple users may share/log in to a single PowerView® Account to access. Or the homeowner could easily add additional users through the "Users" section of the PowerView® App, and each user would then login to or create their own PowerView® Account. We recommend the latter method in cases where specific users may require restricted access (like kids or guests).

Q: Do transfer ownership requests, or invites to join the Home, time out or expire?

A: No, transfer requests and invites to join a Home do not expire. These invites can be resent or canceled as well. If the installer transfers the Home to the Homeowner, the installer will remain as the owner of the Home until the homeowner accepts the invitation.

Q: Can multiple phones access the Home?

A: Yes.

Q: How is this system kept secure from nearby neighbours? For example, in planned communities where homes are within 20 feet of one another, multiple neighbours may own Luxaflex® products.

A: When creating a home in the PowerView® App, a unique home ID is created that is secure and only accessible by you and those you invite to your home. As a benefit of BLE, there is no issue with interference from either nearby PowerView® Gen3 systems or other wireless networks.

Q: How do installers connect to the correct home system when neighbors both have PowerView® Gen3?

A: Because each home has a unique home ID associated with a PowerView® Account, there will not be confusion.

Q: If an installer needs to return to a project, how can they gain access to the home?

A: There are three ways:

1. The homeowner adds the installer as a user in the app.
2. Pressing and holding the control button on one of the Gen3 shades
3. Pressing and holding the P button on the gateway.

In the latter two instances, an action sheet will appear in the installer's PowerView® App giving options to take control or temporary access to the home.



FAQ

Q: If people have a phone they bought in another country but are at their home will they be able to set up or operate Gen3 shades from the App or is the App specific to a country where their smart device is registered?

A: The PowerView® App can be used in different countries. The homeowner will need to be signed into their PowerView® Account. A Gateway is required for RemoteConnect™ to control the shade from anywhere in the world.

Q: When adding Users to my Home, what is the difference between “Complete” and “Basic” access?

A: Users with Complete access will have access to all aspects of the Home, including operation, modification, and management. Users with Complete access will be unable to delete the Home, or transfer ownership of the Home to another user.

Users with Basic access will have access to operational aspects of the Home only, such as activating Scenes and operating shades. Users with Basic access will be unable to make modifications to any existing settings in the Home, add or delete anything in the Home, or manage specific Home or user settings.

OPERATING POWERVIEW® AND USING THE POWERVIEW® APP

Q: Is the app required to use PowerView® Gen3? Do I have to download a separate app?

A: The PowerView® App is required for all setup and programming of PowerView® Gen 3. It is required for operation after initial setup. Only the PowerView® App is required to operate all blinds, so no additional app required!

Q: How do I “discover” Gen3 shades? Is the process the same as previous generations PowerView®?

A: The process for adding Gen3 shades to a Home is much simpler than previous generations PowerView®. As soon as shades are powered on, they are available to be identified and added to a Home. In a sense, they are already “discovered,” but you need to select them and add them. In the app, you’ll start by creating a Home, creating a Room, then select which shades to add. You’ll repeat these steps through the guided process in the app, until all shades are added to the Home.

Q: Do I need to install and power on shades Room by Room, or can I install and power on all shades in my Home at once?

A: You can easily power on all shades at once, and use the guided setup process to add Gen3 shades to your Home as desired. We do recommend identifying shades in the app Room by Room, and using the proximity feature to make that process even easier. You will need to be within proximity of your shades (i.e. in the home) to set them up.

Q: When shades are discovered by proximity, with the shades closest appearing at the top of the list, how granular is the distance sensitivity?

A: This feature will help to identify shades that are in the room you are in, so that all shades can be installed in advance of discovery. Within a room, especially if all the shades are side by side, shades can be easily identified by pressing “jog,” by setting shades to different positions and viewing the real-time shade position thumbnail, and/or by fully controlling the shade by tapping the shade thumbnail.



FAQ

Q: How do I operate the Favorite positions of a shade?

A: Gen3 shades will now have two Favorite positions by default. The first position is operated by tapping the heart button on the remote once. The second position is operated by double-clicking the heart button on the remote. Favorites can also be accessed in the PowerView® App, as part of the Current Room feature and also shade controls.

