



Platinum™ App Software Guide

HunterDouglas

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

How to Download the Platinum™ App

Using your iPad®, iPhone®, or iPod touch®, go to the App Store® by clicking on its icon.

- In the “Categories” search window, type “Hunter Douglas”.
- Press the “Search” key.
- In the search results window, press the “FREE” button to the right of the Platinum™ App icon.
- FREE will change to “INSTALL”.
- Press the INSTALL button.

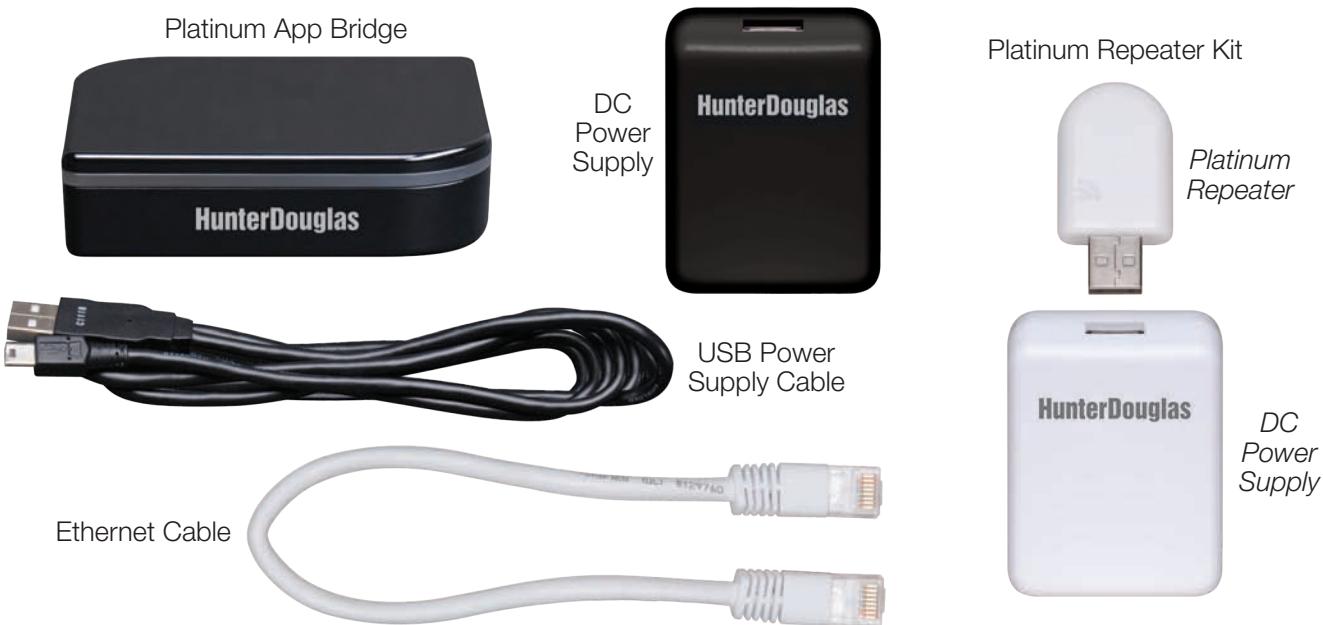


That's all there is to it. Once your equipment set-up is complete, you're ready to begin using the Platinum App.

Equipment Requirements

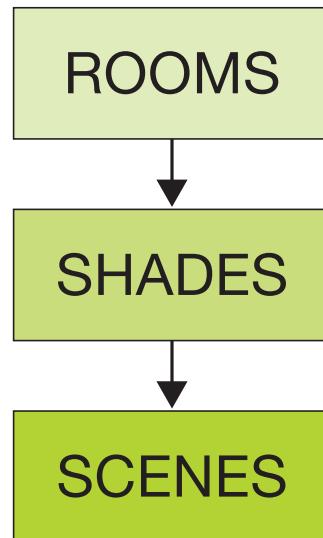
If you haven't already done so, you will need to purchase a Platinum App Bridge Kit from your Hunter Douglas dealer. The kit includes the necessary components to connect to your home's wireless network and communicate with your Hunter Douglas motorized window coverings. (Additional Platinum Repeater 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)



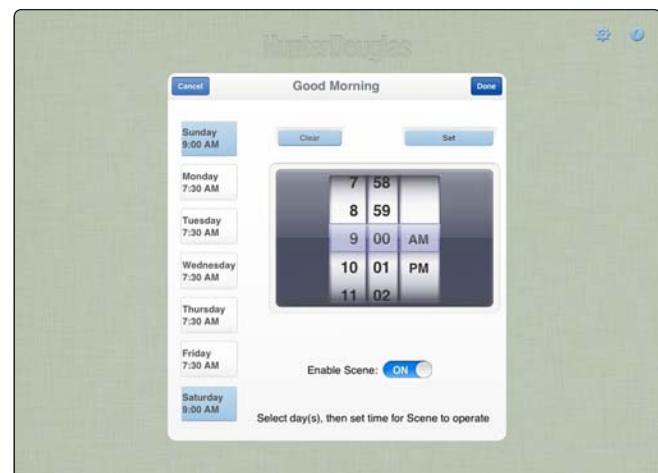
How the App Is Organized

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.

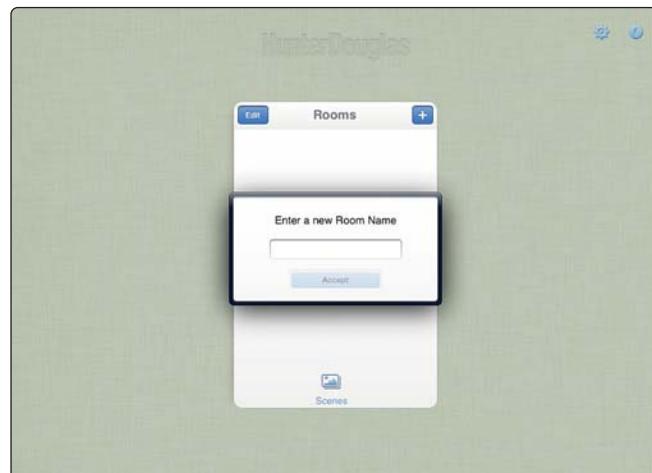
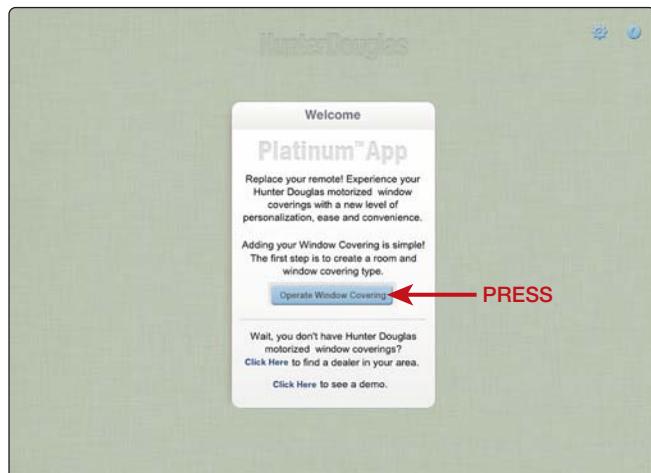


Platinum App timer

* 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: Duette® honeycomb shades, Applause® honeycomb shades, Vignette® Modern Roman Shades, Designer Roller and Screen Shades, Alustra® Woven Textures® and Screen Shades, Silhouette® window shadings, Nantucket™ window shadings, Pirouette® window shadings, Luminette® Privacy Sheers, Luminette Modern Draperies, and Skyline® Gliding Window Panels.

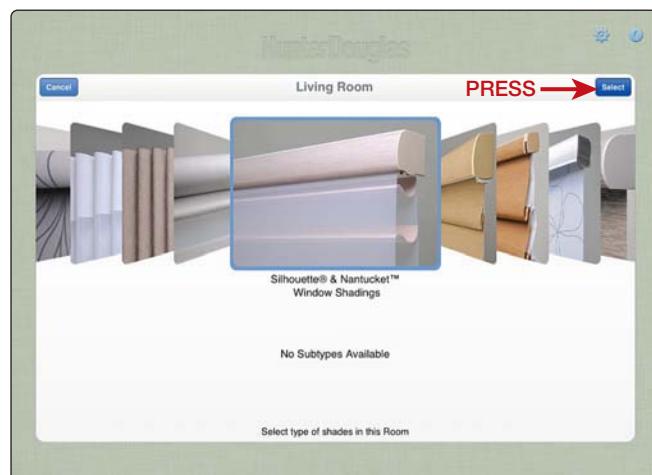
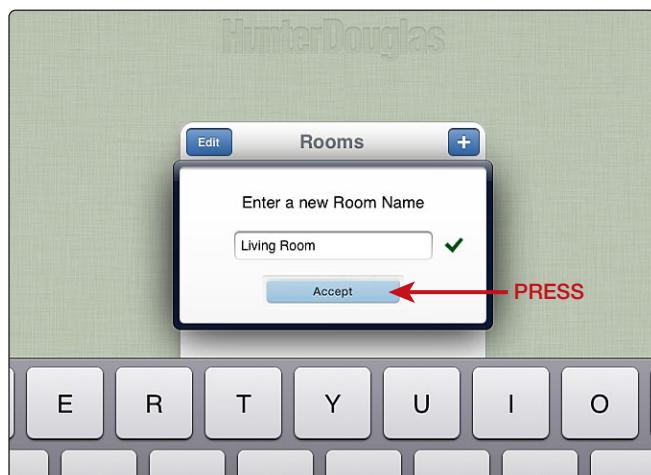
Setting Up Rooms and Shades

When you first open the Platinum™ App, you'll see the Welcome screen with a blue button reading "Operate Window Covering". Press the blue bar and you'll be taken to the "Rooms" screen. This is where you begin adding shades and start customizing the Platinum App to your home. (Note: In some versions of the Platinum App, you will automatically be taken to the "Rooms" screen when you first open the app and the Platinum App Bridge is connected to your home network.)



