# HunterDouglas

Remote Control
Guide

for PowerRise® 2.0, PowerGlide® 2.0 and PowerTilt™

Control Like Never Before

This guide shows you how to set up and operate Hunter Douglas motorized products using the Platinum™ Technology remote control. In this guide, you'll learn the two methods to operate your window coverings. All window control features can be used with either method. Choose the method that works best for you.

Two Methods of Operation
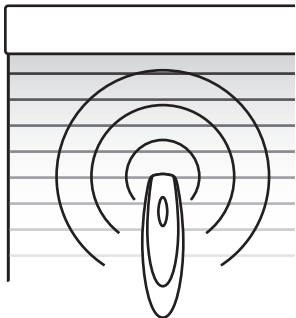
Radio Control
- No aiming necessary (like a garage-door opener)
- Control window coverings individually or in groups
- Two-button operation
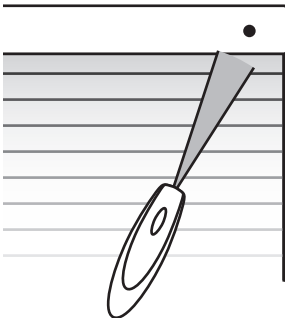
Infrared Control
- Line-of-sight operation (like a flashlight)
- Control window coverings individually
- Default mode of remote
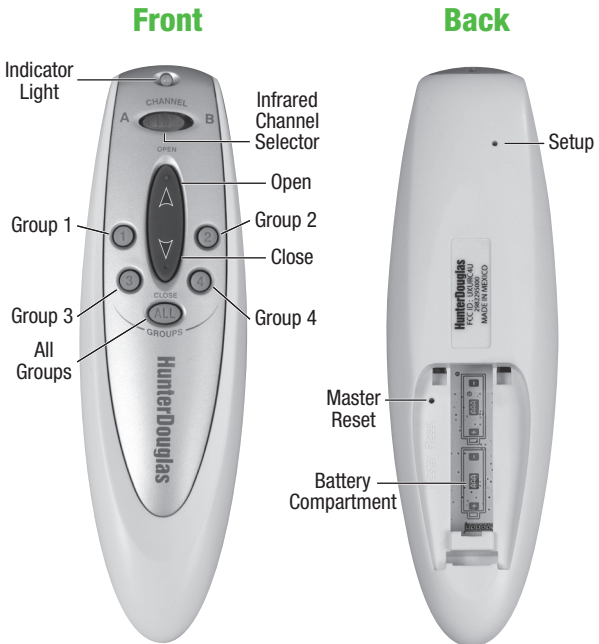- One-button operation

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Getting Started

Install batteries in the Platinum™ remote.

Platinum™ Remote

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Group 2

Close

Group 3

Group 4

CLOSE

All Groups

ALL

GROUPS

HunterDouglas

Back

Setup

HunterDouglas
FCC ID : UKURC4U
29625680
MADE IN MEXICO

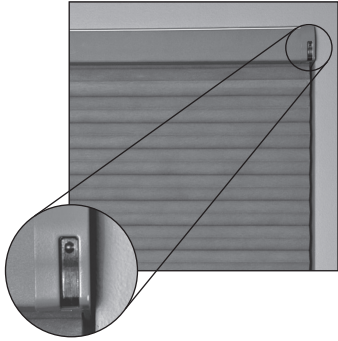Master Reset

Battery Compartment
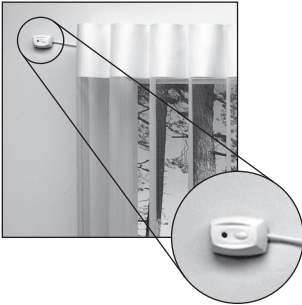
Sensor Eye Locations

Sensor eyes can be found in the following locations (depending on product and installation options chosen):
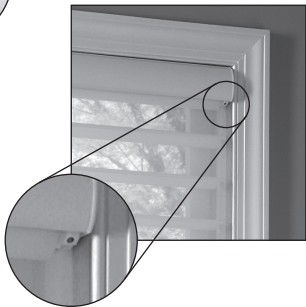
In the Headrail

On a Satellite Eye

Below the Headrail

NOTE: The manual control button, used for operating a window covering without a remote, is usually adjacent to the sensor eye.

