



Platinum™ App Software Guide for Android™ Mobile Devices

HunterDouglas

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Questions? Call the Hunter Douglas Customer Information Center at **1-888-501-8364**.

How to Download the Platinum™ App

Below are the proper steps for downloading the Platinum™ App.



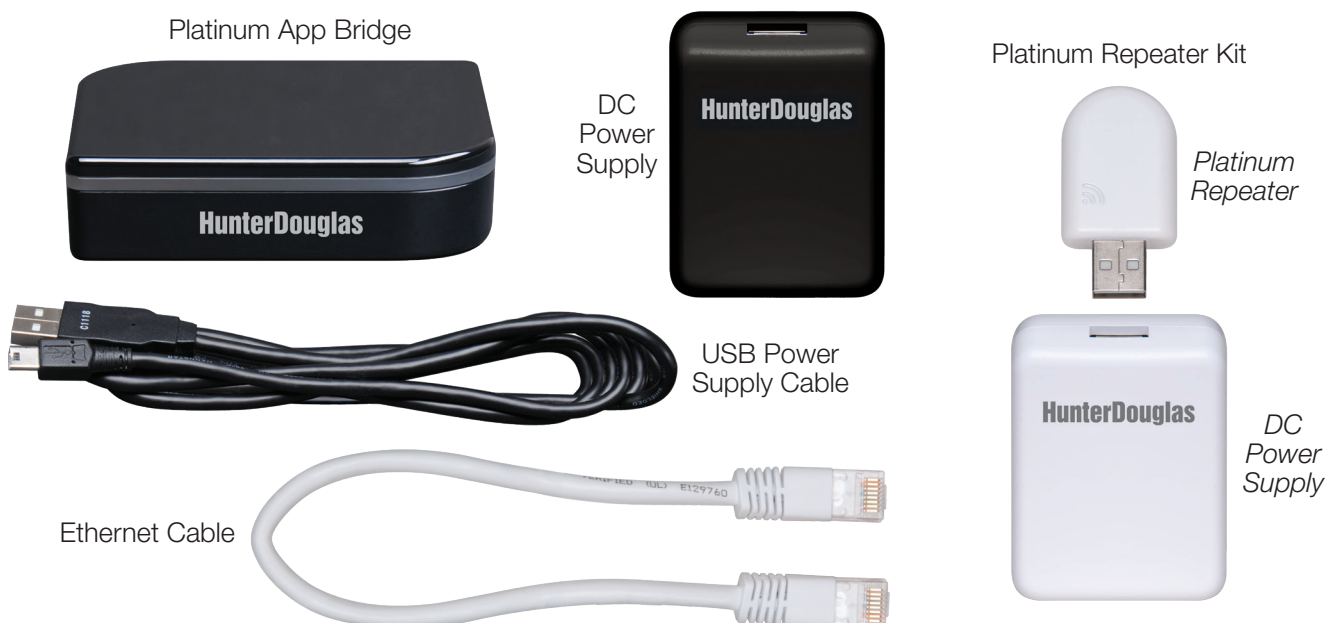
- Press the “Google Play” icon.
- Select the Search option (magnifying glass icon in the upper right corner).
- Type in “Hunter Douglas Platinum”.
- Select the “Platinum App” from the drop-down menu or the App from the search results.
- Select “Install” on the right side.
- “Accept” the “App Permissions”.
- Once the download is complete, select “Open” on the right side.

That’s all there is to it. Once your equipment set-up is complete, you’re ready to begin using the Platinum App.

Equipment Requirements

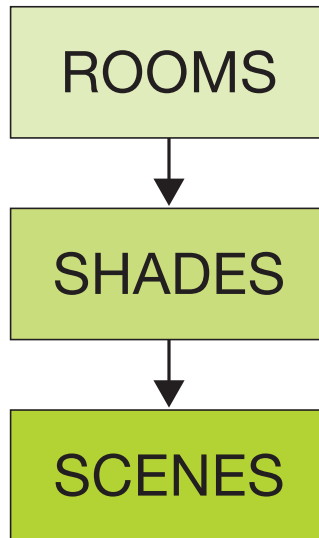
If you haven’t already done so, you will need to purchase a Platinum App Bridge Kit from your Hunter Douglas dealer. The kit includes the necessary components to connect to your home’s wireless network and communicate with your Hunter Douglas motorized window coverings. (Additional Platinum Repeater Kits may be needed depending upon the location of your window coverings.) Quick Start Guides are included in the Platinum App Bridge Kit to make set-up easy.

Platinum App Bridge Kit (Includes One Platinum Repeater Kit)



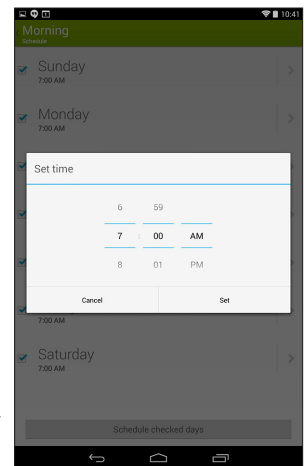
How the App Is Organized

The Platinum™ App is organized into three distinct levels: rooms, shades*, and scenes. First, you create a room; then you populate the room with shades; and, after you create and populate all your rooms, you create scenes to operate groups of shades in specific ways.



You can operate your window coverings as soon as you populate your rooms with shades. Scenes are not mandatory; but once you understand how they can enhance the operation of your window coverings, you will likely want to use this powerful feature of the Platinum App.

For example, one good reason to create scenes is to automatically operate your shades using the Platinum App Timer. Multiple operations per day are possible. Timer usage is explained in its own section beginning on page 21.

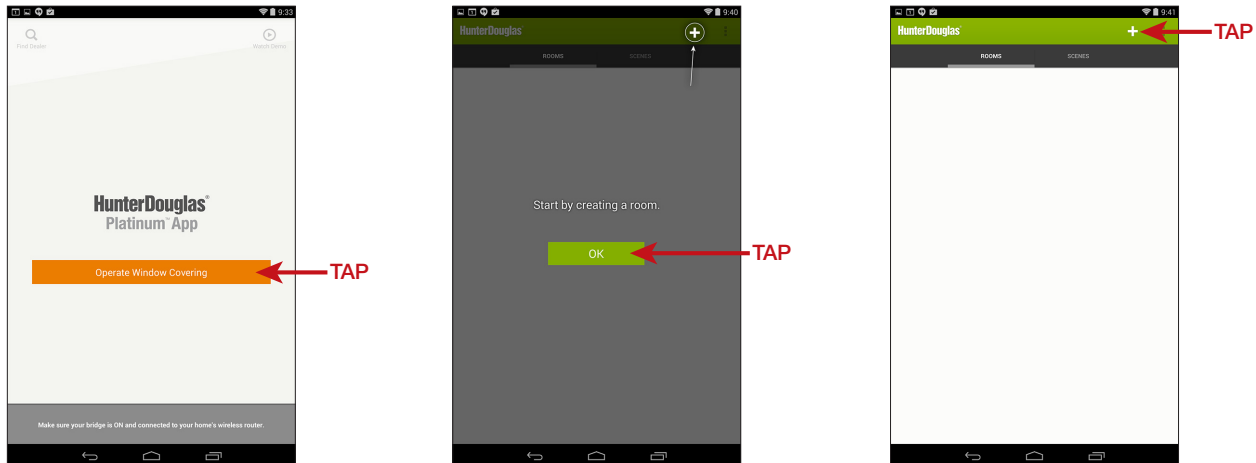


Platinum App timer

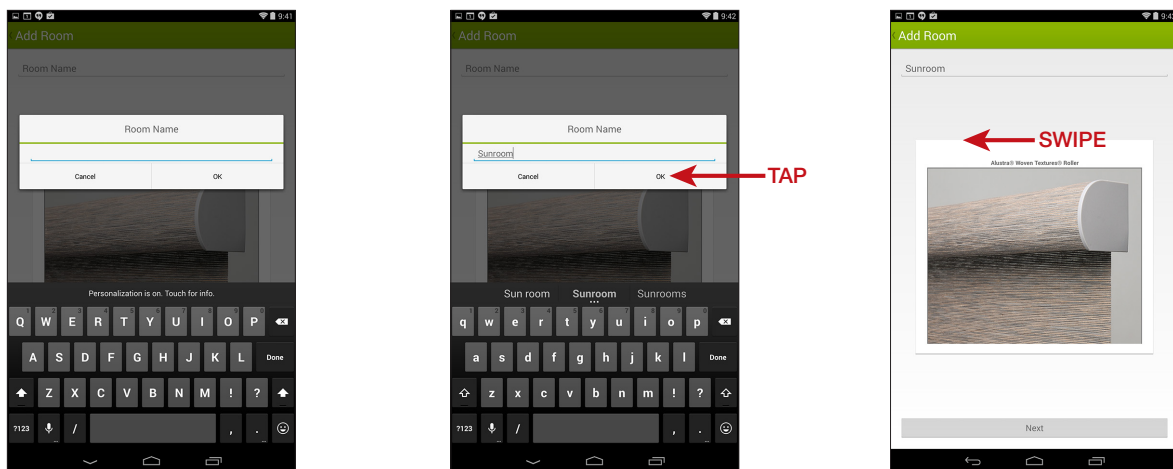
* Throughout the Platinum App and its documentation, “shades” is used as a generic term for window coverings. Hunter Douglas motorized window coverings that can be operated using the Platinum App include: Alustra® Woven Textures® and Screen Shades, Applause® honeycomb shades, Design Studio™ Roman Shades, Designer Roller and Screen Shades, Duette® honeycomb shades, Luminette® Privacy Sheers, Luminette Modern Draperies, Nantucket™ window shadings, Pirouette® window shadings, Pleated Shades, Silhouette® window shadings, Skyline® Gliding Window Panels, Solera™ Soft Shades, and Vignette® Modern Roman Shades.

Setting Up Rooms and Shades

When you first open the Platinum™ App, you'll see the Welcome screen with an orange bar reading "Operate Window Covering". Tap the bar and you'll see the instruction, "Start by creating a room." Tap "OK". Then tap the plus sign to add a room.