To create a Room:

- Enter your personalized Room name in the pop-up window; for example, "Living Room".
- Press "Accept".
- You will be taken to a shade selection screen where you select the type of window covering from the Album View that matches the shades installed in the Living Room. Swipe left or right across the images until the correct window covering type is highlighted in the center. Press "Select".



With Duette® and Applause® honeycomb shades and Luminette® Modern Draperies, you will need to make a second selection to further describe the type of window covering. Honeycomb shades offer four configuration options: Standard, Duolite™ or Top-Down/Bottom-Up, Top-Down, and Skylight. Luminette Modern Draperies offer two configurations: Dual Panel and Full Panel.



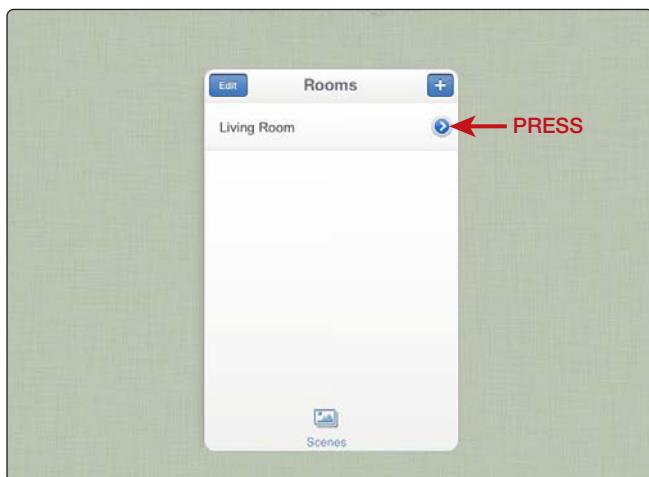
Honeycomb shade types



Luminette Modern Drapery types

Now let's get back to creating a room. After selecting the window covering type, you will be taken back to the Rooms screen with the Living Room listed.

- Press the blue arrow button to go to the shade naming screen.
- Enter your personalized shade name; for example, "Silhouette South 1".
- Press "Accept".



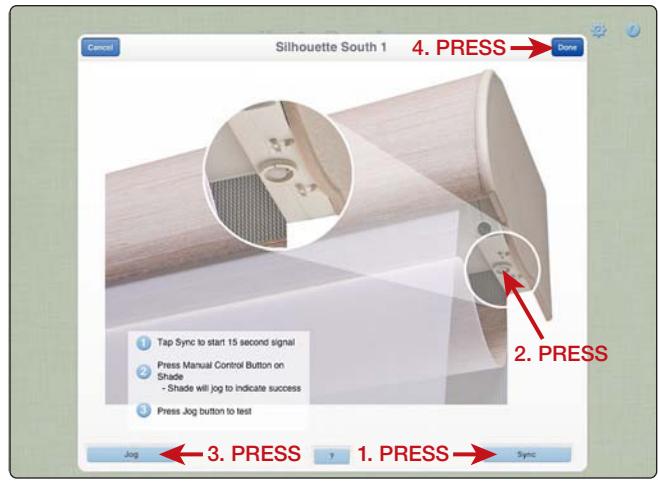
Press the blue arrow button



Name the shade

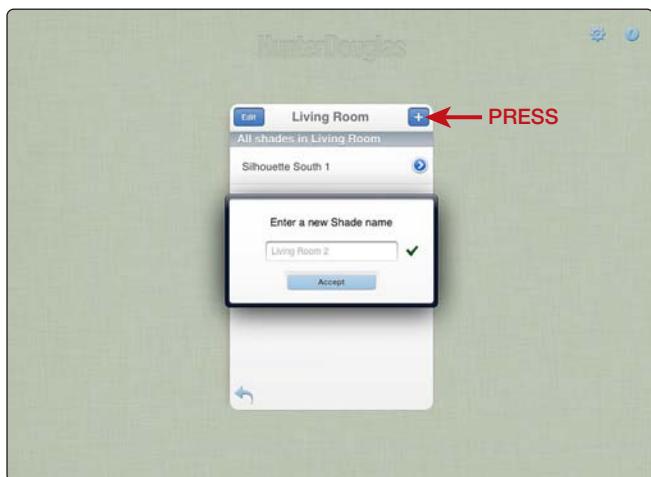
After accepting the shade name, you will be taken to a screen showing you how to synchronize the window covering to the Platinum™ App.

- Press the “Sync” button on the screen and, within 15 seconds, press the manual control button on the window covering. The shade should move slightly, or “jog,” to indicate a successful synchronization.
- If you did not see the shade move, press the “Jog” button to test. Re-sync if necessary.
- Press the “Done” button.

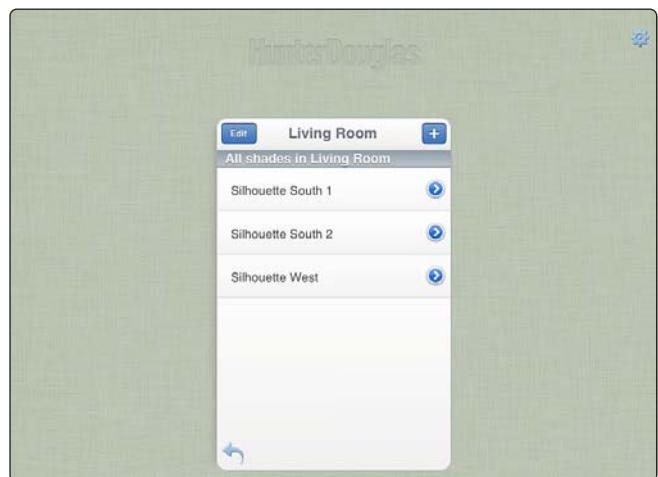


“Sync” screen

You now have your first window covering ready to operate in your first room. To add and sync more window coverings in the Living Room, press the “+” button next to the room name. You can add up to eight window coverings to a room, but they must all be the same type of shade. In this example, there are three Silhouette® window shadings in the room.



Press the “+” button

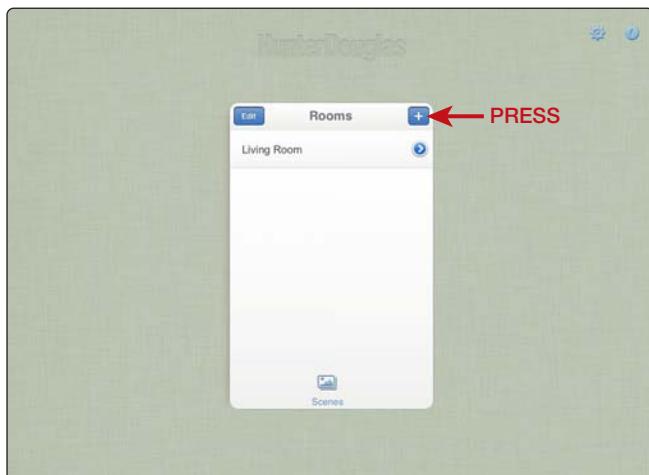


Completed Room

But let's say the room also has a Luminette® sheer in the patio door. Because a “Room” in the Platinum™ App can have only a single shade type, a different Room must be created for each type. In this example, the living room has three Silhouette window shadings and one Luminette sheer, and so two rooms must be created.

We've just created and populated the Living Room with the Silhouette® shadings. To add the second room for the Luminette® sheer:

- Press the return arrow in the lower left of the Living Room window. This takes you back to the Rooms screen.
- Press the “+” button next to “Rooms”.
- Enter the new Room name (“Patio Door” in this example) and press “Accept”.