Basic Operation

In its default mode, the Platinum™ remote sends an infrared signal:

❶ Aim the Remote at the Sensor Eye.

NOTE: For more information about the locations of sensor eyes, see "Sensor Eye Locations" on page 2.

❷ Press and release the OPEN △ or CLOSE ▽ button to operate the window covering.

NOTE: Press and release the opposite ▽ or △ button to stop a moving window covering.

Try Radio Control

In addition to the default method of operation, Platinum remotes can be set up to use radio control. When you want the convenience of radio control and the ability to control multiple window coverings at the same time, see "Getting Started with Radio Control" on page 4.

Brand-Specific Features

For more information about the features of your specific window covering, see the appropriate brand section on pages 8–14.

Getting Started with Radio Control

Radio control gives you the ability to control individual and multiple window coverings at the same time, even if they are in another room.

Group Assignment

To use radio control, each window covering must first be assigned to a group. (A window covering can be a member of more than one group.)

NOTE: If your remote has already been set up, skip to the "Radio Control Operation" section on page 6.

There are four unique assignable groups to use. A group can be a single window covering or multiple window coverings.

Before beginning, think about how you will group your window coverings. For example, you might create a group for all window coverings in a single room or a group just for all window coverings on one wall. You can use the "Group Assignment Worksheet" on page 21, to help you plan.

NOTE: Hunter Douglas recommends that only similar window coverings be included in a group (e.g., Duette® honeycomb shades assigned to Group 1 and Silhouette® window shadings assigned to Group 3) because of differences in product features and operation.

Group Addition or Removal

Before you begin, operate the window covering using infrared control to make sure that you are communicating with only one window covering and that the window covering is working properly.

TIP: Move the remote as close as possible (2"–3") to the sensor eye when assigning groups.

1. With a paperclip, press and release the recessed SETUP button on the back of the remote. The Indicator Light on the front of the remote flashes green for approximately 30 seconds.

2. While the Indicator Light is flashing green, press the group button for the group to which you plan to assign the window covering.

3. Point the remote at the sensor eye of the window covering and press the OPEN △ button to add the window covering to the group or the CLOSE ▽ button to remove the window covering from the group. The window covering moves slightly (or "jogs") to indicate that it has been added to or removed from the group.

4. Exit setup mode by pressing and releasing the SETUP button a second time. The remote saves any changes made and the Indicator Light stops flashing.

Radio Control Operation

Operating your window coverings using radio control is much like using infrared control, except that you can control multiple window coverings at the same time, even if they are in another room, and you do not have to aim the remote at the sensor eye.

1. Press the group button assigned to the window coverings.

2. Press the OPEN △ button to open the window covering or the CLOSE ▽ button to close the window covering.

   NOTE: To stop a window covering while it is moving, press the assigned group button, then press the opposite ▽ or △ button.

   NOTE: To operate all window coverings assigned to the remote, press the ALL button before pressing OPEN △ or CLOSE ▽.

   NOTE: Operational distances using radio control may vary depending on common household construction differences.

Brand-Specific Features

For more information about the features of your specific window covering, see the appropriate section on pages 8–14.

Setting Up a Duplicate Remote

If you want a backup for your primary remote or wireless wall switch, you can quickly duplicate the current transmitter. When this procedure is complete, any change made with any of the transmitters also affects the operation of the other remotes and wireless wall switches. Follow this procedure:

1. Mark the original transmitter.

2. Remove the battery cover from the duplicate remote.

3. With a paperclip, press and hold the MASTER RESET button on the backup remote for approximately 10 seconds. The Indicator Light on the front of the remote starts flashing red.