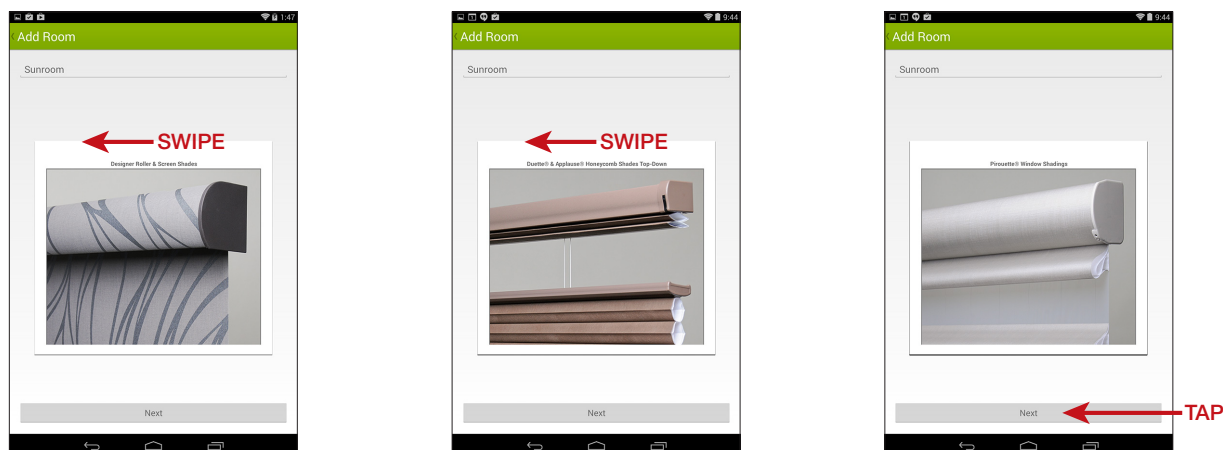


A pop-up window will appear. To create a Room, enter your personalized Room name in the pop-up window; for example, "Sunroom". Tap "OK". You'll see the first of the shade selection screens where you will select the type of window covering that matches the shades installed in the Sunroom. Brands are listed in alphabetical order. Swipe until you find the correct window covering.

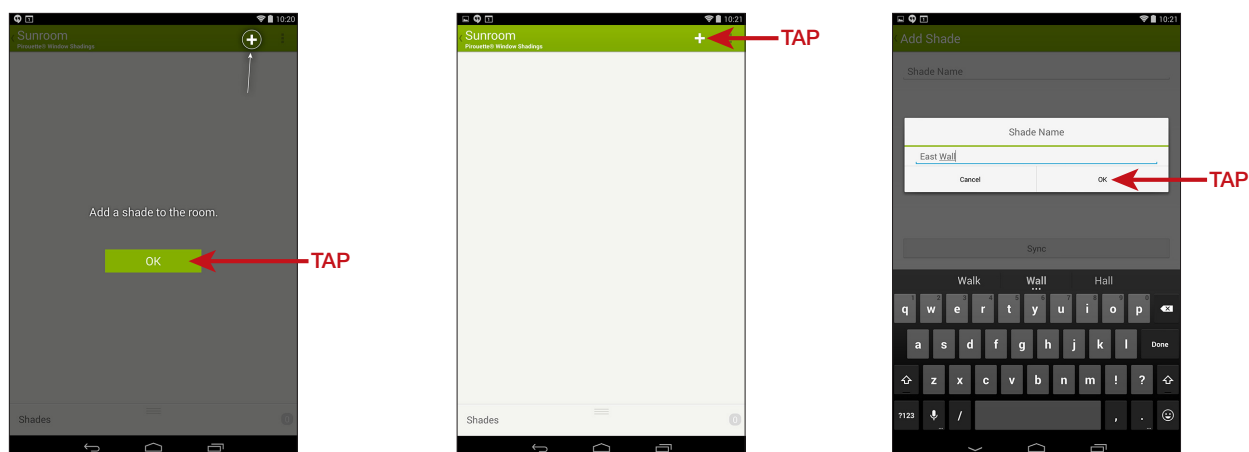


Some brands are listed more than once to show different operating systems. For example, Duette® and Applause® honeycomb shades offer four configuration options: Standard, Duolite™ or Top-Down/Bottom-Up, Top-Down, and SkyLift. In cases like this, be sure to choose the correct operating system.

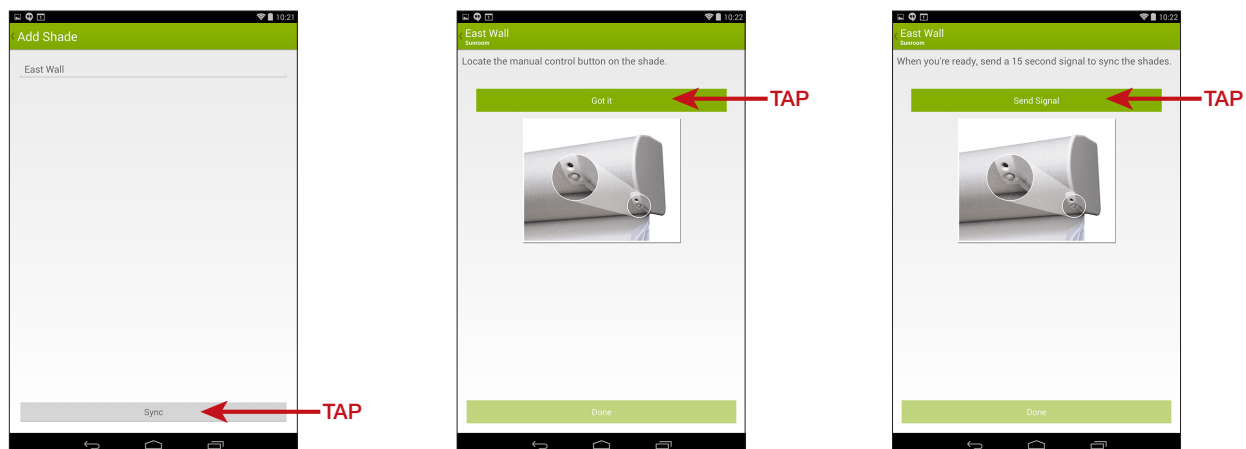
When you find the correct window covering, tap “Next”. In this example, we swipe until we reach Pirouette® window shadings.



After tapping “Next”, you’ll see the instructions, “Add a shade to the room.” Tap “OK”. Then tap the plus sign. Name the shade and tap “OK”.

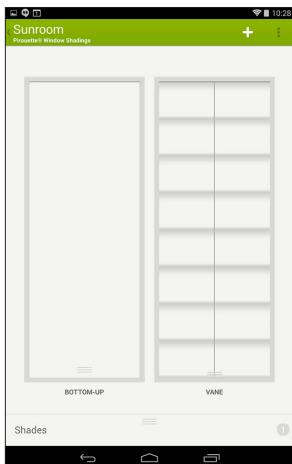
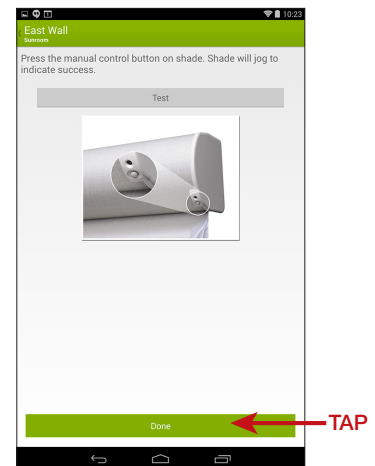


After naming the shade, you must “sync” it to the Platinum™ App. Tap the “Sync” bar on the screen. Locate the manual control button on the shade and tap “Got It” when you know where it is. Tap “Send Signal” to send a 15 second signal to sync the shade. A sync animation (☰) will appear in the upper left corner of the screen.

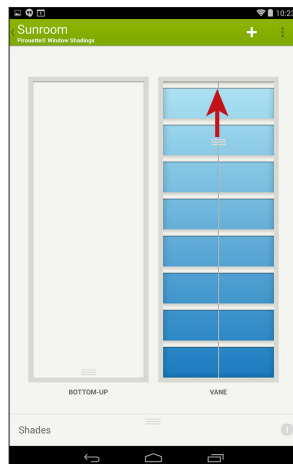


Within that 15 seconds, while the animation is playing, press the manual control button on the window covering. The shade should move slightly, or “jog,” to indicate a successful synchronization. If the shade jogs, tap “Done”. If you did not see the shade move, tap the “Test” button to test the synchronization. Re-sync if necessary.

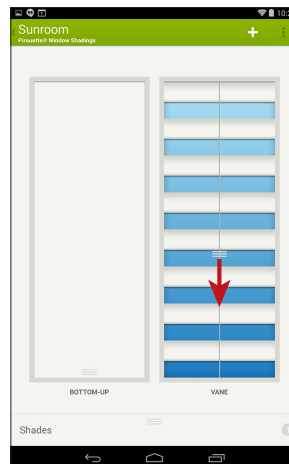
After tapping “Done”, you now have your first window covering ready to operate in your first room. Note in the images below that there are two slider controls for Pirouette® window shadings — one to raise and lower the shading and one to open and close the vanes. The app is smart; it knows that the shading must be lowered to open the vanes and the vanes must be closed to raise the shade.



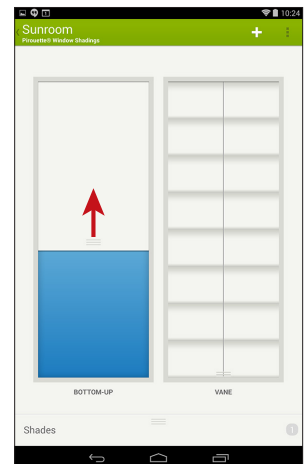
This is the first screen you'll see after tapping “Done”.



Opening the vanes automatically closes the shading.

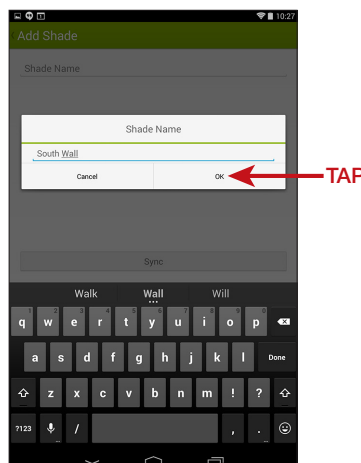


Vaness can be precisely adjusted using the slider control.



Raising the shading automatically closes the vanes.