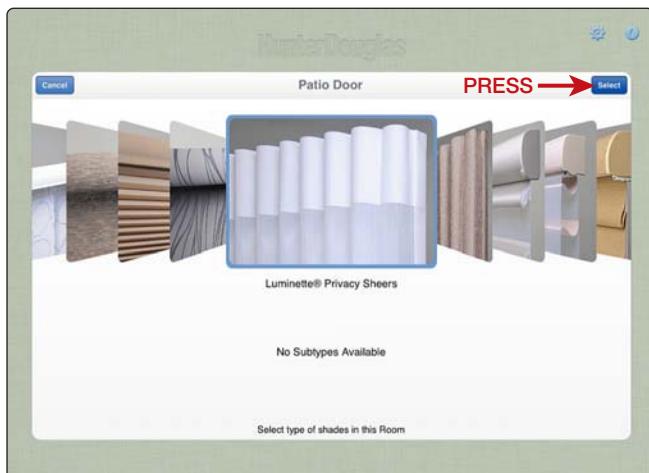
Press the “+” button



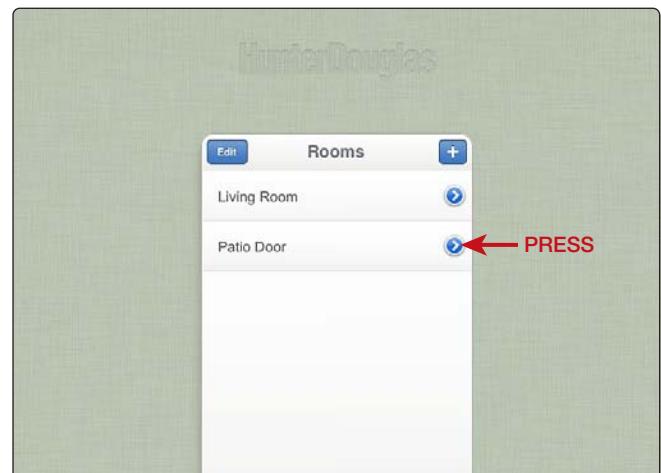
Name the new Room

You'll again be taken to the shade selection screen to select the type of window covering. Choose Luminette Privacy Sheers and press “Select”.

You'll then see the Rooms screen with Patio Door added. Press the blue arrow button to go to the shade naming screen.



Shade selection screen



Press the blue arrow button

You can now name the shade and “sync” it.



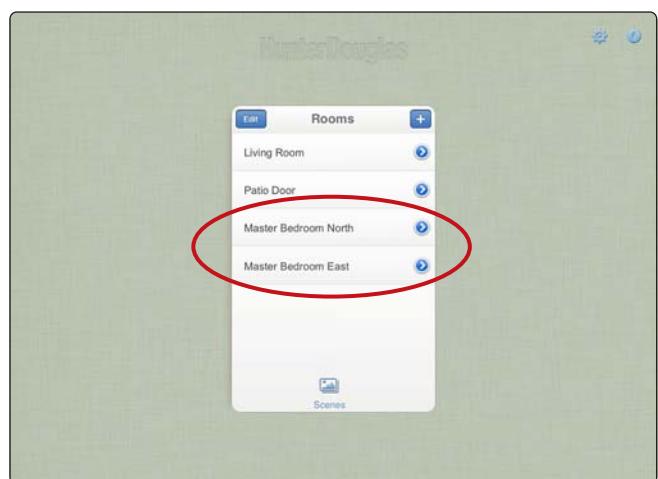
Name the shade



“Sync” screen

The final task in our example is to set up the master bedroom, where there are four shades installed — two Duette® standard shades in the north windows and two Duette Duolite™ shades in the east windows. Because there are two types of shades, two rooms must be created. Let’s call them “Master Bedroom North” and “Master Bedroom East”.

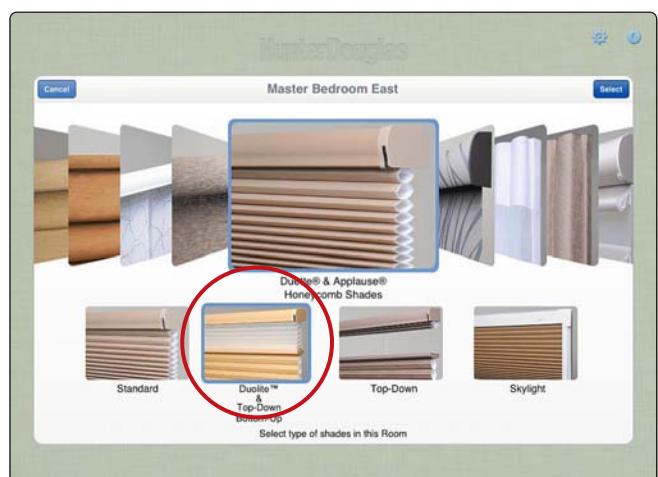
Master Bedroom North is populated with the two Duette standard shades and Master Bedroom East with the two Duette Duolite shades.



Two new Rooms



Shade selection screen for Master Bedroom North

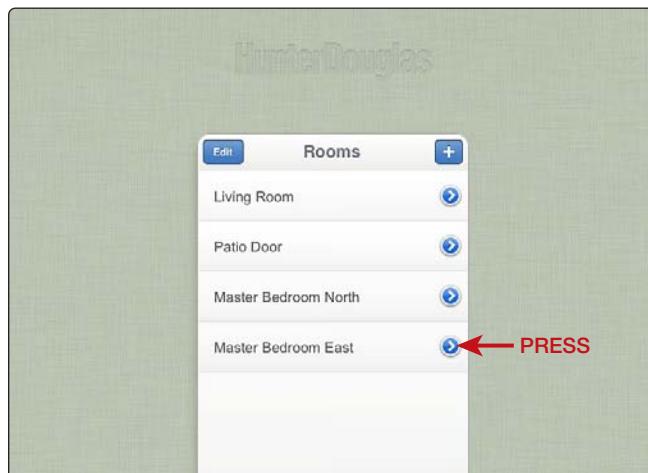


Shade selection screen for Master Bedroom East

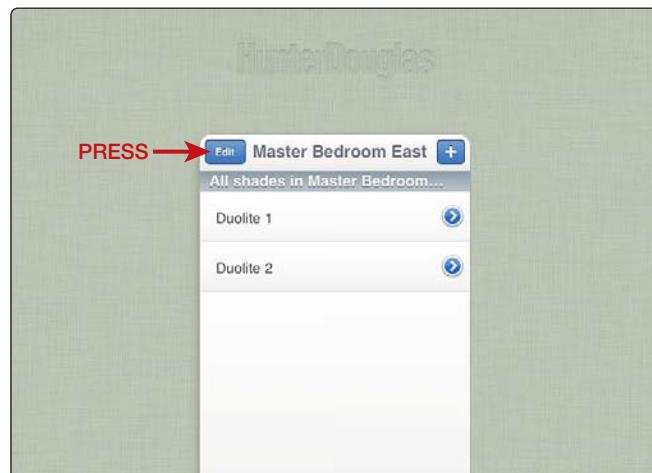
Deleting Shades from a Room

We've explained how to add shades and Rooms, but how do you delete them? To delete a shade:

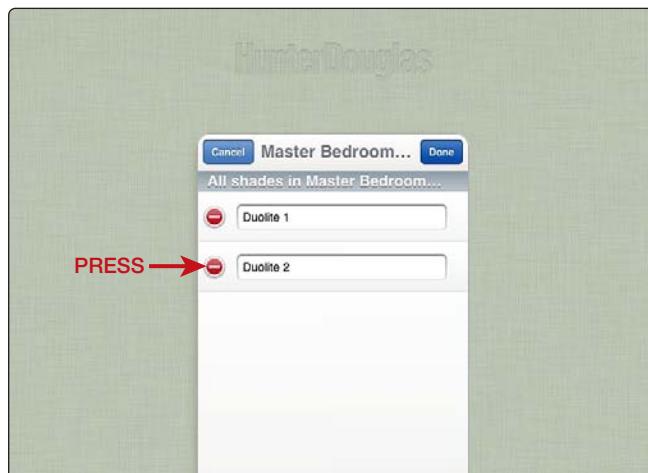
- On the Rooms screen, press the blue arrow button next to the room in which the shade is located — in this case, it's the Master Bedroom East.
- Once in that room, press the "Edit" button to the left of the room name.
- Then press the red "minus" button next to the shade's name.
- Next press the red "Delete" button to delete the shade.



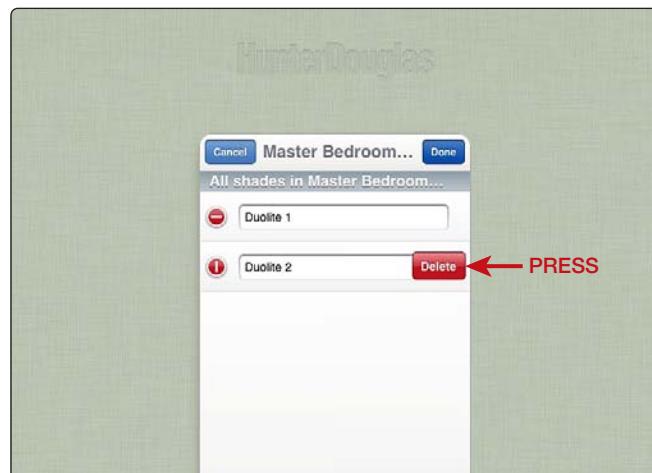
Press the blue arrow button



Press the "Edit" button



Press the red "minus" button



Press the "Delete" button

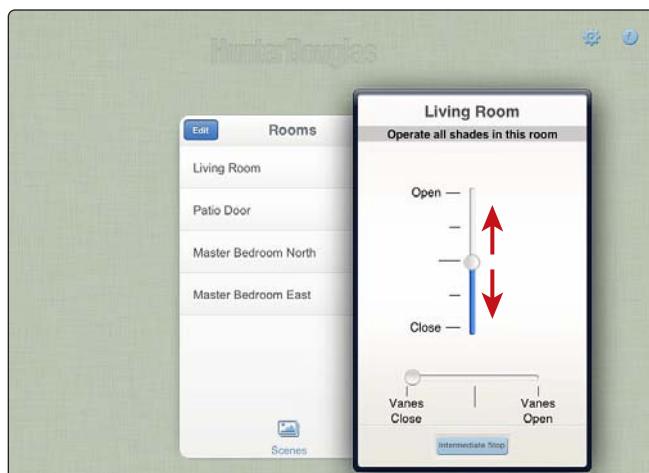
Deleting Rooms

The procedure is very similar if you need to delete a Room. Simply press the "Edit" button on the Rooms screen and then delete the room the same way a shade is deleted.