Q: How do I modify the Favorite positions of a shade?

A: Favorite positions can only be modified in the PowerView® App. Favorite positions are shown in the settings of a shade. Each Favorite position (designated by a heart or double heart) will display a thumbnail showing the current favorite position. Tap the thumbnail to move the shade and modify the favorite position.

Q: How do I perform a shade calibration? Does the process for Gen3 shades work the same way as previous generation shades?

A: You can locate the “calibrate shade” function in the advanced options of an individual shade’s settings in the PowerView® App. Most shades will touch off on both limits, but there is no jog at the end. When the shade stops moving, calibration is complete. All product types will complete their calibration in the most closed position for privacy.

Q: Can you “relocate” shades in the app to put them in a different order or a different Room?

A: Yes, shades can be easily reordered or moved between Rooms.

Q: How do Schedules work with Gen3? Is there improved performance?

A: All Schedule information is stored in the shade, so Schedules will continue to run, regardless of whether the homeowner’s smartphone or a gateway is in the home.

Q: My remote reaches shades at a further distance than when I send a command through the app. Why?

A: BLE radios in smartphones and tablets are not as strong as the BLE radios in the Gen3 remote. Thus, the remote will be able to reach shades at a further distance than your phone. If your customers prefer to only use the PowerView® App and not use remotes in their homes, and shades are dispersed around the home, we recommend a gateway to further improve response time and connectivity.

Q: Can two different shades have the same name? What about a shade named the same as a Room’s name?

A: If the two shades are in different Rooms, then yes, they can have the same name. Shades in the same Room, though, must have different names. Additionally, a shade cannot have the same name as the Room’s name.

Q: What happens to Schedules after a power failure?

A: After a power outage, Schedules will not run until the shade receives an updated time from the app or the gateway.

Q: What happens to Schedules when daylight savings time occurs?

A: The app (or gateway in a gateway-based system) will update the time clocks on the shades.

Q: If I’m adding shades to an existing home later on, how will I be guided to set up these new shades?

A: The PowerView® App will detect new shades that aren’t assigned to an existing Home. When opening the app, you can go to the More Tab > Setup Wizard, which will guide you through the process of adding additional shades and accessories (if any) to your Home.

As an alternative option, you can also add new shades to the Home by going to More > Shades and tap on the “New Shades Detected” prompt.



FAQ

Q: Is there a Demo Mode available in the PowerView® app?

A: We do not currently support Demo Mode in the PowerView® App. We are currently exploring options to support a Demo Mode feature that simulates a PowerView® Home and showcases all primary features of the PowerView® App and Gen3 shades.

Q: Can I replace a like-for-like Gen 3 motor on-site, without sending the shade back to the factory?

A: No. A replacement motor with no pre-programming cannot work with an existing shade on-site. Please contact the installer for the best solution.

REMOTES

Q: Is a PowerView® Gen3 Remote required to use the PowerView® App, or to operate Gen3 products?

A: Remotes are not required to use the PowerView® App. With Gen3 however, the PowerView® App is required to set up and program Gen3 remotes in your Home. Even on remote-only projects, the app is required for setup.

Q: What are the visual differences between the Gen3 and previous generation Remotes?

A: There is a difference in materials, which create a noticeable difference both visually and to the touch. The Gen3 remote has a single smooth surface, rather than separated buttons, giving it a more elegant and modern appearance.

Q: If the installation includes multiple PowerView® Gen3 Remotes, will these remotes need to be paired?

A: No. All remotes will be configured directly in the PowerView® App. There will be no need to pair remotes.

Q: Can one room have two remotes with different remote configurations?

A: Yes.

Q: How many window treatments can be programmed to a single Gen3 Remote?

A: For the best experience we recommend a maximum of 6 shades per channel with a maximum of 12 shades per remote. You can add more than 12 shades to a remote, but we would then advise against using the ALL button, as we cannot guarantee the alignment of multiple shades if a group of more than 12 shades is operated at once.