MASTER RESET
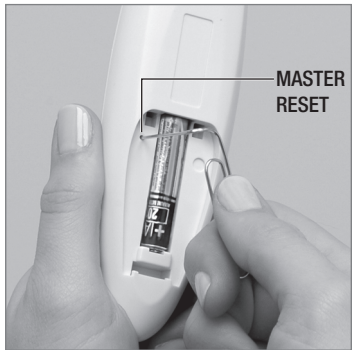
4. Place the marked original remote or wireless wall switch within 18" of the backup remote and press the OPEN △ button on the marked original. The Indicator Light on the backup remote stops flashing.

18" or Less
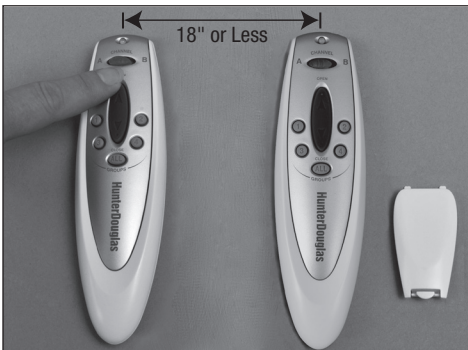
5. Replace the battery cover on the backup remote. It is now ready for use.

Applause®, Designer Roller, Designer Screen, Duette® and Vignette® Shades

This section includes additional features information for the following PowerRise® 2.0 products:

- Applause® honeycomb shades
- Designer Roller Shades
- Designer Screen Shades
- Duette® honeycomb shades
- Vignette® Modern Roman Shades

Radio Control Operation

See the "Basic Radio Control Operation" section on page 6 for information about using the remote to operate a window shading.

Intermediate Stop

An intermediate stop allows the shade to be preset so that it can be stopped at the same height each time it is raised or lowered.

1. Open and close the shade fully, then adjust the shade to the desired height.

2. Press and hold the ALL button for six seconds. *The Indicator Light on the front of the remote starts flashing green.

3. Point the remote at the sensor eye and press the OPEN ⌃ button to set the intermediate stop. The shade moves slightly (or "jogs") to indicate that the intermediate stop has been added.

4. Press ALL to save the stop; the Indicator Light stops flashing.
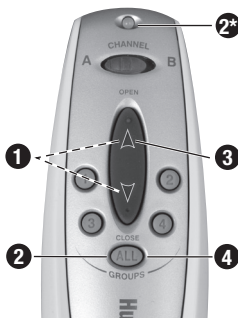
   NOTE: One intermediate stop can be set for each shade. If you set a new intermediate stop, it replaces the previous stop.

   NOTE: Reset the shade to clear an intermediate stop. See "Resetting a Window Covering to its Factory Defaults" on page 19.

Express Mode (Designer Roller, Designer Screen and Vignette® Shades Only)

When the shade is in any position, you can raise or lower it fully (bypassing the intermediate stop) as follows:

1. Press the appropriate group button.

2. Press and hold the OPEN $\triangle$ or CLOSE $\triangledown$ button for two seconds. The shade opens or closes fully.

Top-Down Shades with PowerRise® 2.0

For shades with the Top-Down design option, remote operation is reversed (e.g., to open a shade, press the CLOSE $\triangledown$ button on the remote). Setup procedures are the same as for standard shades.

Infrared Control

All features can be enjoyed using either infrared or radio control. See "Basic Operation" on page 3 for more information about infrared control.

Nantucket™, Pirouette® and Silhouette® Window Shadings

This section includes additional features information for the following PowerRise® 2.0 products:

- Nantucket™ window shadings
- Pirouette® window shadings
- Silhouette® window shadings

Radio Control Operation

See the "Basic Radio Control Operation" section on page 6 for information about using the remote to operate a window shading.

Opening Vanes

1. When the shading is in the fully lowered position (with the vanes closed), press and release the assigned group button.

2. Press and release the CLOSE ▽ button. The shading remains lowered while the vanes open to allow more light.

Closing Vanes

1. When the shading is in the fully lowered position with the vanes open, press and release the assigned group button.

2. Press and release the OPEN △ button. The shading remains lowered while the vanes close for increased privacy.

Adjusting Vanes

1. Press the assigned group button.

2. Press the OPEN △ or CLOSE ▽ button to start adjusting the vanes.

3. Press the opposite ▽ or △ button to stop the vanes in the desired position.

   NOTE: Vane alignment between shadings may not be exact.