Note that you can also change the name of Rooms or shades after pressing the "Edit" button. Tap the name window to bring up the keyboard to make changes.

Operating Your Window Coverings by Room

To operate all of your window coverings in a Room at the same time, on the Rooms screen press the room name and then operate the slider bar(s). In the Living Room, we have Silhouette® window shadings. There are two slider bars on the custom control panel for Silhouette shadings — one to open and close the shade, the other to open and close the vanes. The vanes cannot be operated until the shadings are closed (fully lowered); if you move the slider bar to open the vanes, the shade will close automatically so that your vane command can be carried out.



Shading half-open

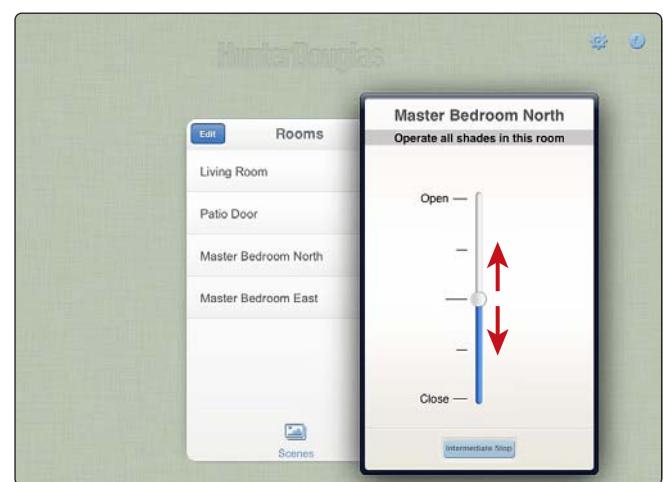


Vanes open with shading fully closed

If using an iPad®, tap anywhere outside the slider bar window to go back to the Rooms screen. If using an iPhone® or iPod touch®, press the “Back” button to get to the Rooms screen.

The Master Bedroom North has two Duette® standard shades. Because Duette shades have no vanes to operate, there is only one slider bar displayed on the custom control panel to open and close the shades.

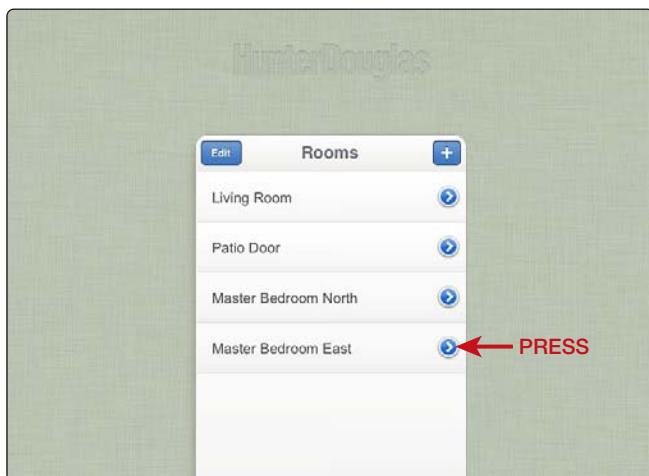
Note that when you operate shades by Room, all the shades in the Room are the same shade type and are all operated at the same time by the slider control. Even if the shades are in different positions to begin with, they will all move to the same position when operated by Room.



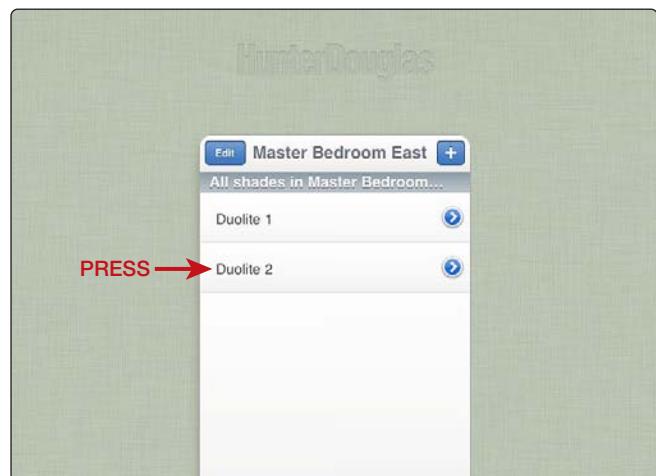
Slider bar for Rooms with standard shades

Operating Your Window Coverings Individually

To operate your window coverings individually, on the Rooms screen press the blue arrow button next to the Room in which the shade is located — in this example, the Master Bedroom East. Then press the name of the shade you wish to operate.

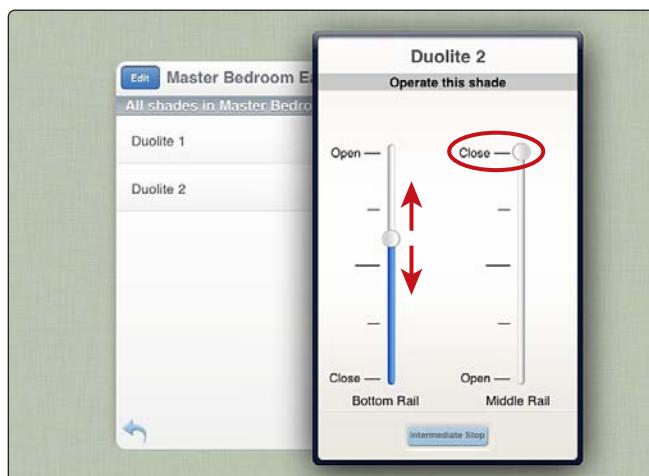


Press blue arrow button

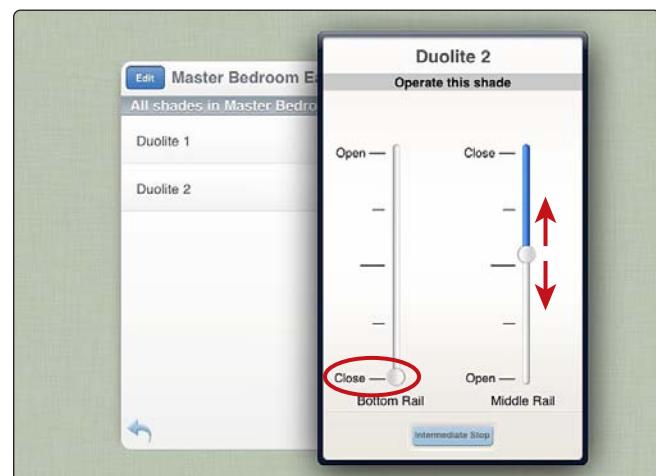


Select shade to operate

Because the shade is a Duette® Duolite™, it has two slider bars on the custom control panel. 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, with its button at the top of the slider bar; and the right slider bar can only be used when the bottom rail is fully lowered, with its button at the bottom of the slider bar. 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.



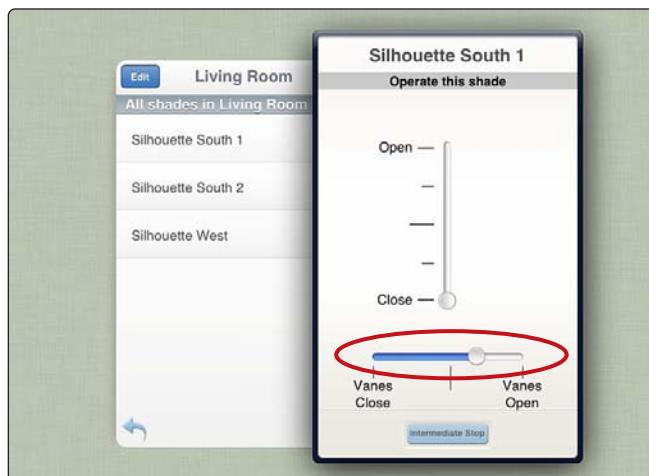
Operate bottom rail with middle rail raised



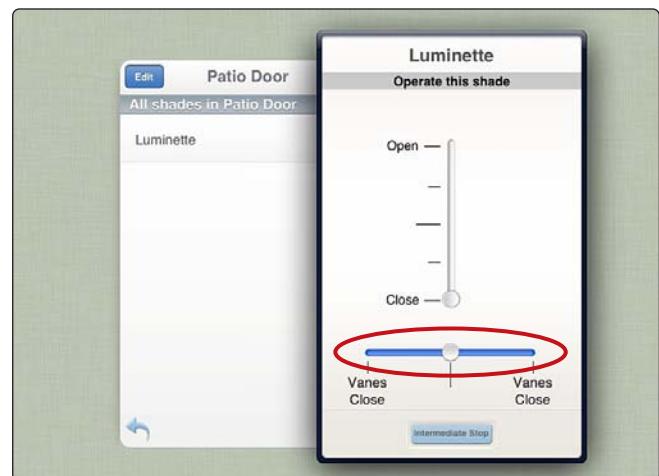
Operate middle rail with bottom rail lowered

Operation of a Top-Down/Bottom-Up shade is the same, which is why these two honeycomb shade designs are considered the same type on the shade selection screen.