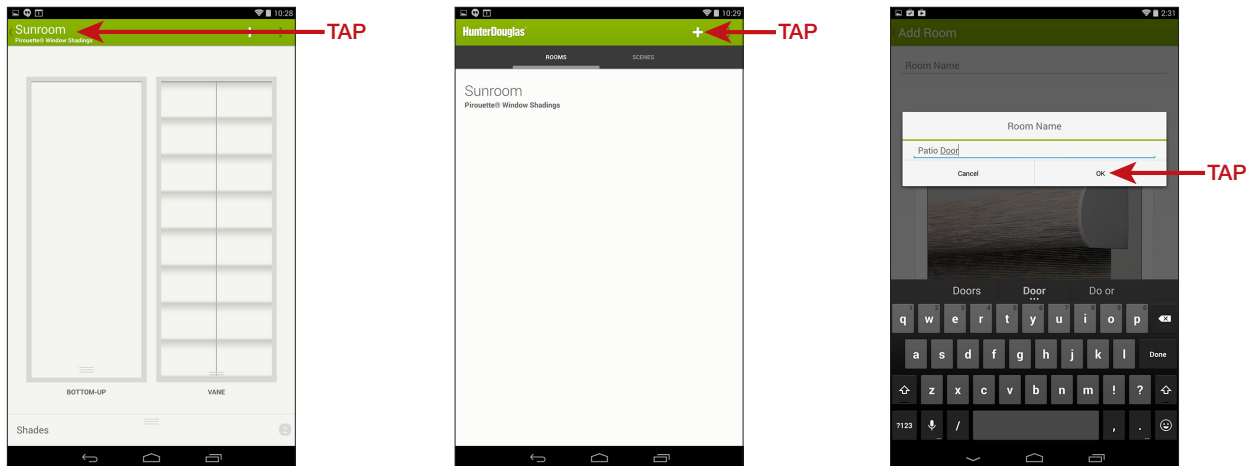
To add and sync more window coverings in the Sunroom, tap the plus sign next to the room name, just as you did when you added the “East Wall” shade. You can add up to eight window coverings to a room, but they must all be the same type of shade. After completing the steps below, there are two Pirouette shadings in the room: “East Wall” and “South Wall”.



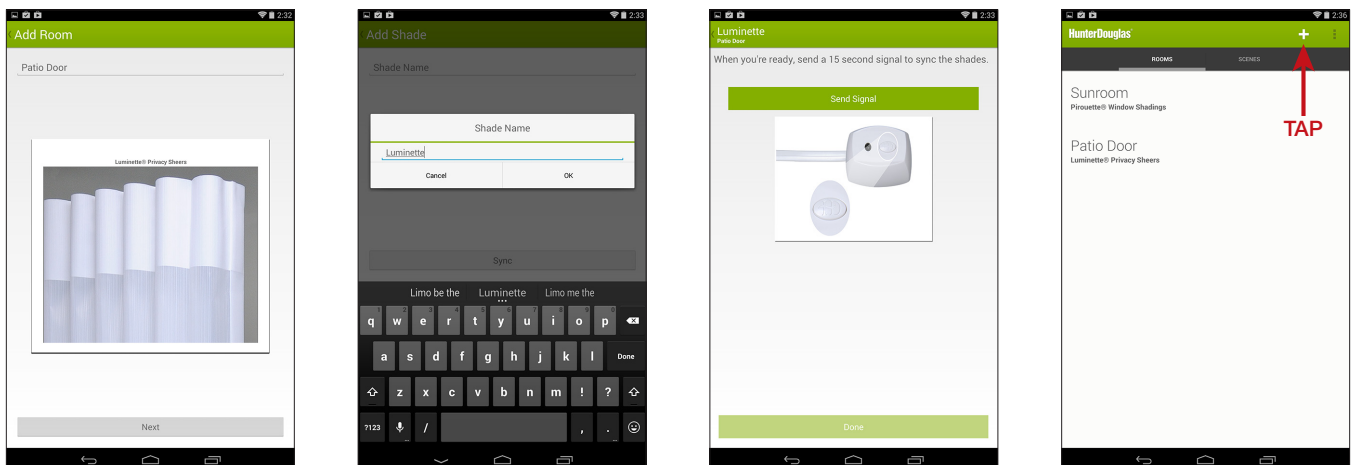
The number shows how many shadings in room.

But let's say the room also has a Luminette® sheer in a sliding glass door. Because a "Room" in the Platinum™ App can have only a single shade type, a different room must be created for the Luminette sheer.

To add the second room for the Luminette® sheer, tap the Sunroom name to go back to the rooms screen. Tap the plus sign to add a room. Enter the new Room name ("Patio Door" in this example) and tap "OK".

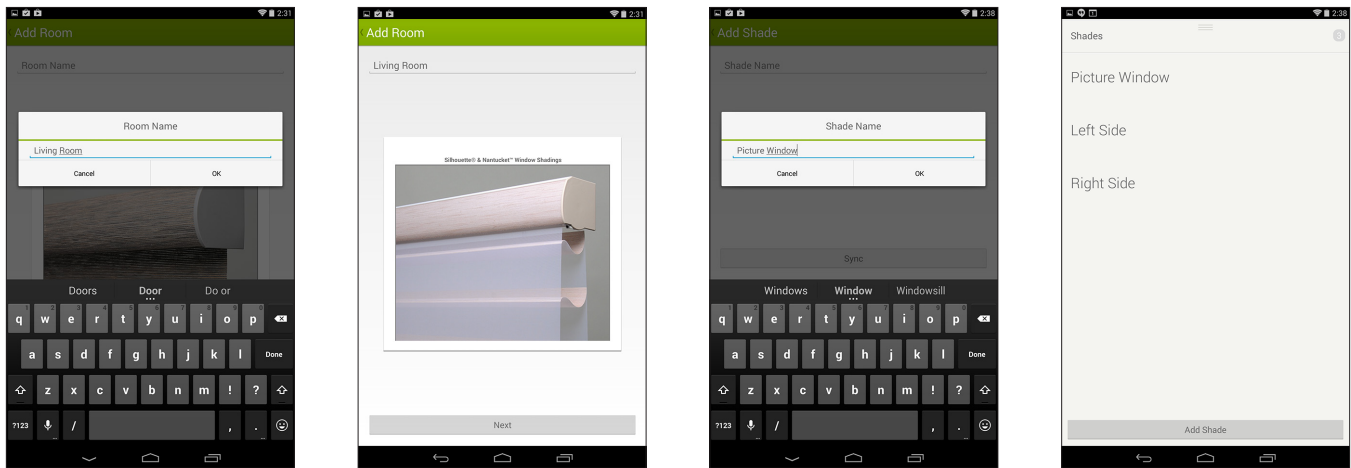


You'll then see the Patio Door Rooms screen. Swipe the shade selections until you reach the Luminette Privacy Sheers image. Name the sheer and sync it as you did for the Pirouette window shadings.

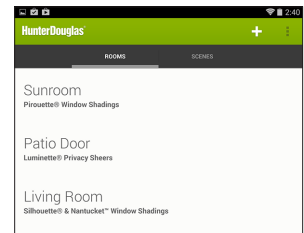


Tap the plus sign on the final screen to add one more room.

This is the Living Room, and it has three Silhouette window shadings installed. You name and sync each of the shadings individually. When you are finished, the three shades are programmed into the App and named Picture Window, Left Side and Right Side.

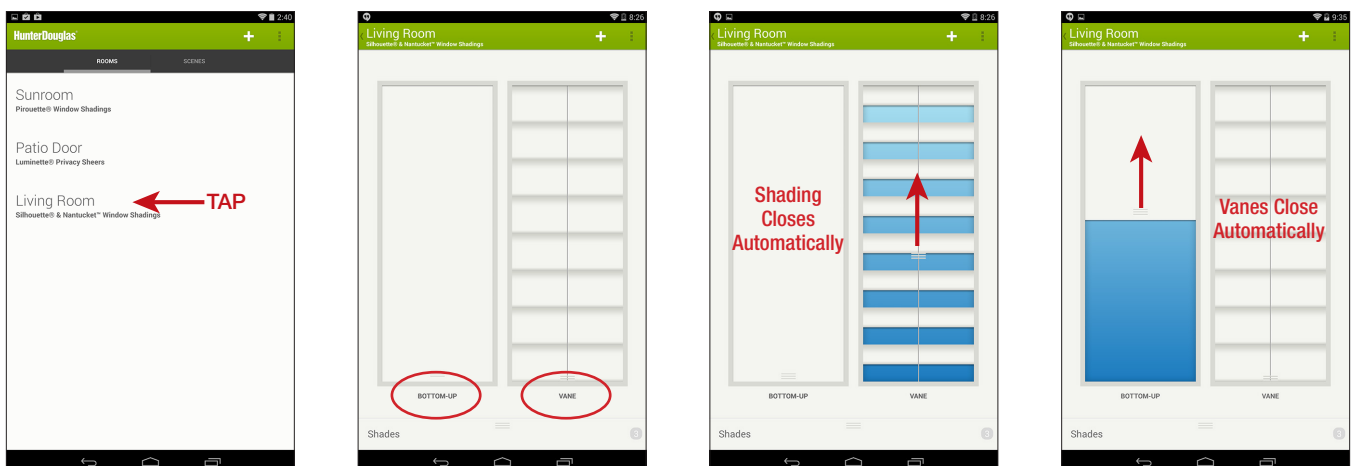


You now have all three rooms set up. You can now begin operating your window coverings using the Platinum™ App.



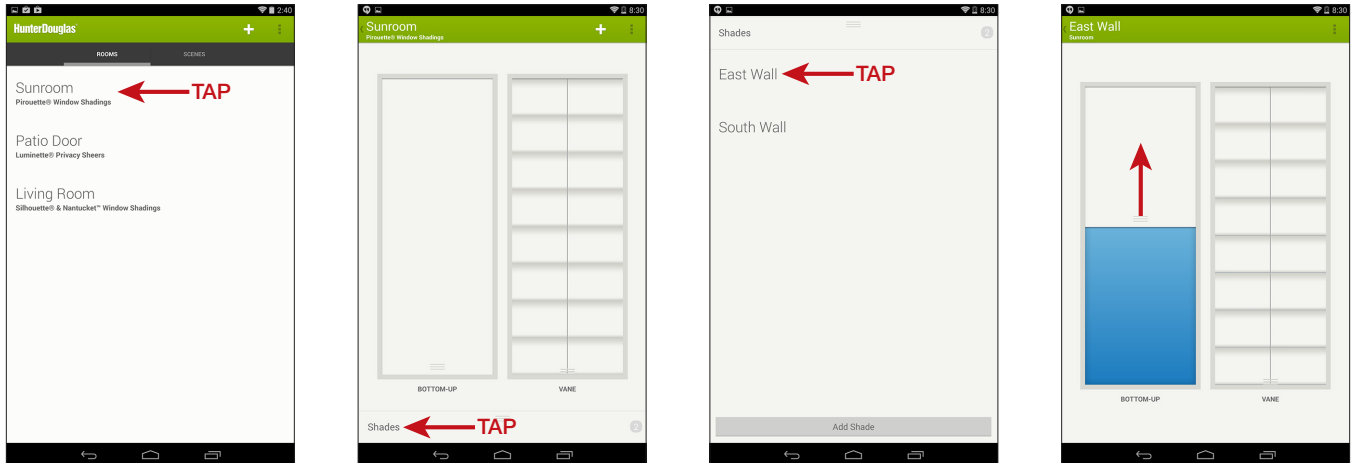
Operating Your Window Coverings by Room

To operate all of your window coverings in a Room at the same time, on the Rooms screen tap the room name and then operate the slider bar(s). There are two slider bars for the Silhouette® window shadings in the Living Room — one to open and close the shading, the other to open and close the vanes. As we discussed earlier, the App is smart; it knows the vanes cannot be operated until the shadings are closed (fully lowered). If you move the slider bar to open the vanes, the shading will close automatically so that your vane command can be carried out. Similarly, if you raise the shading, the vanes will close automatically.