Q: How do I reset a Gen3 remote?

A: Because the PowerView® Home is all set up through the app, resetting Gen3 remotes is not needed and not possible. Remotes can be modified and deleted in the app. Save the paperclips!

Q: Can I copy information from one PowerView® Gen 3 remote to another?

A: Yes, it is possible to copy information from one remote control to another. Simply follow the instructions in the PowerView® App. All changes to the remote are done via the app only.

Q: What is the expected battery life of the Gen3 remotes?

A: Battery life will be the same as previous generations PowerView® remotes.

Q: Will remote functionality change at all for rooms with Top-Down Bottom-Up and Top-Down shades?

A: Yes! We have revised our remote functionality to be more intuitive and user friendly. It will be much easier to operate these types of mixed types of shades.



Q: Will I be able to press the GROUP 6 button to turn off the “raise-to-wake” function on the Gen3 remote?

A: You can deactivate the remote’s “raise-to-wake” feature. The remote’s LEDs will automatically turn on whenever the remote is picked up. This feature is useful for immediately seeing which window covering GROUP buttons were activated last. Deactivating this feature will help conserve battery life. To deactivate, press and hold the GROUP 6 button on the remote for 5 seconds, or until LEDs start flashing. To activate the LED again, follow the same steps. Press and hold the GROUP 6 button for 5 seconds, or until LEDs start Flashing. Please note, regardless if the “Raise-to-Wake” feature is on or off, the remote’s LEDs will turn on when any button is pressed.

GATEWAYS

Q: Is a gateway required to operate PowerView® Gen3? When is it required, or needed?

A: A gateway is not required to operate PowerView® Gen3, but provides the best experience for the consumer. We recommend adding our PowerView® Gateway or Gateway Pro to all but your smallest projects. Whether or not a gateway is required will depend on the customer’s wants and needs. For example:

- If the customer has three or less window coverings in the same room and does not wish to utilize Schedules, RemoteConnect™, or 3rd party integrations, a gateway is not recommended.
- If the consumer has more than four shades in the Home, a gateway is recommended.
- If a customer wants to use voice control, even if they only have a single shade, a gateway is required.
- If the customer wants to control shades while physically away from the Home through PowerView’s RemoteConnect™ feature, a gateway is required.

Q: How can I tell the difference between a Gen 2 hub and a Gen3 gateway?

A: There are three distinct ways to differentiate the Gen3 gateway from the Gen 2 hub, by simply looking at the underside of the gateway:

1. There is a blue ring around the product text.
2. The product name is laser-etched onto the gateway.
3. There is an Apple HomeKit QR code available to scan.

Q: What is the difference between a PowerView® Gateway, and a Gateway Pro?

A: The Gateway can handle up to 15 shades and is Wi-Fi only. The Gateway Pro can handle up to 30 shades, and can connect via Wi-Fi, Ethernet and PoE (Power over Ethernet).

Q: Does the gateway require an ethernet connection? What about Wi-Fi?

A: There are two gateway options. The PowerView® Gateway connects via Wi-Fi only and does not have an ethernet port. The PowerView® Gateway Pro has an ethernet port and a wireless connection option.

Q: Is the gateway only able to connect via Wi-Fi over the 2.4g network?

A: No, it is compatible with both 2.4g and 5g networks.

Q: Does the gateway have PoE (Power over Ethernet) capabilities? What is PoE?

A: Yes, the Gateway Pro has PoE capability. PoE allows a single cable to provide both data connection and electric power to devices. In this case, the Gateway Pro can be powered over a single Ethernet cable. You must have a separate PoE injector or PoE capable switch for your router. PoE is a standard and the Gateway Pro meets the minimum power requirements of that standard so any PoE capable switch would work.

Q: Is an internet connection required on the gateway to use RemoteConnect™? What functionality is lost if



FAQ

you don't connect your gateway to the internet?

A: The gateway needs to be connected to the internet (via Wi-Fi or Ethernet) in order to use RemoteConnect™. Your device must also have a data connection in order to access your PowerView® Home remotely. If your gateway is not connected to the internet, you will not be able to fully access your Home remotely, and you will not receive gateway firmware updates.