A final note on individual operation of window coverings: Unlike other vaned products (Silhouette®, Nantucket™, and Pirouette® window shadings) where the vanes open in one direction only, Luminette® Privacy Sheers feature 180 degrees of vane rotation. Because of this, the vanes' open position is in the center of the vane slider bar.

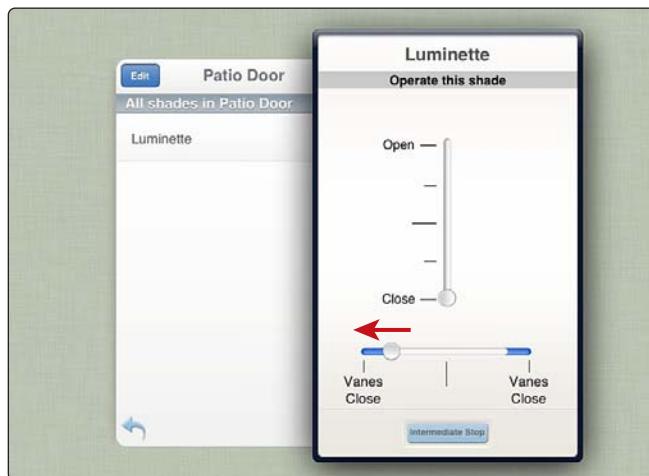


Silhouette vane slider bar



Luminette vane slider bar

When the vanes are closed in either direction, the blue portions of the slider bar indicate the amount of opening on each side of the vane.



Vanes rotated left



Vanes rotated right

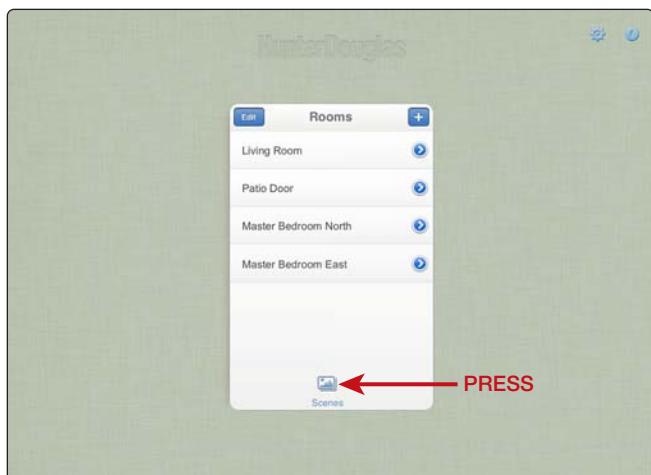
In our example, the Luminette sheer is in the Patio Door room. Since it is the only window covering in the room, it can be operated individually from the Rooms screen, as well.

Setting Up Scenes

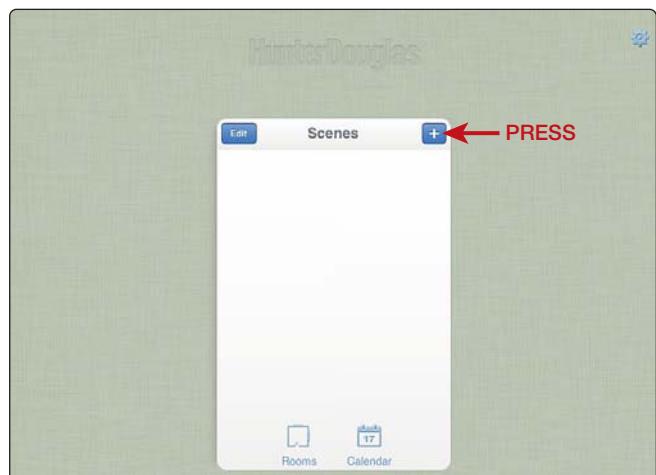
Now that you know how to set up Rooms and shades, and how to operate the shades by Room or individually, you're ready to learn how to begin using Scenes, a very powerful feature of the Platinum™ App. To create a new Scene:

- Press the Scenes icon at the bottom of the Rooms screen.
- You'll be taken to a blank scenes screen. Press the "+" button to add a scene.
- Enter the name of the Scene you are creating — in this example, "Good Morning" — and press "Accept".

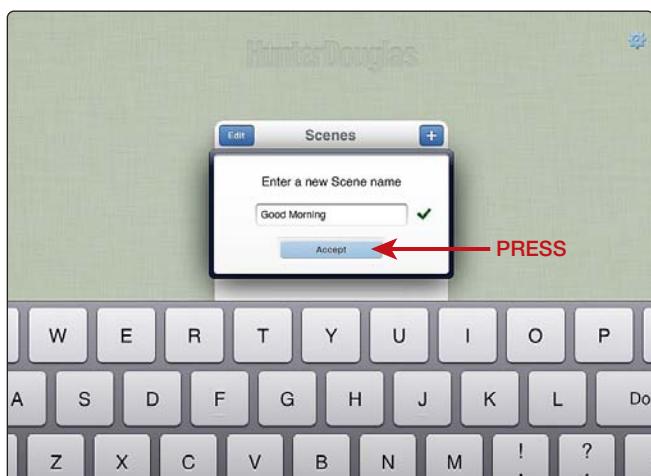
You'll then be taken to the "Good Morning" screen where you can select the Rooms you want to be part of the Scene.



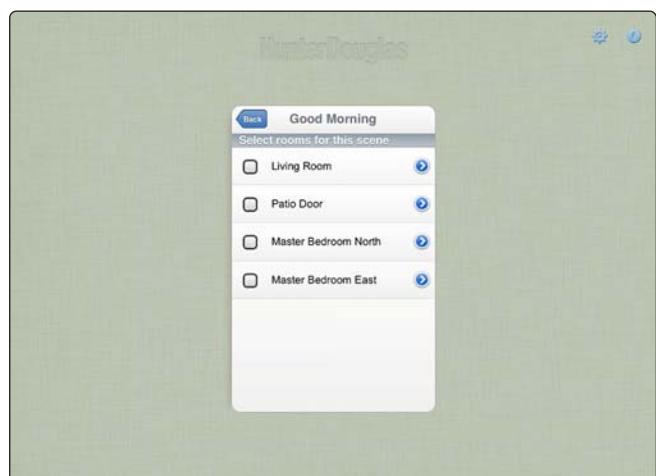
Press the Scenes icon



Press the "+" button



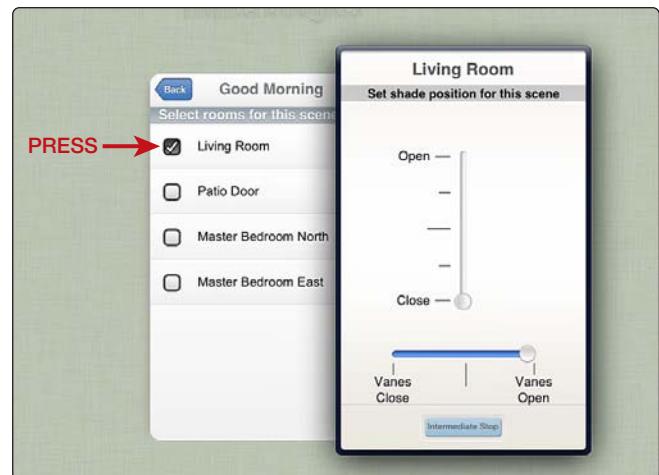
Name of Scene



"Good Morning" screen

In this example, we want all the rooms to be part of the “Good Morning” scene except Master Bedroom North.

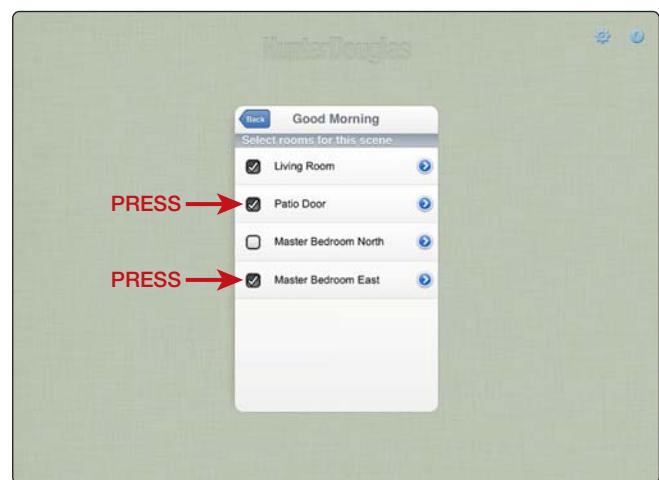
- First, press the box next to Living Room. The custom control panel will appear.
- Set the position for all three window shadings in the Living Room. For the “Good Morning” scene, that position is fully lowered with the vanes open.