Nantucket™, Pirouette® and Silhouette® Window Shadings

Intermediate Stop

An intermediate stop allows the window shading to be preset so that it can be stopped at the same height each time it is raised or lowered.

1. Open and close the shading fully, then adjust the shading to the desired height.

2. Press and hold the ALL button for six seconds. *The Indicator Light on the front of the remote starts flashing green.

3. Point the remote at the sensor eye and press the OPEN △ button to set the intermediate stop. The shading moves slightly (or "jogs") to indicate that the intermediate stop has been added.

4. Press ALL to save the stop; the Indicator Light stops flashing.

   NOTE: One intermediate stop can be set for each shading. If you set a new intermediate stop, it replaces the previous stop.

   NOTE: Reset the shading to clear an intermediate stop. See "Resetting a Window Covering to its Factory Defaults" on page 19.

Express Mode

When the shading is in any position, you can raise or lower it fully (bypassing the intermediate stop) as follows:

1. Press the appropriate group button.

2. Press and hold the OPEN △ or CLOSE ▽ button for two seconds. The shading opens fully or closes fully with the vanes open.

Infrared Control

All features can be enjoyed using either infrared or radio control. See "Basic Operation" on page 3 for more information about infrared control.
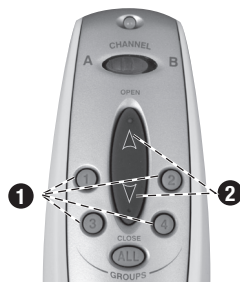
This section includes additional features information for the following PowerGlide® 2.0 products:

- Luminette® Modern Draperies
- Luminette Privacy Sheers
- Skyline® Gliding Window Panels

Traversing Luminette and Skyline Products

Traversing Closed

1. Press and release the assigned group button

2. Press and release the CLOSE ▽ button. The product traverses to its fully closed position.

Closed

Traversing Open

1. Press and release the assigned group button.

2. Press and release the OPEN △ button. The product tilts its vanes to a fully open position (if applicable) and traverses to its fully open position.

Open

Stopping the Traverse

1. Press and release the assigned group button

2. Press the opposite ▽ or △ button.

   NOTE: After traversing Luminette Privacy Sheers, you must wait at least four seconds before tilting the vanes.

Luminette and Skyline

Tilting Luminette Privacy Sheer Vanes

Luminette® Privacy Sheers have a sheer face fabric to let light in and integrated soft fabric vanes that tilt to keep light out.

NOTE: Luminette Modern Draperies Full Panel and Skyline® Gliding Window Panels do not have tilting vanes.

1. Press and release the assigned group button, then press and release the CLOSE ▽ button to traverse the sheers fully closed.

    NOTE: The vanes will not tilt unless the Luminette Privacy Sheers are fully traversed closed.

2. Press and release the assigned group button, then press and hold the OPEN △ or CLOSE ▽ button. After one second, the vanes begin to tilt.

3. When you are satisfied with the position, release the button.

    NOTE: After tilting the vanes, you must wait at least four seconds before you can traverse the sheers open.

Infrared Control

All features can be enjoyed using either infrared or radio control. See "Basic Operation" on page 3 for more information about infrared control.

This section includes additional features information for the following PowerTilt™ products:

- Country Woods® wood blinds
- EverWood® Collection alternative wood blinds
- Modern Precious Metals® aluminum blinds

Tilting the Slats

1. Press and release the assigned group button.

2. Press and hold the OPEN △ or CLOSE ▽ button. After one second, the slats begin to rotate. Release the button when the slats have reached the desired position.

Infrared Control

All features can be enjoyed using either infrared or radio control. See "Basic Operation" on page 3 for more information about infrared control.

Brilliance® Pleated Shades

This section includes features information for the following PowerRise® product:

- Brilliance® pleated shades

Radio Control Operation

See the "Basic Radio Control Operation" section on page 6 for information about using the remote to operate a window shading.