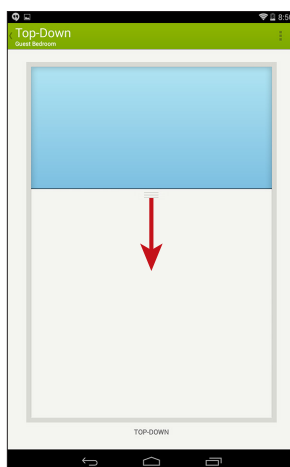


Operating Your Window Coverings Individually

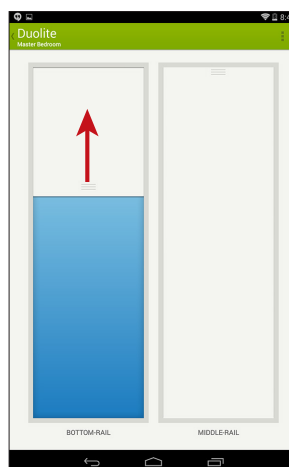
To operate your window coverings individually, on the Rooms screen tap the room name — in this example, the Sunroom. Then tap “Shades” in the lower left of the screen. Tap the name of the shade you want to operate and then move one of the slider bars.



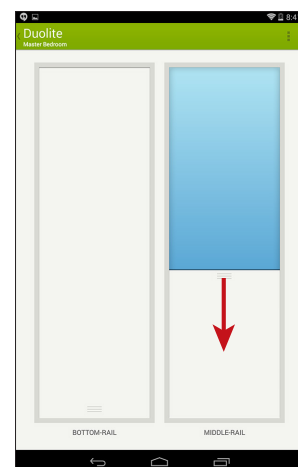
Let's look at a couple of different types of shade operation. Shown below are slider screens for Duette® Top-Down shade and a Duette Duolite™ shade. The Top-Down shade has a single slider bar that moves down from the top. The Duolite shade has two slider bars. The left slider bar operates the bottom rail of the shade and the right slider bar operates the middle rail. The left slider bar can only be used when the middle rail is fully raised, and the right slider bar can only be used when the bottom rail is fully lowered. By moving either slider bar to any position, the other slider will automatically move to the correct position and the shade rails will move accordingly. (Note that Top-Down/Bottom-Up operation is the same as Duolite.)



Top-Down slider



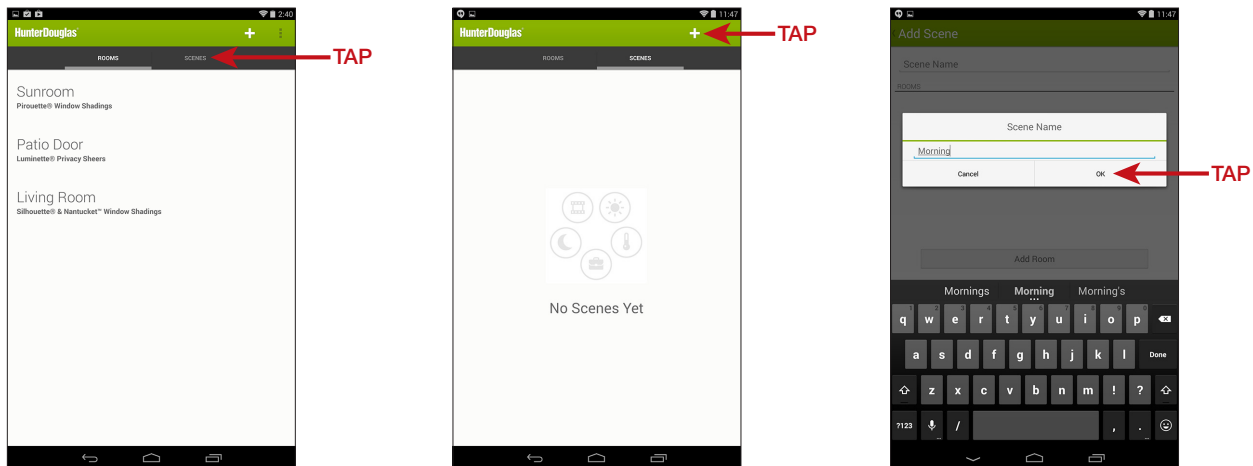
Duolite bottom rail slider



Duolite middle rail slider

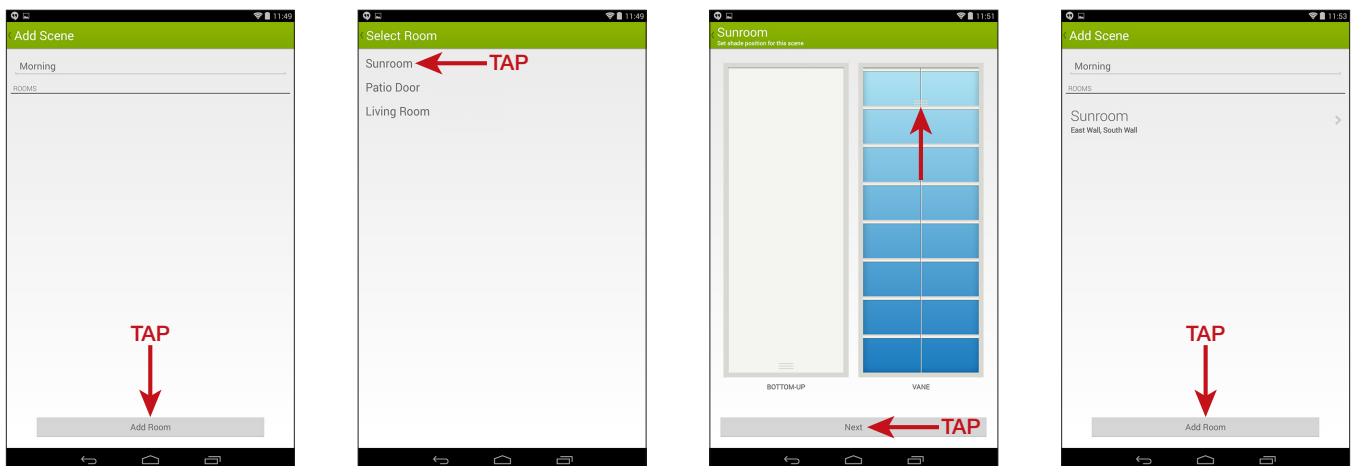
Setting Up Scenes

Now that you know how to set up Rooms and shades, and how to operate the shades by Room or individually, you're ready to learn how to begin using Scenes, a very powerful feature of the Platinum™ App. To create a Scene, tap "Scenes" while on the Rooms screen. You'll be taken to a blank Scenes screen. Tap the plus sign to add a scene. Enter the name of the Scene you are creating — in this example, "Morning" — and tap "OK".

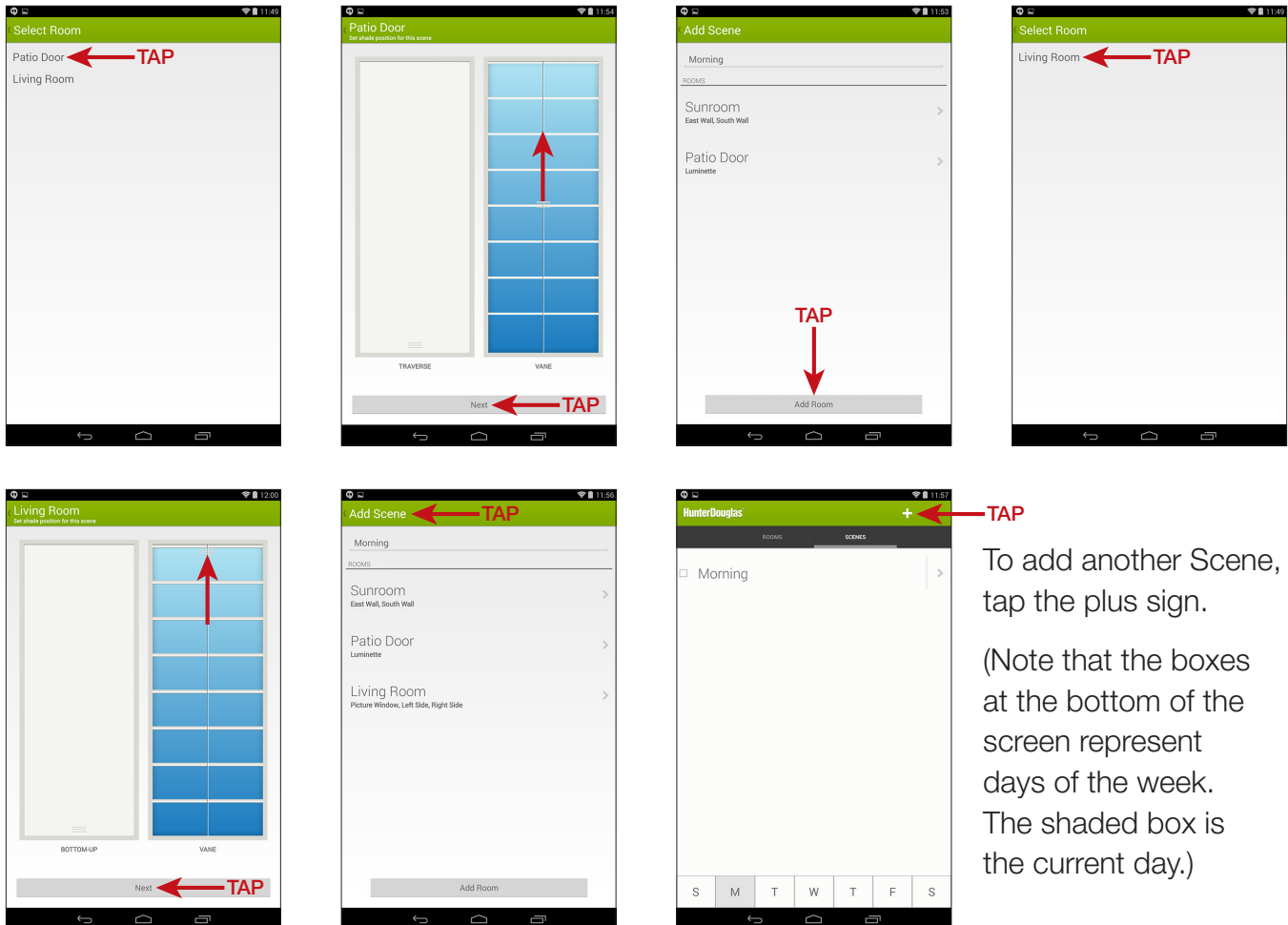


You'll then be taken to the "Morning" scene where you can start selecting the Rooms you want to be part of the Scene. Begin by tapping "Add Room". Then tap the name of the Room you want to add to the scene. In this example, let's say you select "Sunroom" first. You'll be taken to the operating screen where you can position the Pirouette® shadings. You leave the shadings lowered, but open the vanes all the way.

