PowerView® Gen 3 Automation

Q: Which window treatment products are available with PowerView® Gen 3 Automation?

A: All products currently available with PowerView Automation will be available with PowerView Gen 3. A complete list of products available with PowerView Gen 3 can be found on the PowerView page of the Hunter Douglas website.

Q: Will a new PowerView App be required to control PowerView Gen 3 shades?

A: The existing PowerView App can be used to control both PowerView Gen 3 and previous generation PowerView shades (legacy PowerView). There will be some app features that will only be available for Gen 3 shades.

Q: Can legacy PowerView remotes be used to control PowerView Gen 3 shades?

A: No. Legacy PowerView remotes and accessories can only control their associated legacy PowerView shades. Conversely, Gen 3 accessories such as remotes and Gateways will not control legacy PowerView shades.

Q: What if the consumer only wants to control PowerView Gen 3 shades with a Gen 3 remote and they do not want to use the PowerView App?

A: The PowerView App is necessary to program and configure Gen 3 remotes along with adjusting shade limits and other functions. Most people possess a mobile device already, so using the PowerView App for setup will not be a barrier to entry. For the few consumers that do not own a mobile device, they would need to call their installer to update and sync the remote settings from the app or for other changes.

Q: Will there still be a PowerView Network with Gen 3?

A: Yes. All remotes and accessories must be on the same PowerView Network, now referred to as the PowerView Home. The PowerView App will walk you step-by-step through the process of adding all shades and accessories to a secure, singular PowerView Home. The Gen 3 Home has a unique Home ID, which is only accessible by the homeowner and those they invite.

Q: How do PowerView Gen 3 shades communicate?

A: PowerView Gen 3 shades communicate using Bluetooth® Low Energy radio frequency technology and feature real-time communication between the shades and the system.

Q: Will a PowerView Account be required to operate Gen 3 shades?

A: Yes. A PowerView Account will be required to operate PowerView Gen 3 shades and manage the PowerView Home.

Q: Will there be a Scene Controller available for Gen 3?

A: Yes. A Gen 3 Scene Controller will be available sometime after May Launch. We will communicate the specific launch date as we get a little closer.

Q: Will I still need a hub to use the PowerView App with PowerView Gen 3 shades?

A: A hub is no longer required to experience the full benefits of the PowerView App. A user's mobile device can communicate directly with the shades. The new PowerView Gen 3 Gateway will be required for integration with third-party systems and RemoteConnect™, and it provides the best PowerView experience for the consumer.

Q: How will limits be adjusted on Gen 3 shades?

A: Limits, or transition points, will be set at fabrication just as they are today. Users will be able to set custom limits using the PowerView App, removing the need for a second trip up the ladder.

Q: Is access to the homeowner's mobile device and Wi-Fi network required to set up a PowerView Home?

A: Access to the homeowner's Wi-Fi or mobile device 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: Can multiple users in a household access the same PowerView Gen 3 home?

A: The Owner of the PowerView Home can log in with their PowerView Account to access their home across multiple devices. They can also invite additional Users to have access to the Home, customizing the access level for each User.

Q: Will legacy PowerView shades still be available to order after the launch of PowerView Gen 3?

A: Legacy PowerView shades and accessories will still be available to order for six months after the launch of PowerView Gen 3.

Q: Which third-party integration systems will be available with PowerView Gen 3?

A: All third-party systems that were available with legacy PowerView shades will be available with Gen 3 shades. This includes Amazon Alexa, Hey Google, Apple® HomeKit®, Control4 and other home automation systems. A complete list of systems that PowerView is compatible with can be found on the PowerView page of the Hunter Douglas website.

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