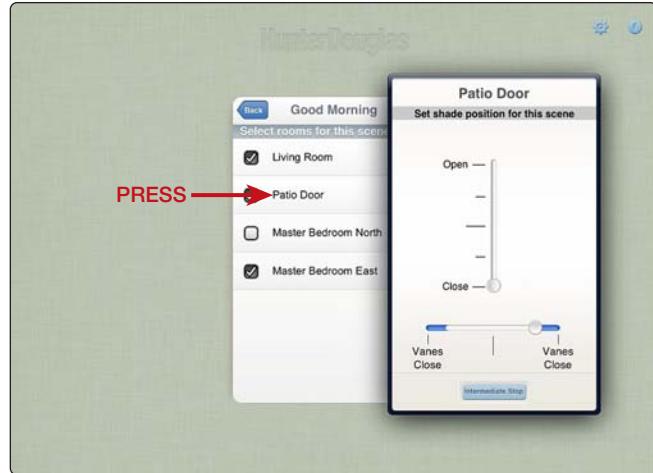
Set the shade position in Living Room

After setting the position, tap anywhere outside the slider bar window (iPad®) or press the back button (iPhone® or iPod touch®) to return to the “Good Morning” screen.

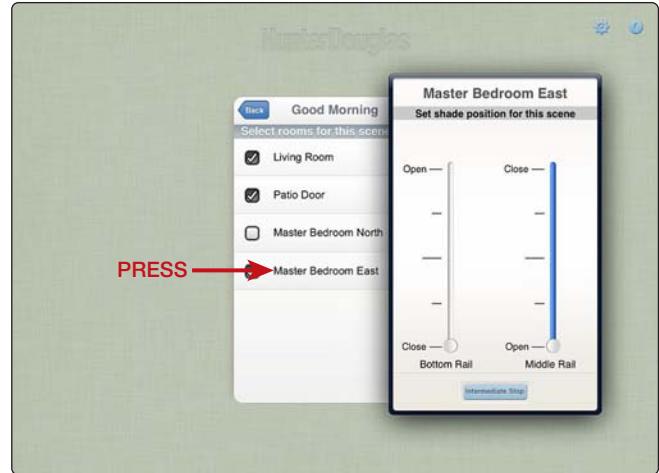
- Check the two remaining rooms that are part of the scene, Patio Door and Master Bedroom East.
- Then, one at a time, press the name of each Room and use the slider bars to set the position of the shades in those Rooms.



Select Patio Door and Master Bedroom East



Shade position in Patio Door

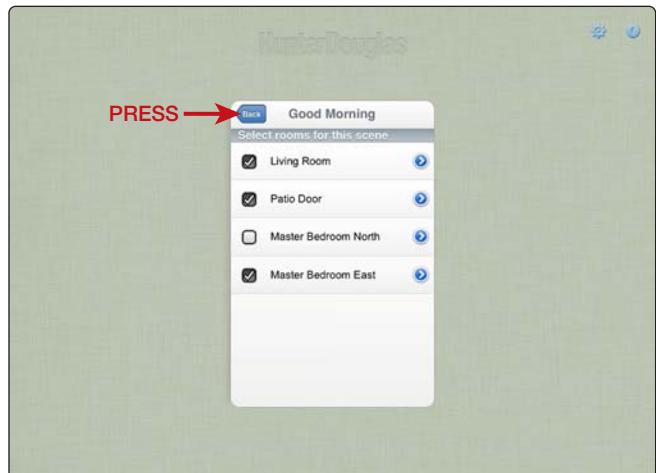


Shade position in Master Bedroom East

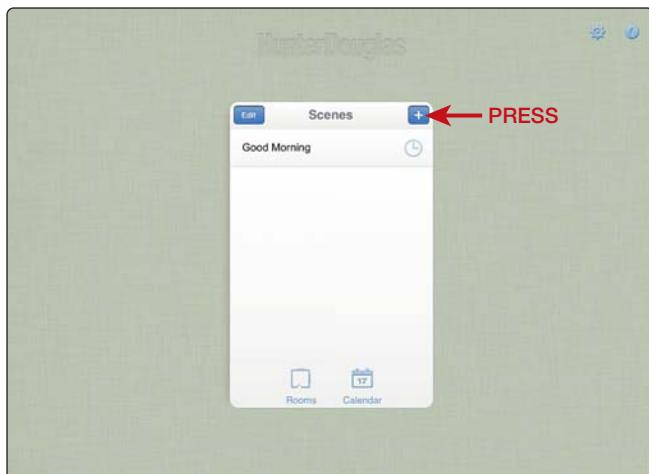
The Good Morning scene is now complete. When the Scene name is pressed on the Scenes screen, the vanes on the Silhouette® shadings in the living room will open all the way; the vanes on the Luminette® sheer will open almost all the way; and the middle rail will fully lower on the Duette® Duolite™ shades, covering the window with the sheer fabric panel.

Press the “Back” button to return to the Scenes screen. If you wish to add another scene:

- Press the “+” button.
- Then enter the new scene name and press “Accept”.



Press the “Back” button



Press the “+” button

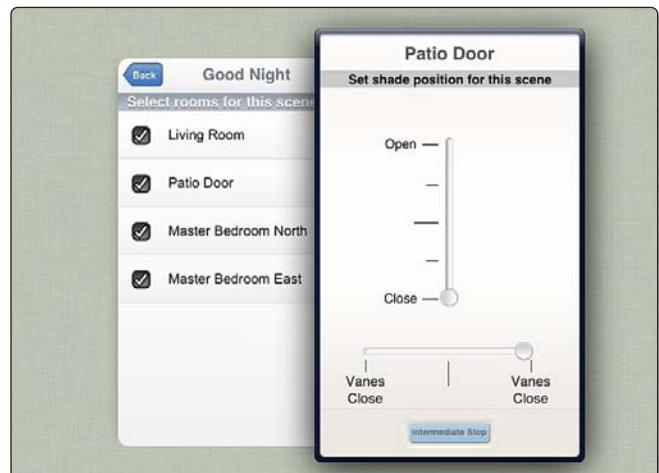


New scene name

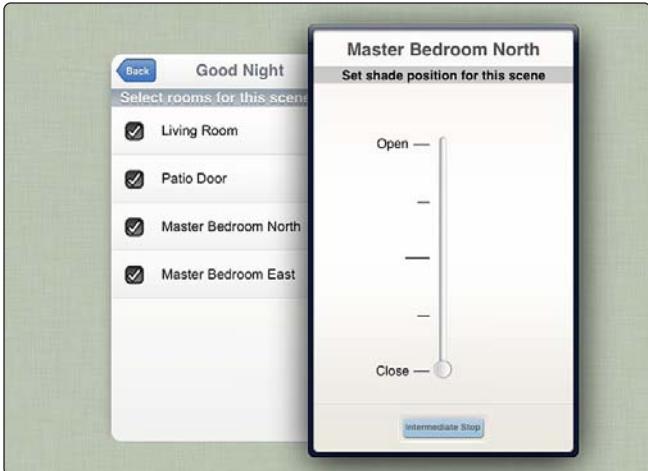
In this example, “Good Night”, we want all shades closed and all vanes closed; so all Rooms are selected, beginning with the Living Room. We fully close the shades in each Room using the appropriate slider bars.



Shade position in Living Room



Shade position in Patio Door



Shade position in Master Bedroom North



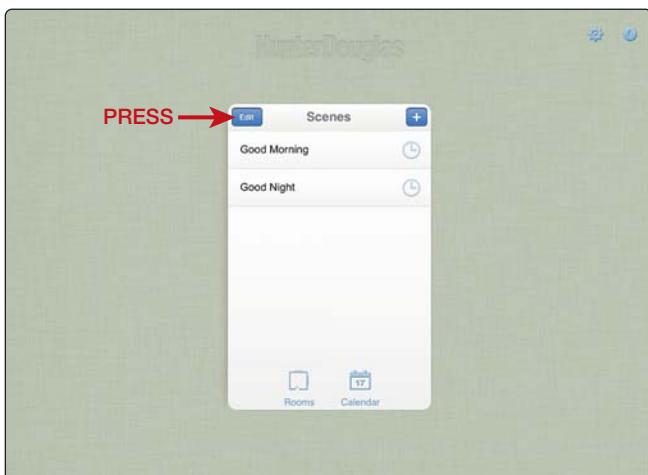
Shade position in Master Bedroom East

In the Master Bedroom East, where the Duette® Duolite™ shades are located, the middle rail is fully raised and the bottom rail is fully lowered. This covers the window with the bottom fabric panel, which is usually opaque.

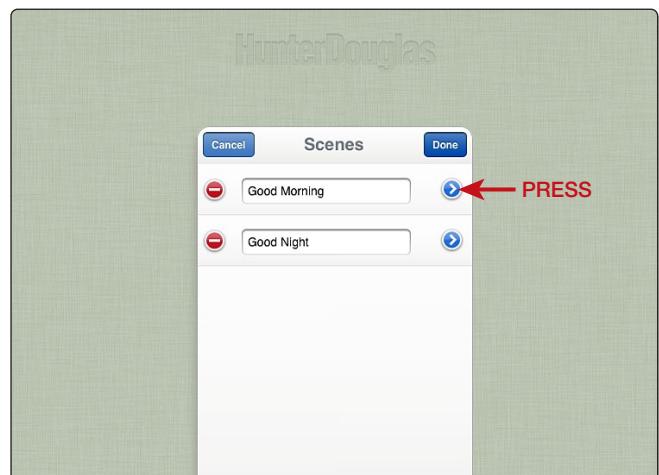
Removing Shades from a Scene

Not all shades in a Room need to be included in a Scene. In the “Good Morning” scene, let's exclude the Silhouette® window shading in the west window of the Living Room.