Q: What is the general recommendation for the number of gateways per project? Is it based on home size, number of shades, etc?

A: The majority of projects will be covered with one gateway, and we recommend gateways for all but the smallest projects (4 shades or less).

Our PowerView® Gateway connects with up to 15 shades, and our Gateway Pro connects with up to 30 shades. If the house is extremely large, though, and there are shades at complete ends of the home, more than one gateway might be required to cover the entire home. It is difficult to provide an exact recommendation due to each home having different items that cause radio frequency interference.

To play it safe, bring an extra gateway with you to your project. Upon setting up the gateway, the app will confirm the gateway has made a connection with every room. If any rooms don't connect after placing the gateway in the most optimal position in the house, you'll need another gateway.

Q: What are the requirements for larger installations, for example those with over 30 shades?

A: For an installation of that size, adding PowerView® Gen3 Gateways to the project is definitely recommended. You can easily mix and match multiple gateways as needed to get the necessary amount of coverage. Use the guided setup process in the app to help determine the best gateway placement.

Q: What is the coverage range for one gateway?

A: Because there are so many factors for a home that affect radio frequency interference, it is different to give a generalized recommendation. If you aren't sure if you need more than one gateway for a project, you can always bring a spare. Upon adding the gateway, the system will confirm the connection for each room. If a room doesn't connect, you'll know immediately that you need an additional gateway.

Q: What is hembar alignment? What's the maximum number of shades you can have in a Scene to maintain hembar alignment?

A: Hembar alignment, in PowerView® terms, means that shades will begin movement at the same time.

→ In systems without gateways, when a command is sent via the Gen3 Remote, up to 15 shades will receive it at the same time. When a command is sent via the PowerView® App, 4 shades is the maximum number of shades that can maintain hembar alignment. This means that if there are more than 4 shades in a Scene, the system will align 4 shades chosen at random. The system will then move on to the next 4 shades and keep doing that until the Scene movement is complete.

→ In systems With a gateway, this limitation goes away and all the shades will activate and maintain hembar alignment.

Q: Can gateways be set up at the beginning of the Home setup process?

A: No, it must be done at the end. The goal is to get all of the shades set up in and in rooms so the gateway can do the scan and make sure every shade is in range.

Q: Can gateways be ceiling mounted?

A: No, that is not possible.



OPERATING DIFFERENT GENERATIONS OF POWERVIEW®

Q: Will the current repeaters be usable for both Gen3 and previous generations PowerView®?

A: No. Repeaters will not be compatible with Gen3. Bluetooth's range eliminates the need for repeaters in most homes. The PowerView® Gen3 Gateway acts as a range extender in larger homes.

Q: Will the PowerView® App also control PowerRise shades?

A: No.

Q: Can my Scenes and Schedules control both previous generations PowerView® and Gen3 shades?

A: No, because previous generations PowerView® and Gen3 operate on different RF protocols, Scenes and Schedules will need to be set separately for previous generations PowerView® shades and Gen3 shades. However, you can have previous generations PowerView® and Gen3 Schedules set at the same time to synchronise your Home.

Q: Can previous generations PowerView® accessories control Gen3 shades? Or vice versa?

A: Previous generations PowerView® shades can only be controlled by previous generations PowerView® accessories (hub, repeater, remote, scene controller). Likewise, Gen3 shades can only be controlled by Gen3 accessories (gateway, gateway pro, remote). Homes with mixed environments (see Mixed Environments) will need to contain both previous generations PowerView® and Gen3 accessories to support each generation within the Home.

MIXED ENVIRONMENTS

Q: What happens if the customer has a few previous generations PowerView® shades already, and they want to purchase more shades? What is a “mixed environment?”

A: PowerView® Gen3 shades can be added to a home with existing previous generations PowerView® shades, creating a “mixed environment.” Both previous generation PowerView® and PowerView® Gen3 shades will be able to be controlled in the same PowerView® App. In a mixed environment, the user will have the ability to switch between generations in the app. The Rooms, Scenes, and Schedules for each generation will be separate.