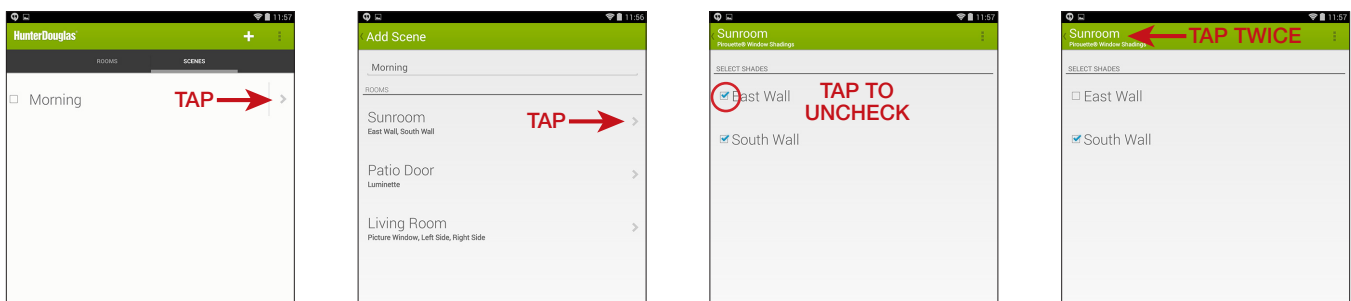
Tapping "Next" takes you to a screen where you can either add another room or save the scene as it is. Since you want all three rooms to be part of the "Morning" scene, you tap "Add Room".



The sequence below shows how the Morning scene is completed. The “Patio Door” room is added to the Scene and its Luminette® sheer is positioned with the vanes open. Finally, the “Living Room” is added to the Scene and all three of its Silhouette® shadings are positioned with the vanes open. After all the desired rooms are added to a Scene, tap the left side of the green bar. You have now completed the Morning Scene and you are ready to add another scene.



But first let's make a quick adjustment to the Morning scene. Opening the Sunroom's East Wall shading in the morning would allow direct sunlight into the room, which would overheat the room in summer. To remove the East Wall shading from the scene, tap the arrow to the right of “Morning”, then tap the arrow to the right of Sunroom. Now, tapping the the check mark next to the East Wall shading removes it from the Morning scene. After making this change, tap the left side of the green bar twice to return to the Scenes screen to add another scene.



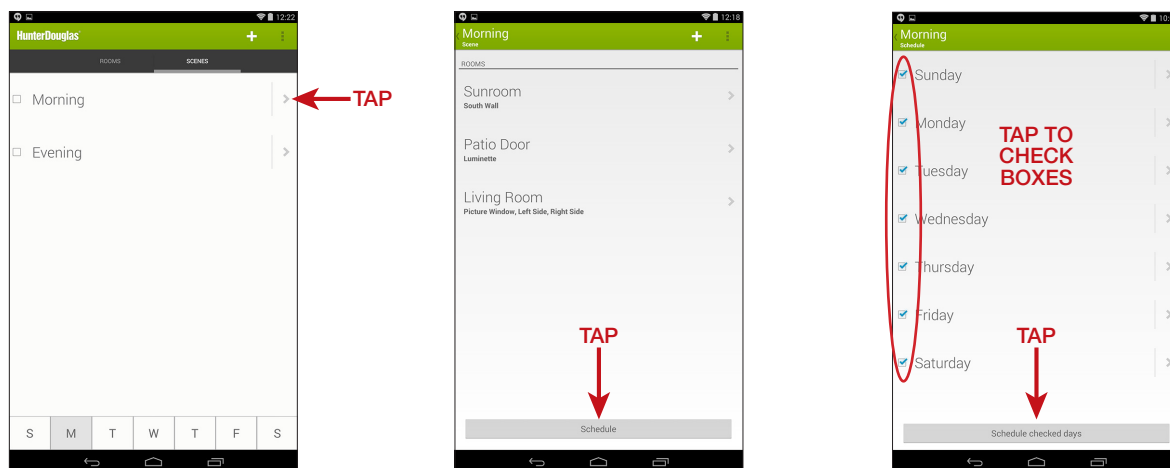
You can add many more Scenes using the same procedure. Remember, a scene can have any combination of Rooms and shades. The choice is yours.

To operate your window coverings by Scene, simply tap the Scene name on the Scenes screen. All window coverings in the scene will go to their preset positions.

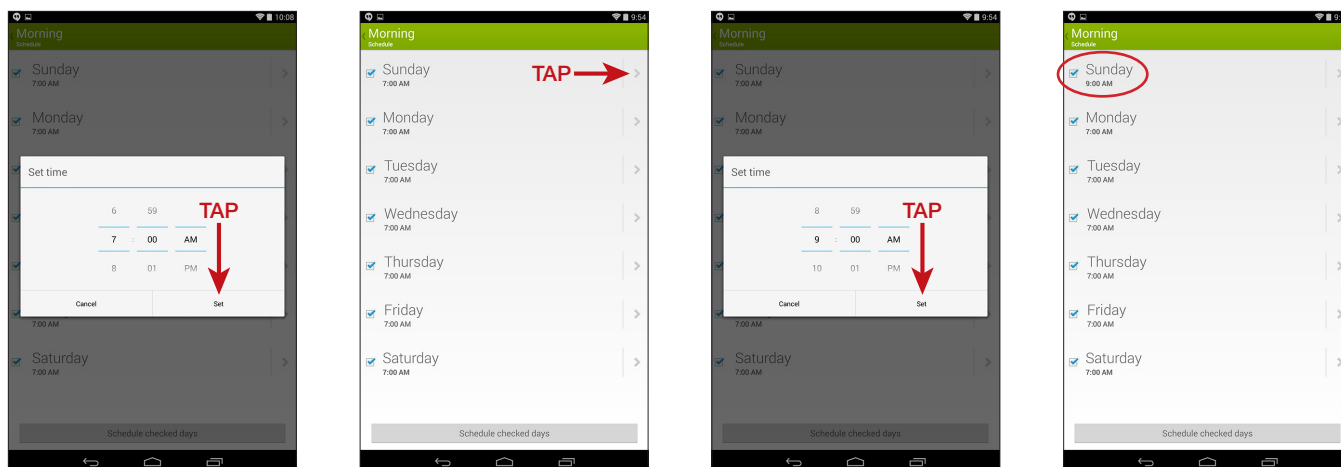


Using the Schedule Function

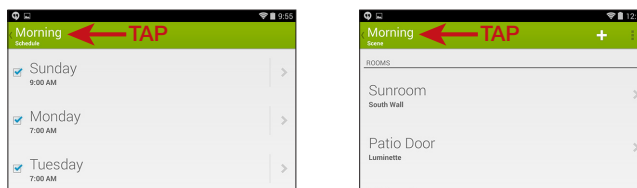
The Platinum™ App offers an easy way to automatically activate Scenes at specific times of day. On the Scenes screen, start by tapping the arrow to the right of the Scene name. This brings you to a list of the Rooms in the Scene, with the active shade names listed under the Room names. Tap the “Schedule” bar. The days of the week appear with blank check boxes. Tap the boxes for the days you wish to schedule. Then tap the bar labeled “Schedule checked days”.



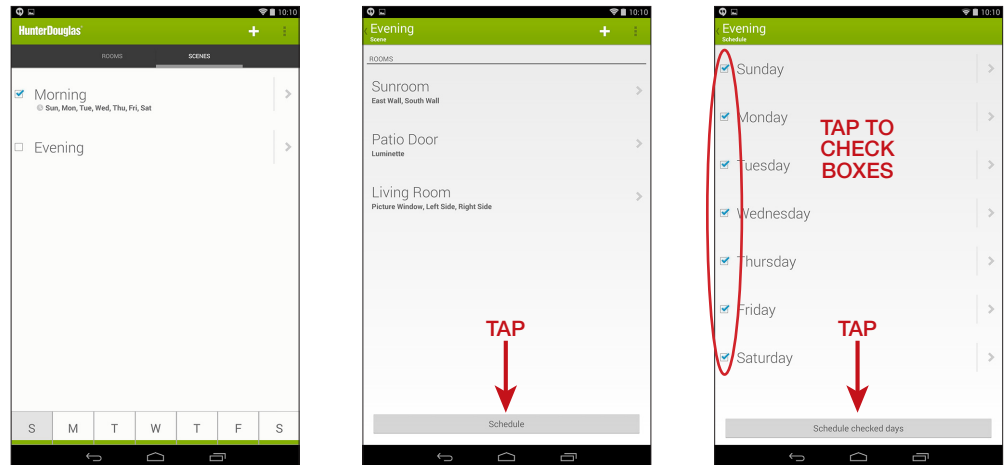
This will take you to the timer screen. The timer box shows a default time of 12:00 a.m. Move the timer to the time you want the scene to begin and tap “Set”. You’ll now see the days of the week with the activation time beneath them. Let’s adjust a couple of those times. On Saturday and Sunday, we’ll change the time the shades open to 9:00 a.m. To do this, first tap the arrow to the right of Sunday and change the time to 9:00 a.m. Tap “Set” and you’ll see that Sunday’s time has changed accordingly. Repeat for Saturday.