- First press the “Edit” button on the Scenes screen.
- Press the blue arrow button next to the “Good Morning” Scene name.

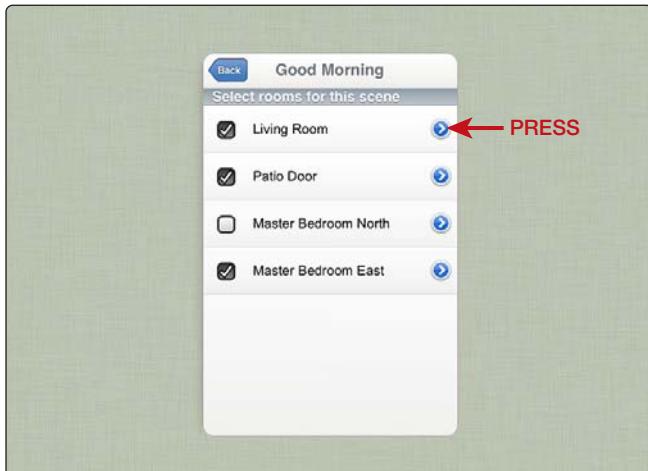


Press “Edit” button

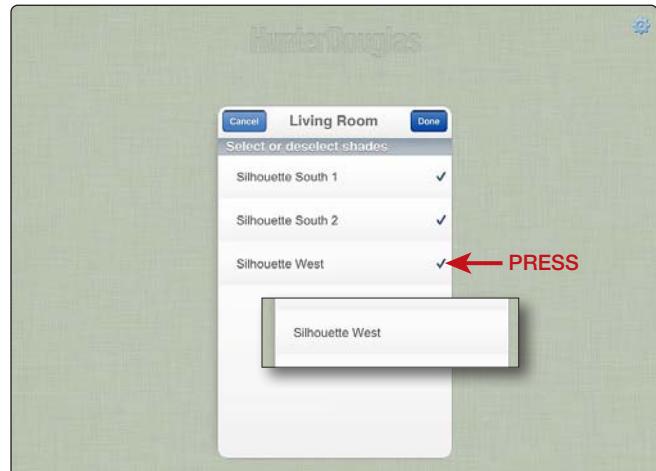


Press the blue arrow button

- Then press the blue arrow button next to the Living Room name. This brings up a list of the shades in the Living Room.
- Press the check mark next to Silhouette West. This “unchecks” the shading and it is no longer part of the scene.



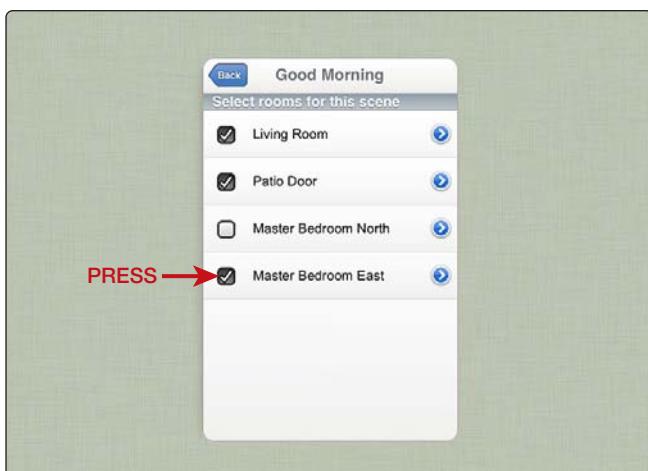
Press blue arrow button next to Living Room



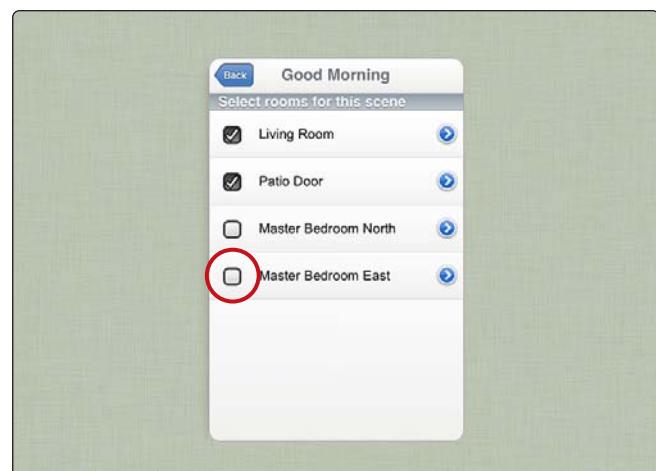
Press check mark to “uncheck” the shading

Removing Rooms from a Scene

Start by pressing the “Edit” button on the Scenes screen and then the blue arrow button next to the Scene name, just as you did to delete shades from a Scene. Then, to remove a Room, simply press the check mark next to the Room name to deselect it.



Press check mark to deselect a Room

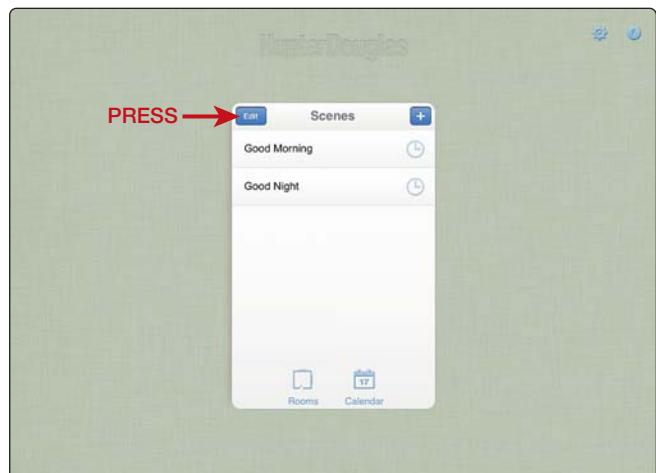


Master Bedroom East deselected

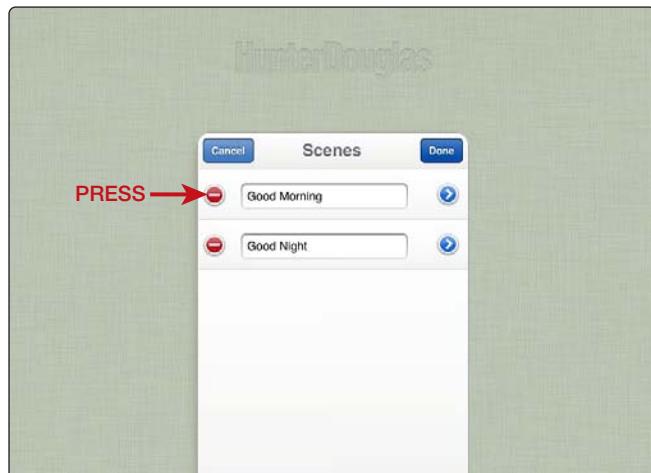
Deleting Scenes

Start by pressing the “Edit” button on the Scenes screen.

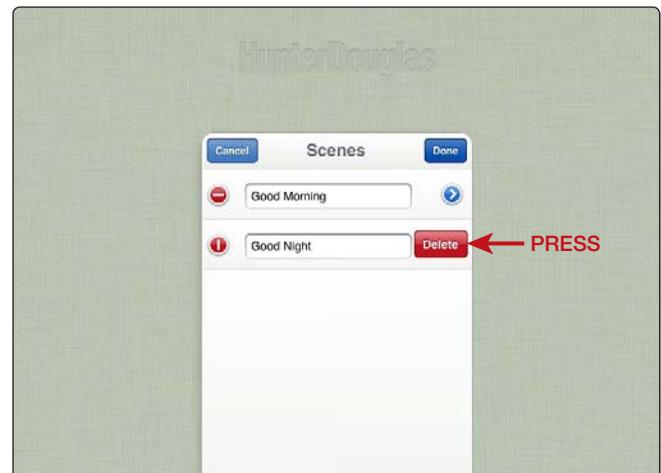
- Then press the red “minus” button next to the Scene name.
- Next press the red “Delete” button to delete the Scene.



Press “Edit” button



Press red “minus” button



Press “Delete” button

Operating Your Window Coverings by Scene

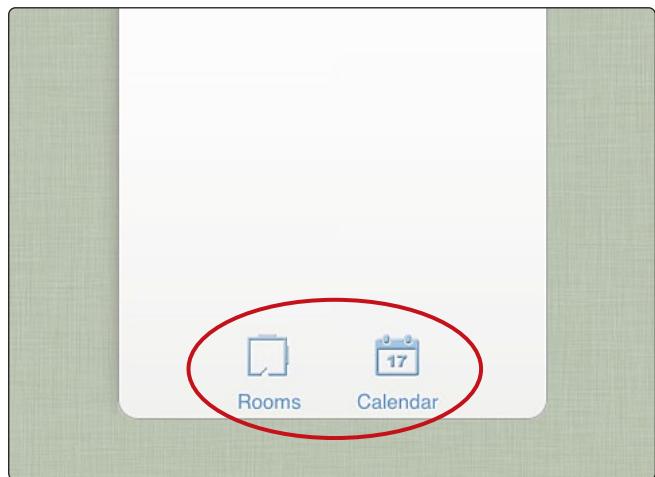
To operate your window coverings by Scene, simply press the Scene name on the Scenes screen. All shades in the scene will go to their preset positions.