Q: What is required in order for the customer to successfully operate a mixed environment?

A: Below are the requirements for merging and operating a PowerView® Home with a mixed environment:

- Customers will need to have multiple generations of PowerView® in a single physical space (most likely, this will be Gen 2 and Gen3).
- A PowerView® Gen 2 Hub is required for the Gen 2 system, as the PowerView® App is necessary to merge any previous generations PowerView® system with PowerView® Gen3.
- The Gen 2 Hub must be registered to a PowerView® Account, which must match the account of the Owner of the Gen3 Home.
- The customer must be connected to their Home locally (i.e. not via RemoteConnect™) in order for the app to prompt them to merge their PowerView® systems.

If the above criteria is met, the PowerView® App will alert the user, and prompt them to merge Homes, creating a mixed environment in the app.



FAQ

Q: Do I need to exit the PowerView® App to switch between my previous generations PowerView® system and my Gen3 system?

A: No, you can easily switch between generations without exiting the app.

Q: How do I differentiate between which shades are part of which generation in a mixed home environment?

A: There will be no physical difference from the exterior of Gen3 shades to differentiate them from previous generations PowerView® shades. When you have a mixed environment and have merged your systems using the PowerView® App, you will be able to easily locate and identify which shades belong to which generation using the different system tabs.

Q: What happens if the customer has a Gen 1 PowerView® Hub, and they purchase additional Gen3 shades for their home? Is the Gen 1 Hub compatible?

A: While a Gen 1 Hub will work, we recommend upgrading that hub to a Gen 2 Hub for best performance. Customers will be able to create a mixed environment though, where all shades will be accessible in the same PowerView® App, and users can switch between generations through a persistent tab bar, as noted above.

Q: Is the Gen3 gateway backwards-compatible? Or would existing hubs need to remain in the home to communicate scenes/schedules to existing shades, as Gen3 products are introduced?

A: The Gen3 gateway is not backwards compatible with previous generations PowerView® shades. Existing Gen 2 Hubs would remain in the home with previous generation shades.

Q: Can PowerView® Gen 2 shades that do not have a Gen 2 hub currently join the Gen3 system?

A: No. Gen 2 shades are not compatible with Gen3 accessories or app capabilities. A Gen 2 Hub could be purchased for those shades if the customer wants PowerView® App access. As noted above, all shades would then be accessible in the same PowerView® App, and users will have the ability to switch between generations through a persistent tab bar.

Q: If I have two physical locations and each Home is a mixed environment, but I only have one PowerView® Account, what will appear on the app screen?

A: Generally, the app will first connect to the home it was previously connected to. In settings, you can change this to always connect to a specific home if desired. Users who have designated their account as an installer account will always have the app open to the Homes list.

INTEGRATIONS

Q: How do Gen3 shades communicate with home automation systems like Control4?

A: A PowerView® Gen3 Gateway or Gateway Pro is required to connect PowerView® Gen3 to DIY home automation systems (Amazon Alexa, Google, Apple HomeKit) and custom home automation systems (Control 4, Savant, etc.).

Q: How have custom integrations improved with Gen3?

A: With Gen3, each shade shares its location 8 times every second, which dramatically improves the two-way communication between integration systems and PowerView®, both from the app itself, and through PowerView® Gen3 accessories. Remotes will also be compatible with 3rd party systems, and will be aware of shade position.



FAQ

Q: Will there be new custom integration drivers available? Where can installers go to find these drivers?

A: The drivers for custom integrations have been significantly improved, and now include the ability for individual shade control with two-way feedback. Installers and Integrators will be able to find these on the Luxaflex® website.

Q: How are custom integrations and third party voice-control systems impacted by mixed environments?

A: In mixed environments, each generation will need to be integrated/enabled separately, through a driver or a skill. Once enabled, it either will appear as one system to the user (in the case of Control4, for example), or customers can use specific features (like Routines with Alexa) to control both generations of PowerView® at once.

Q: Can PowerView® Gen3 integrate with Apple HomeKit?

A: Not at this time, but this integration is currently in development and will be available soon.