NOTE: For more information about the features of Brilliance pleated shades, see the "Installation, Operation and Care" instructions that came with your shade.

Infrared Control

All features can be enjoyed using either infrared or radio control. See "Basic Operation" on page 3 for more information about infrared control.

Problem	Solution
Window covering does not operate with the remote.	1. Make sure the Indicator Light on the remote comes on when you try to operate the window covering. ➤ If the Indicator Light does not come on, replace the batteries in your remote. 2. Operate the window covering using its manual control button. If the window covering doesn't operate, make sure it has power: **NOTE:** The manual control button is usually next to the sensor eye of the window covering. ➤ If the window covering is battery powered, replace the batteries in the battery wand or satellite battery pack. ➤ If the window covering is powered from a DC power supply, make sure it is plugged in and the wall outlet has power. 3. If the batteries in the remote are good and the window covering works when you use the manual control button, do one of the following: ➤ If the Indicator Light is red when you press the OPEN △ or CLOSE ▽ button, go to "No infrared operation," on page 16. ➤ If the Indicator Light is a steady green when you press the OPEN △ or CLOSE ▽ button, go to "No radio control operation," on page 16. ➤ If the Indicator Light is flashing green, you are in setup mode. Wait 30 seconds or use a paperclip to press and release the SETUP button to exit setup mode.

Problem	Solution
No infrared operation.	■ Make sure that you are pointing the remote at the sensor eye.
	■ Make sure that you are close enough to the sensor eye.
	■ Make sure that the sensor eye is not covered or obstructed.
	■ Make sure that there is no direct sunlight or bright, focused light shining on the sensor eye.
	■ Make sure that the correct channel is selected on the remote. Most window coverings are set to Channel A, but if Channel A does not work, move the Infrared Channel Selector switch to Channel B.
No radio control operation.	■ Make sure you have added the window covering to a group. For more information, see "Group Assignment" on page 4.
	■ Make sure you have pressed the group button for the group to which the window covering has been assigned. If you need to add a window covering to a group, see "Group Addition or Removal" on page 5.
	■ Make sure you press the OPEN $\triangle$ or CLOSE $\triangledown$ button within five seconds after choosing and pressing a group button. After that time, the green Indicator Light turns off and the remote reverts to infrared control.
	NOTE: Due to differences in household construction, radio control operation may vary within a home. Try operating the window covering from different locations in the home.

Troubleshooting

Problem	Solution
Window covering operates when you do not want it to operate.	■ If the Indicator Light on your remote is red when you press the OPEN △ or CLOSE ▽ button, go to "Unexpected infrared operation" below.
	■ If the Indicator Light on your remote is a steady green when you press the OPEN △ or CLOSE ▽ button, go to "Unexpected radio control operation" on page 18.
	■ If you are not pressing the OPEN △ or CLOSE ▽ button when the window covering is operating, make sure no one else is using a backup remote or wireless wall switch to control the window covering.
Unexpected infrared operation.	The infrared signal of the remote spreads and reflects off of surfaces. If other sensor eyes are within the area affected by the infrared signal, you might control those window coverings unexpectedly. To solve this problem:
	■ Move closer to the sensor eye on the window covering you intend to operate.
	■ Aim the remote slightly away from the window coverings you do not intend to operate.
	NOTE: If you still have problems with unexpected operation, you can switch to radio control operation. See "Getting Started with Radio Control" on page 4.

Troubleshooting

Problem	Solution
Unexpected radio control operation.	■ Make sure you have chosen the correct group to operate. If you need to remove a window covering from a group, see "Group Addition or Removal" on page 5. ■ If the Indicator Light on the remote is not a steady green when you press the OPEN △ or CLOSE ▽ button, the remote is using infrared. To make sure you are using radio control, press a group button not more than five seconds before you press the OPEN △ or CLOSE ▽ button.
Window covering does not open or close fully or has an intermediate stop that is no longer wanted.	■ Make sure the window covering and track are not obstructed. ■ Reset the window covering as described in "Resetting a Window Covering to its Factory Defaults," on page 19.
Cannot set intermediate stop with remote.	■ Motorized window coverings built before May 2010 cannot set an intermediate stop position using the Platinum™ remote. For information about how to set an intermediate stop on these window coverings, refer to the "Installation, Operation, and Care" instructions for the window covering.
If you cannot resolve your problem with these guidelines:	■ Check the Troubleshooting section of the "Installation, Operation, and Care" instructions for the window covering. ■ If you still cannot resolve the problem, contact the Hunter Douglas Customer Information Center at 1-888-501-8364.

