

# PowerView Pebble Remote

## Troubleshooting

- 1. None of the backlit buttons illuminate on my remote when I press the buttons.**
  - Check to make sure the batteries are inserted properly and are new.
  - Join an existing PowerView Shade Network with the remote.
- 2. I programmed my window covering to work from two different remotes. The window covering works well with the second remote, but will no longer respond to the first remote.**
  - Check to make sure the batteries in both remotes are inserted properly and are new.
  - All PowerView remotes within a home need to be included in the same PowerView Shade Network. Refer to "Adding additional remote(s) to the PowerView Shade Network".
- 3. Battery Life of Remote Module is less than expected.**
  - When the Pebble Remote Control is picked up, the Remote Module's motion back lights are activated. In situations where the remote control is under constant movement, the motion back lighting can activate more often than normal causing the batteries to deplete at a faster rate.
  - It is possible to disable the motion back light function by pressing and holding the 6 channel button for 6 seconds.
  - To re-enable motion back light press and hold the 6 channel button for 6 seconds.
- 4. My window covering does not respond when I press OPEN or CLOSE.**
  - Make sure that there is power to the window covering and that the window covering functions properly by pressing the manual control button on the window covering.
  - Make sure the correct GROUP number or ALL has been selected before pressing OPEN or CLOSE. Active GROUP buttons will be backlit.
  - Add the window covering(s) to a GROUP on the remote. Refer to "Join a window covering to a GROUP".



**5. My window covering operates when I press OPEN or CLOSE, but not when I press either of the arrow buttons.**

- The arrow buttons are for operating shadings or sheers with operable vanes only. Refer to the product's Installation, Operation, and Care instructions for proper operation.
- If the window covering is a shading or sheer with operable vanes, reset the travel limits on the window covering. Press and hold the manual button on the window covering for 6 seconds, until it jogs. The window covering will then run an auto-calibration sequence.

**What is a PowerView shade network?**

6. The PowerView Shade Network is a unique radio frequency that allows PowerView Motorisation devices to communicate with each other within a home. All PowerView devices within a home should be added to the same PowerView Shade Network. This allows for easy installation of additional control options, such as the PowerView Hub, PowerView Repeaters and PowerView Scene Controllers.

Additionally, Remotes joined to the same PowerView Shade Network will be able to operate all window coverings in the PowerView Shade Network as desired.