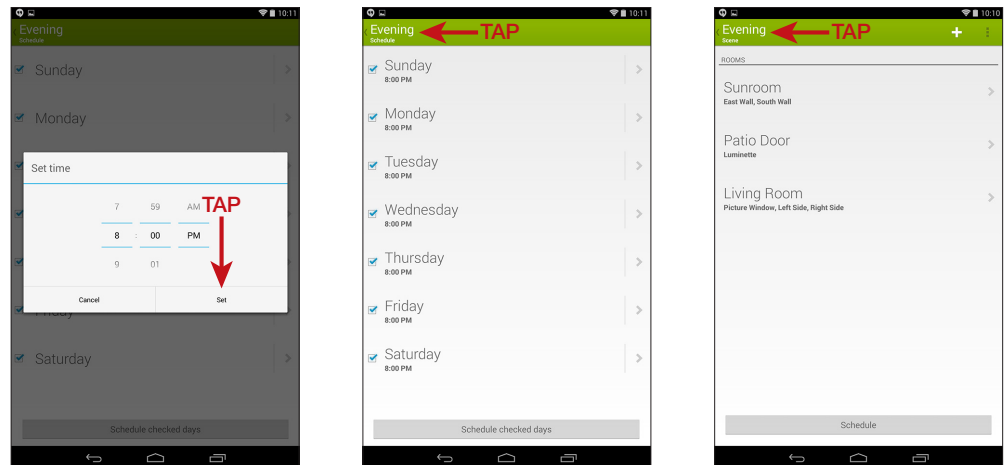
To go back to the Scenes screen, tap “Morning” twice.



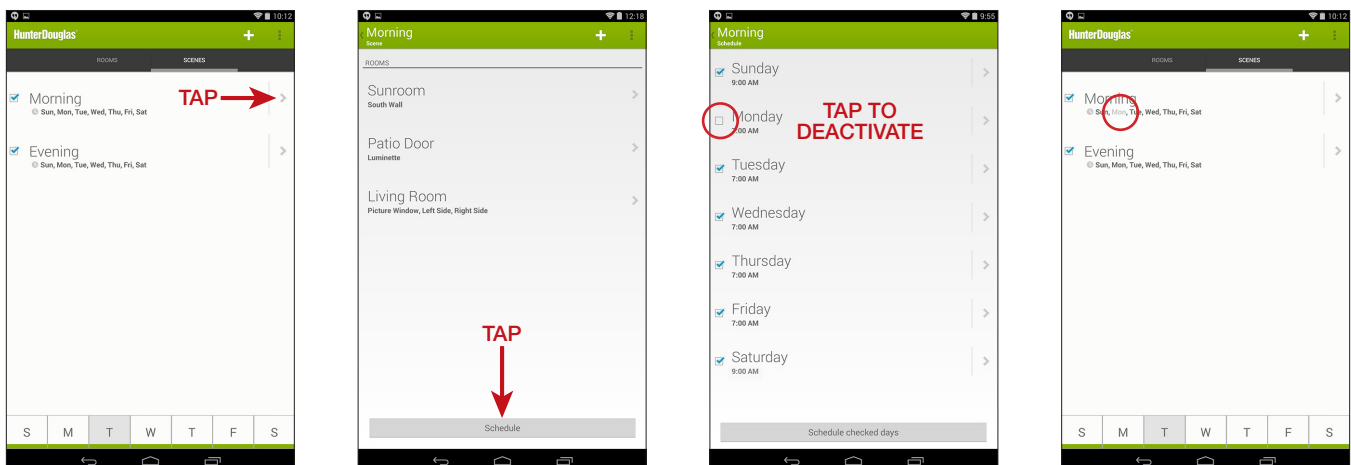
Back on the Scenes screen, you can see that the Morning scene is scheduled. To schedule the Evening screen, the process is the same. Tap the arrow to the right of “Evening”, tap the “Schedule” bar, tap the boxes for the days you wish to schedule, and tap the bar labeled “Schedule checked days”.



Set the time you want the scene to activate — 8:00 p.m. in this case — and tap “Set”. You’ll see the evening schedule and can make changes, if desired. Tap “Evening” twice to go back to the Scenes screen.



At any time, it’s easy to make changes to the schedule. Let’s say that the upcoming Monday is a holiday and you’d like to sleep in a little later. Tap the arrow to the right of “Morning”, and on the next screen tap the Schedule bar. Tap the checked box for Monday. This will “uncheck” the box, deactivating the Morning scene on Monday only. Back on the Scenes screen, Monday will be dimmed for the Morning scene.

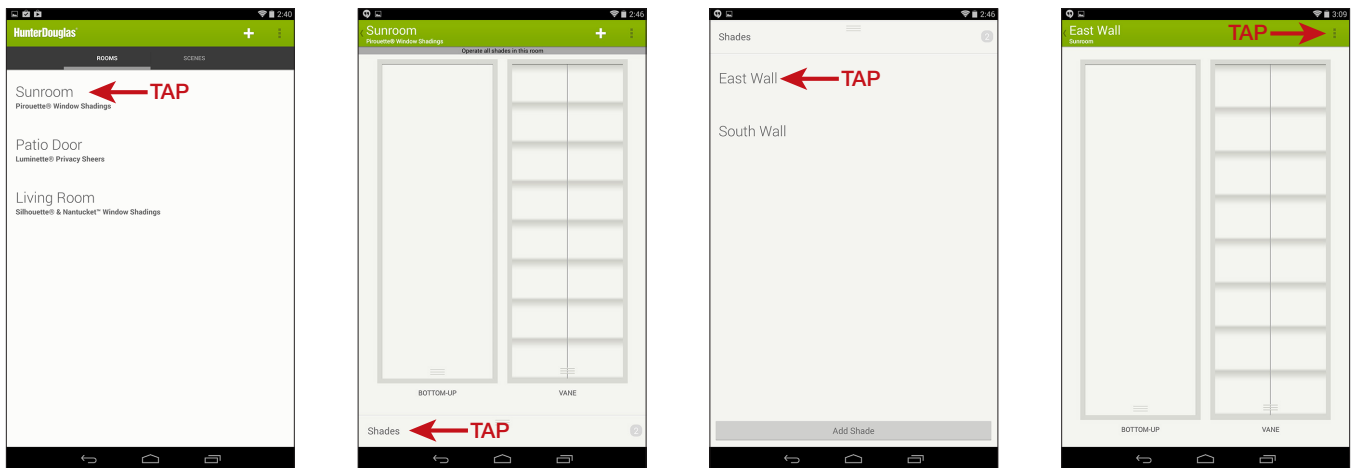


Editing Rooms, Shades and Scenes

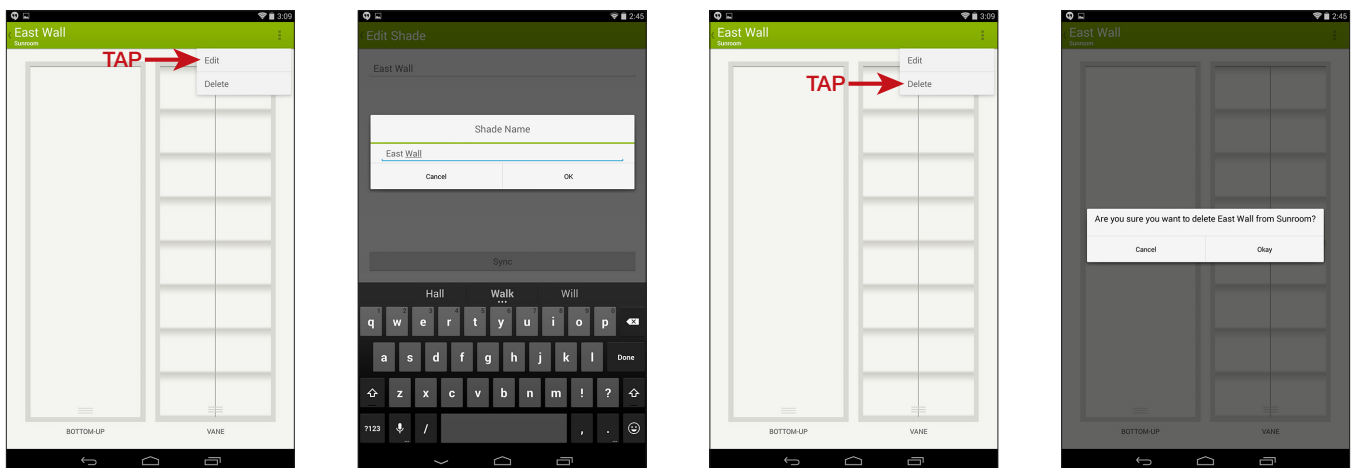
Once you have set up your Android™ mobile device using the Platinum™ App, you can make changes quickly and easily.

Editing or Deleting Shades from a Room

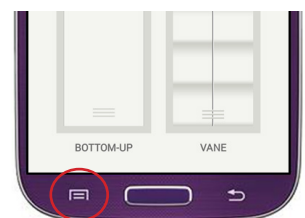
To edit a shade name or to delete a shade from a room, tap the name of the room on the Rooms screen. Then, on the Rooms operating screen, tap the “Shades” bar at the bottom. All the names of the shades in the room appear on the next screen. Tap the name of the shade you wish to edit or delete. Its operating screen appears. Tap the three vertical dots in the upper right of the screen.



You'll then have the option to press “Edit” or “Delete” in the drop-down menu. Tapping Edit allows you to change the shade name. Tapping Delete allows you to delete the shade from the room.

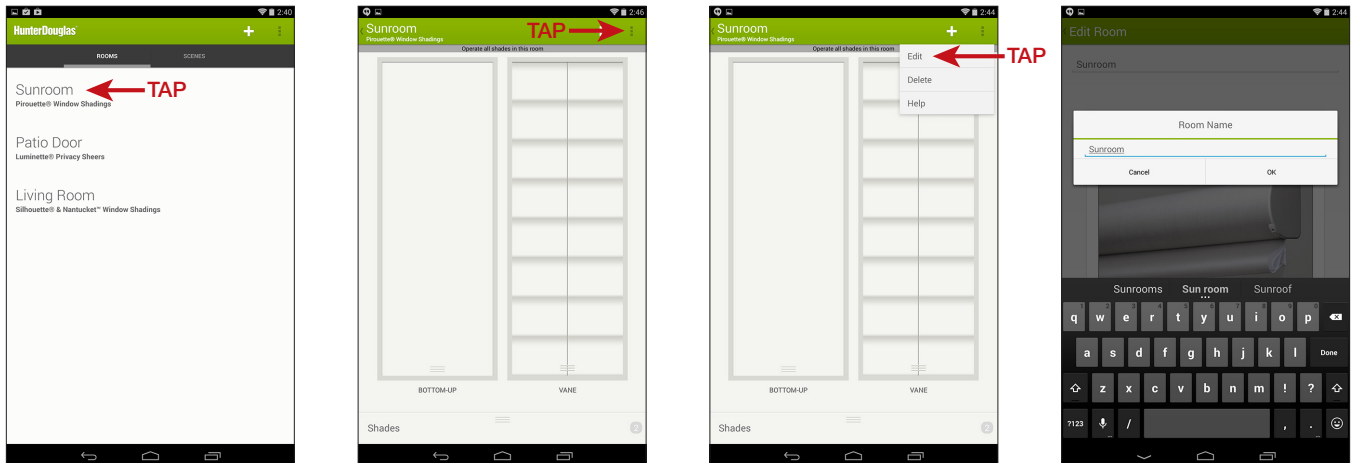


In the example above, the drop-down menu is activated by tapping the three vertical dots. Many popular Android™ devices have dedicated menus outside the screen area. On some Samsung Galaxy phones and tablets, for example, the menu bar is in the lower left. If the menu is not visible, tapping anywhere on the screen or on the base of the device lights the icon for a few seconds.