Resetting a Window Covering to its Factory Defaults

- Applause® honeycomb shades
- Brilliance® pleated shades
- Designer Roller Shades
- Designer Screen Shades
- Duette® honeycomb shades
- Nantucket™ window shadings
- Pirouette® window shadings
- Silhouette® window shadings
- Vignette® Modern Roman Shades

To clear all stops and reset the window covering to factory defaults:

1. Raise the window covering fully.

2. Aim the remote at the receiver eye on the window covering.

3. Press and hold the OPEN △ button for 10 seconds. The window covering moves slightly (or "jogs") to indicate that all stops are now cleared.

4. Lower the window covering completely (this sets the lower motor limit).

5. Raise the window covering completely (this sets the upper motor limit).

The intermediate stop position is now cleared and the upper and lower motor limits are now reset.

For Luminette® and Skyline® Products:

If you have had a power outage or if your window covering is not opening or closing fully, reset the system:

1. Disconnect power from the window covering by unplugging its DC power supply from the wall.

2. Wait 10 seconds.

3. Plug the DC power supply back into the outlet.

4. Traverse the window covering fully closed (fabric or panels cover the window) and then fully open (fabric or panels stacked back). This resets the open and close limits to the factory settings.

Changing the Infrared Channel of a Window Covering

Platinum™ Technology window coverings can operate on either of two infrared channels. While many installations work well when all window coverings are on the same infrared channel, it can sometimes be convenient to change the infrared channel for some window coverings to reduce inadvertent operation.

If you need to change the infrared operating channel of a window covering:

1. With the window covering raised completely, set the infrared channel selector switch on the remote to the desired channel (A or B).

2. Point the remote at the sensor eye.

3. Press and hold the manual control button on the window covering.

4. Press and hold the OPEN △ button while holding the manual control button. The window covering moves slightly ("jogs") to indicate the operating channel has been accepted.

Group Assignment Worksheet

Before assigning window coverings to groups, Hunter Douglas recommends that you plan your group assignments. For example, you might create a group for all window coverings in a single room or a group just for all window coverings on one wall.

NOTE: A window covering can be a member of more than one group.

NOTE: Hunter Douglas recommends that only similar window coverings be included in a group (e.g., Duette® honeycomb shades assigned to Group 1 and Silhouette® window shadings assigned to Group 3) because of differences in product features and operation.

NOTE: All window coverings in a group should have no intermediate stop or have similar intermediate stop settings.

Group #	Location of Window Covering

Product and Operating System Information

PowerRise® 2.0

Applause® honeycomb shades
Designer Roller Shades
Designer Screen Shades
Duette® honeycomb shades
Nantucket™ window shadings.
Pirouette® window shadings
Silhouette® window shadings
Vignette® Modern Roman Shades
Applicable Alustra® Collection
    products

PowerGlide® 2.0

Luminette® Modern Draperies
Luminette Privacy Sheers
Skyline® Gliding Window Panels
Applicable Alustra Collection products

PowerTilt™

Country Woods® wood blinds
EverWood® Collection alternative wood blinds
Modern Precious Metals® aluminum blinds
Applicable Alustra Collection products

PowerRise®

Brilliance® pleated shades

Technical Information

- Batteries: 2 AAA
- Operating Frequencies:
  - ➤ IR: 40 kHz
  - ➤ RF: 2.4 GHz

Radio Frequency FCC Compliance

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.

This equipment has been tested and found to comply with the limits for 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 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.
- Connect the equipment into an outlet on a circuit different from that to which
  the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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