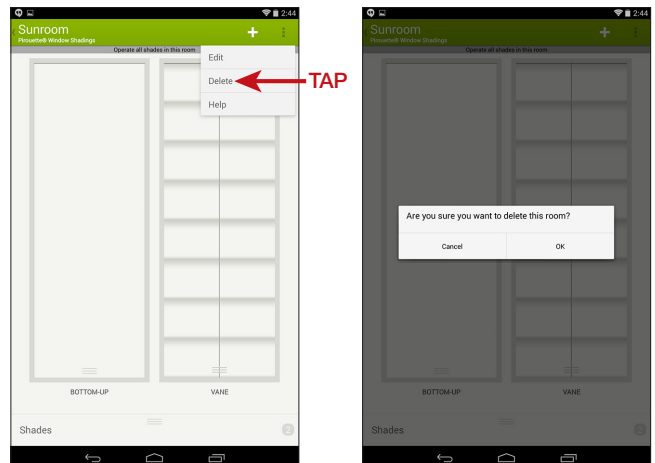


Editing or Deleting Rooms

To edit a room name or to delete a room, tap the name of the room on the Rooms screen. Then, on the Rooms operating screen, tap the three vertical dots in the upper right of the screen. You'll then have the option to tap "Edit" or "Delete" in the drop-down menu. Tapping Edit allows you to change the shade name.

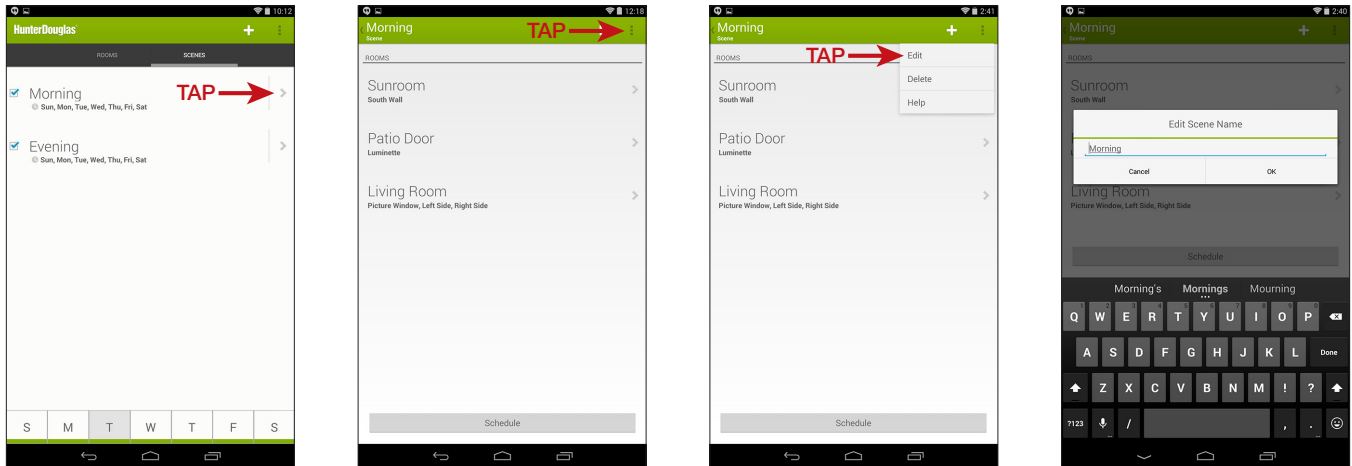


Tapping Delete allows you to delete the room.



Editing or Deleting Scenes

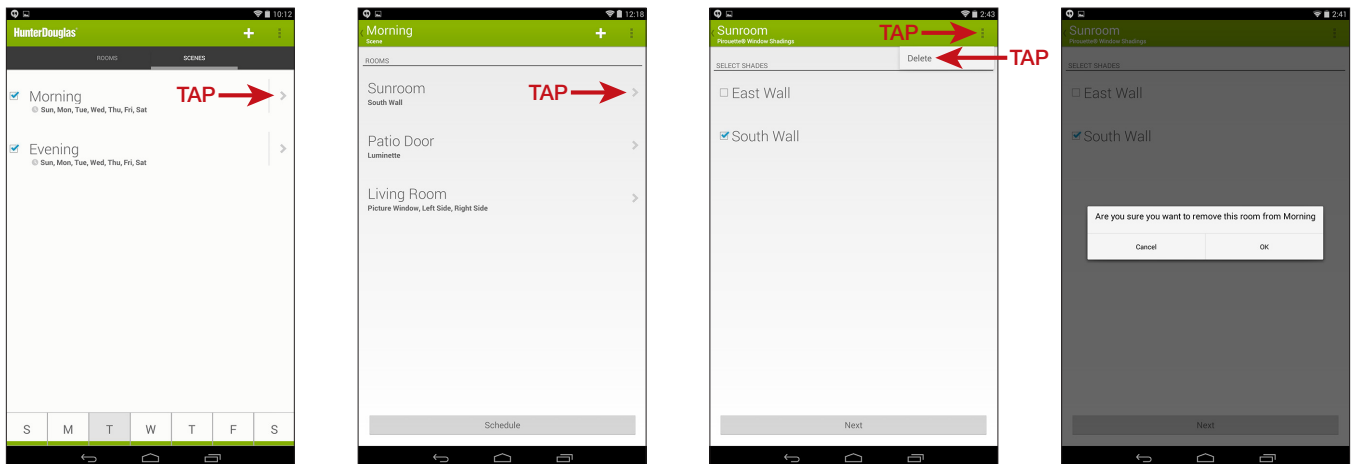
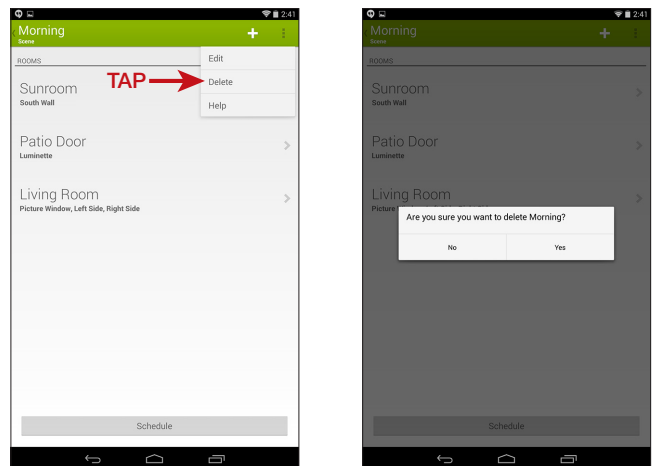
On the Scenes screen, tap arrow to the right of the Scene name you want to edit or delete. On the next screen, tap the three vertical dots in the upper right. You'll then have the option to tap "Edit" or "Delete" in the drop-down menu. Tapping Edit allows you to change the Scene name.



Tapping Delete allows you to delete the Scene.

Deleting Rooms from a Scene

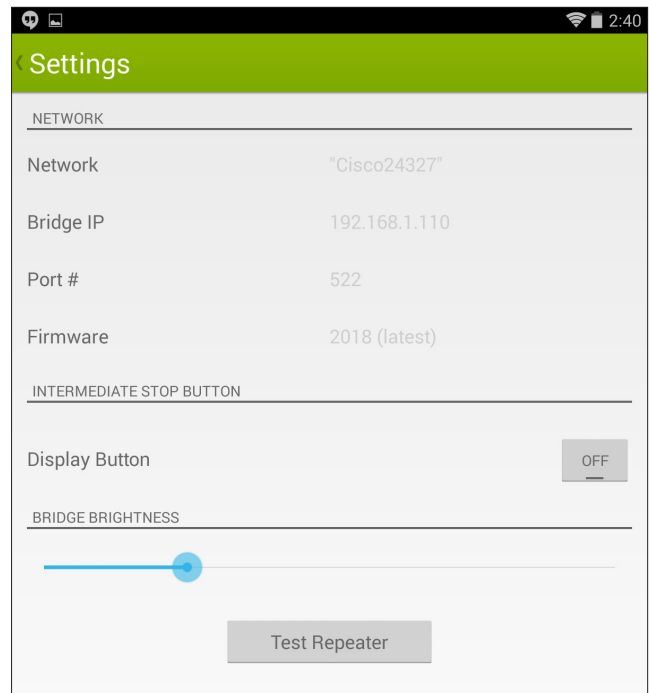
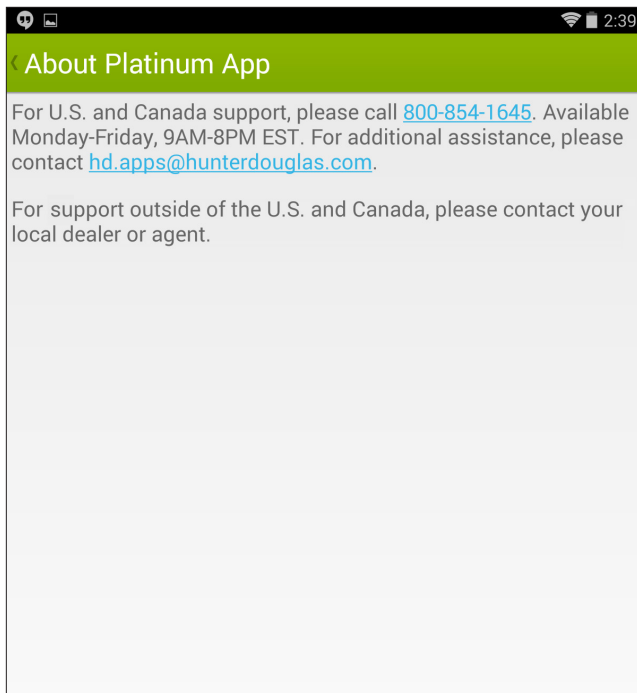
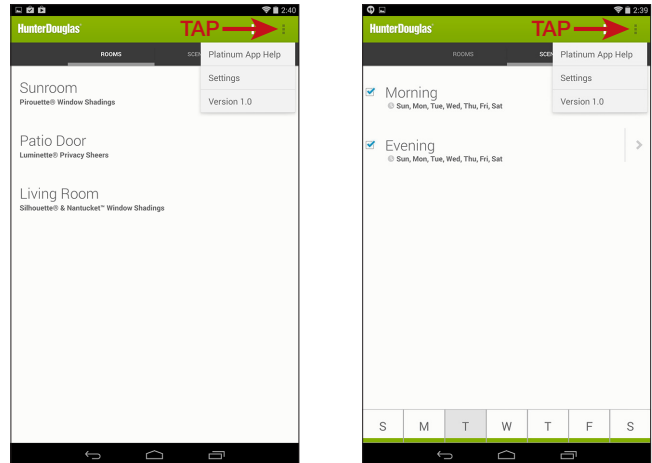
Start by tapping the arrow to the right of the Scene name, then tap the arrow to the right of the room you are deleting. Tap the three vertical dots in the upper right and tap "Delete" to remove the room from the scene.



Additional Platinum™ App Features

Additional features of the Platinum™ App can be accessed either from the Rooms screen or the Scenes screen. Tap the three vertical dots in the upper right and a drop-down menu appears. Here, you may choose to access Platinum App Help and Settings, as well as view the version number of the app.

The Help screen provides an email address where users can request help on specific issues. Responses are sent within one business day.



The Settings screen shows network information and includes an ON/OFF switch for displaying the Intermediate Stop feature on shade operating screens. It also includes a slider bar to set the brightness of the light bar on your Platinum App Bridge and a button to test your Platinum Repeater network.

An Intermediate Stop is a position set outside of the Platinum App to which the shade travels when the Intermediate Stop button is pressed. This can be a position in the up-down or side-to-side travel of the shade, or it can be a specific degree of vane opening. The Intermediate Stop button is available on slider bar operating screens only after it has been turned on in the settings. It can also be incorporated into scenes. Consult the documentation that came with your Platinum Remote or Wireless Wall Switch for details about setting Intermediate Stops.

Troubleshooting

Problem: I can't get past the opening screen of the Platinum™ App. The screen says, "Connection could not be established with the bridge."

Solution: Check that the light on the Platinum App Bridge is green, not red. If it is red, check that the bridge is plugged into a working outlet and securely connected to a LAN port on your wireless router. See the *Quick Start Guide* that came with your Platinum App Bridge Kit.

Be sure your Android™ mobile device is connected to the same wireless network as the Platinum App Bridge.

Problem: Some shades do not respond to the Platinum App commands.

Solution: Test your Platinum Repeaters to check that they are receiving signals from the Platinum App Bridge. Either tap the "Test Repeater" button on the Settings menu of the Platinum App or the button labelled  on the back of the bridge. The green light on each Platinum Repeater should blink once. If not, move the repeater closer to the bridge or add more repeaters. See the *Quick Start Guide* that came with your Platinum App Bridge Kit or Platinum Repeater.

Check that the shades are compatible with the Platinum App by checking for the "Platinum App Certified" label.

Platinum™ App Certified. For more information visit hunterdouglas.com . 5110540115 5/12
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Problem: My window covering has vanes, but there is no slider bar for vane control.

Solution: You may have chosen the wrong type of shade when adding the window covering to a Room. Tap the drop down menu from the upper right corner of the room and choose Edit. Choose Okay to keep the room name to see that the shade type matches your window covering. If not, swipe to the left or right to choose the correct type of shade for the room.

Problem: My shade does not operate when moving its slider control.

Solution: Tap the slider bar again to send another command.

Use a Platinum remote or Platinum wireless wall switch to test the shade to make sure it is operating properly.

Re-sync the window covering. See pages 6 to 8.

Problem: None of the shade information I entered appears on the Rooms or Scenes pages.

Solution: Check that the light on the Platinum™ App Bridge is green, not red. Refer to the first problem on page 20.

Exit the Platinum App by tapping the Home button on your device. Then tap the Platinum App icon to restart.

Tap the RESET button on the back of the Platinum App Bridge.

You may have accidentally taped the erase button () on the back of the Platinum App Bridge. If so, you need to re-enter all of your shade information.

Problem: My Platinum App screen is frozen.

Solution: Exit the App by tapping the Home button on your device. Then tap the Platinum App icon to restart.

Appendix A: Planning Worksheets

Use the worksheets on the following pages to help you plan your Rooms, shades, and Scenes.

Room Worksheet

Use this worksheet to plan Rooms, Room names, shades, and shade names. These sample worksheets are based on the examples used in this guide.



NW N NE



NW N NE

Duette Standard
Duette Standard 1
A

Duette Standard
Duette Standard 2
A

Duette Duolite
Duolite 1
B

A. Room name: Master Bedroom North

B. Secondary room name: Master Bedroom East

Draw rectangles along the borders of the room to indicate the location of window coverings to be controlled by the Platinum™ App.

Enter the type and name of each window covering next to its rectangle.

Luminette Sheer
Luminette
B

Duette Duolite
Duolite 2
B

A. Room name: Living Room

B. Secondary room name: Patio Door

Draw rectangles along the borders of the room to indicate the location of window coverings to be controlled by the Platinum™ App.

Enter the type and name of each window covering next to its rectangle.

If there is more than one room name, identify by letter (A, B, or C) which room name applies to which window covering.

Silhouette Shading
Silhouette West
A

Silhouette Shading
Silhouette South 1
A

Silhouette Shading
Silhouette South 2
A

Room Worksheet



A. Room name: _____

B. Secondary room name: _____

Draw rectangles along the borders of the room to indicate the location of window coverings to be controlled by the Platinum™ App.

Enter the type and name of each window covering next to its rectangle.

If there is more than one room name, identify by letter (A, B, or C) which room name applies to which window covering.

Scene Worksheet

Use this worksheet to plan Scenes and their timing. This sample worksheet is based on the examples used in this guide.

Room names: 1. Living Room 6. _____
2. Patio Door 7. _____
3. Master Bedroom North 8. _____
4. Master Bedroom East 9. _____
5. _____ 10. _____

Scene name: Good Morning Rooms in Scene: 1, 2, 4

Description of Scene: Vanes fully open in Living Room, Vanes almost all the way open in Patio Door, middle rail lowers all the way in Master Bedroom East

Scene timing: 7:30 a.m. M-F, 9:00 a.m. Sat. and Sun.

Scene name: Good Night Rooms in Scene: 1, 2, 3, 4

Description of Scene: All window coverings closed with vanes closed

Scene timing: 8:30 p.m. every day

Scene name: _____ Rooms in Scene: _____

Description of Scene: _____

Scene timing: _____

Scene Worksheet

Room names: 1. _____ 6. _____
2. _____ 7. _____
3. _____ 8. _____
4. _____ 9. _____
5. _____ 10. _____

Scene name: _____ Rooms in Scene: _____

Description of Scene: _____

Scene timing: _____

Scene name: _____ Rooms in Scene: _____

Description of Scene: _____

Scene timing: _____

Scene name: _____ Rooms in Scene: _____

Description of Scene: _____

Scene timing: _____

Appendix B: Frequently Asked Questions

Question: What Hunter Douglas products are compatible with the Platinum™ App?

Answer: All PowerRise® 2.1 or PowerGlide® 2.1 products are compatible with the app. Look for the “Platinum App Certified” label affixed to the power cable attached to the shade motor. For a list of all Hunter Douglas brands available with PowerRise 2.1 or PowerGlide 2.1, see the footnote on page 4.

Platinum™ App Certified.

For more information
visit hunterdouglas.com.

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Question: How many window coverings can I control from my Platinum App?

Answer: A nearly limitless number of Hunter Douglas PowerRise 2.1 or PowerGlide 2.1 window coverings can be controlled from a single device running the Platinum App. As long as your shades can receive signals from the Platinum Repeater(s) installed in the room with the shades, you will be able to control them.

Question: How many Platinum Repeaters do I need to operate my shades?

Answer: Hunter Douglas recommends at least one Platinum Repeater per room with products you would like to control with the Platinum App.

Question: Do I still need a Platinum™ Remote or Wireless Wall Switch to operate my shades?

Answer: A Platinum Remote or Wireless Wall Switch is highly recommended. These devices allow for alternate control and also serve as a set-up tool — for example, to create intermediate stop positions.

Question: Do I need an Internet connection to use the Platinum App to control my shades?

Answer: No, an Internet connection is not necessary. However, you still need a wireless router connected to the Platinum App Bridge for communication with your mobile device; and its wireless “network” must be the one used by the mobile device.

Question: What is a “Room” in the Platinum App?

Answer: A Room is a collection of eight or less same shading types. (These actually do not need to be physically located in the same room of the home.) Once a Room is created, all shades assigned to that room can be controlled from a single control slider.

Question: How many shades can be in a Room within the Platinum App?

Answer: The maximum number of shadings that can be assigned to a Room grouping within the Platinum App is eight.

Question: Can different shade types be saved in the same Room within the Platinum™ App?

Answer: No. Only one shade type is allowed within a Room grouping to ensure the proper control slider is displayed. For multiple shading types within a Room, simply create multiple room names.

Question: What is a “Scene” in the Platinum App?

Answer: A Scene is a pre-programmed shade position created by the user to manage light and privacy. For example, a Scene called “Good Night” can be created in which all the shadings in the home move to the closed position.

Question: Can I operate my shades from anywhere in the world using the Platinum App?

Answer: No. The current release of the Platinum App will allow homeowners to operate their shades only while the mobile device can communicate to their wireless home network. Future updates will include the ability to control your shades remotely via the Internet.

Question: Will the Schedule feature work even if my Android™ mobile device is not at my home?

Answer: Yes, the Schedule feature will continue to operate shades at the set time(s) of day even if the wireless device is not in the home. All Schedule data is stored in the Platinum App Bridge.

Question: How do I schedule event?

Answer: The Schedule feature is available for Scenes only. See pages 14 and 15 for detailed instructions.

Question: Does the Schedule feature automatically change for Daylight Savings Time?

Answer: Yes, the schedule will adjust for Daylight Savings Time automatically.

Question: Is the Platinum App available for Apple® mobile devices?

Answer: Yes. In fact, the Platinum App was originally designed for Apple mobile devices.