Press scene name to activate

Notice the two labeled icons at the bottom of the Scenes screen.

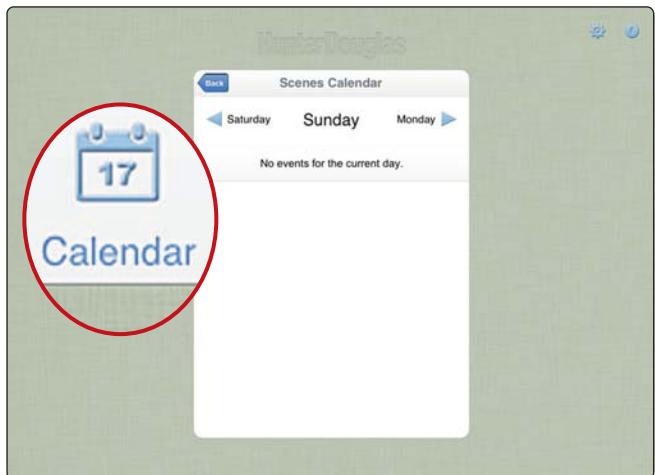
- The first icon takes you back to the Rooms screen.
- The second icon takes you to the Scenes Calendar, which shows all the timed events for each day of the week. The calendar is currently empty; we will be adding timed events in the next section.



Two labelled icons



Rooms screen

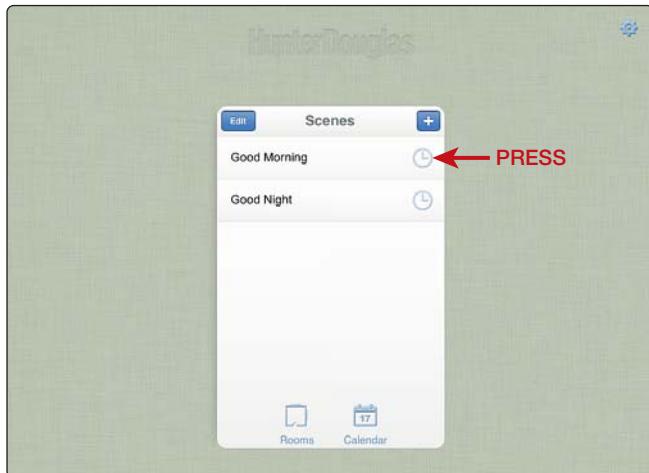


Scenes Calendar screen

Using the Timer Function

The Platinum™ App timer is an easy way to automatically activate Scenes at specific times of day.

- On the Scenes screen, start by pressing the clock icon next to the Scene name.
- This will take you to the timer screen, which is titled by the Scene name — “Good Morning” in this example. The current time of day is displayed in the timer box.

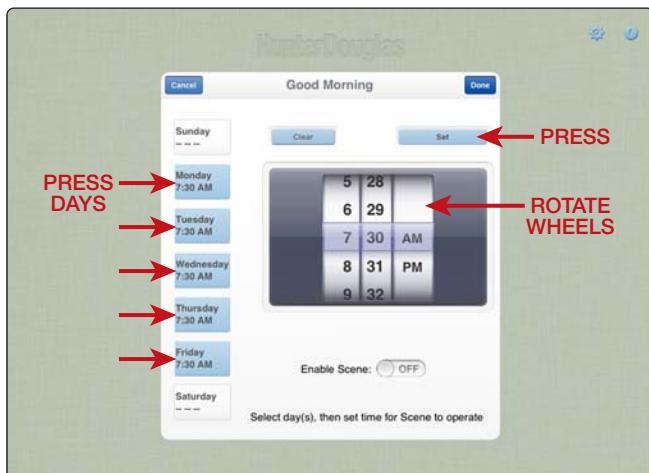


Press clock icon

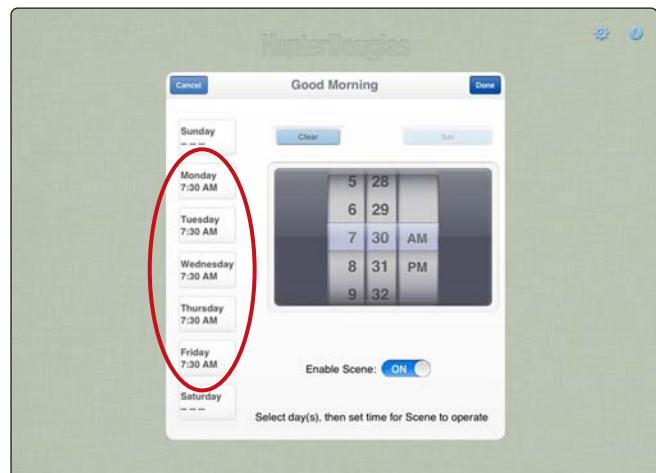


Timer screen

- Press to highlight the days for which you are setting an activation time; in this example, Monday through Friday.
- Then rotate the timer wheels to set the time you want the Scene to operate on those days.
- Press the “Set” button to lock in the times. The day buttons will change from blue to white, and the set time will be listed under each day.



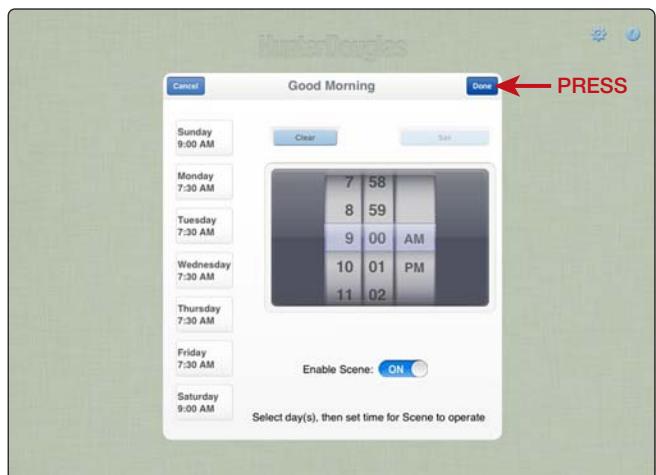
Press days, rotate timer wheel, press “Set” button



Monday through Friday time

To set a different “Good Morning” time for Saturday and Sunday:

- Press those days to highlight them and set the desired time for those two days.
- Press the “Set” button.
- Then press the “Done” button.

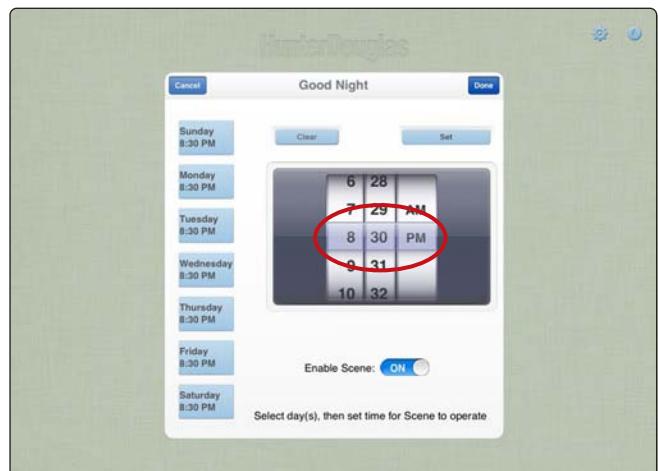


Saturday and Sunday time

Pressing “Done” takes you back to the Scenes screen. The clock icon for “Good Morning” is now black, indicating that the Scene has been timed. You can repeat the process for the “Good Night” Scene we created by pressing the clock icon next to that name. Here we have set the same time for each day — 8:30 p.m. All shades (and all vanes) will automatically close every day at that time.



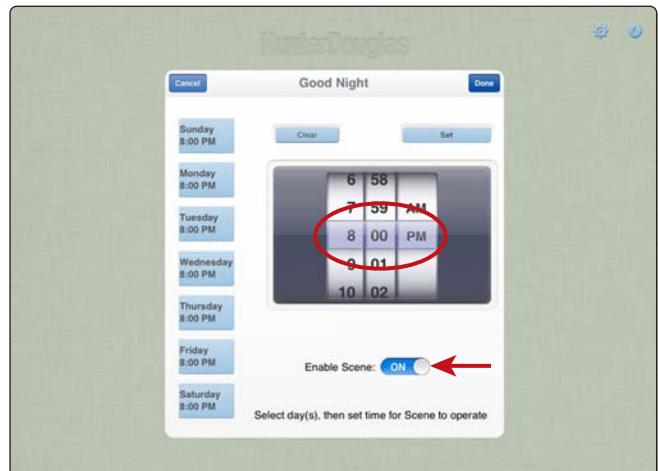
Press clock icon



Set time

It's easy to change the time of day for activating a Scene. For example, when it begins to get darker earlier, you can easily change the shade closing time. Simply highlight all the days and move the timer clock to an earlier time. Then press the “Set” button.

Scene timing can also be turned ON and OFF using the slider switch under the timer clock.



Time changed to one-half hour earlier

After setting the activation times for your Scenes, the calendar that you can access from the bottom of the Scenes screen is no longer empty. The activation times are shown for each day of the week.

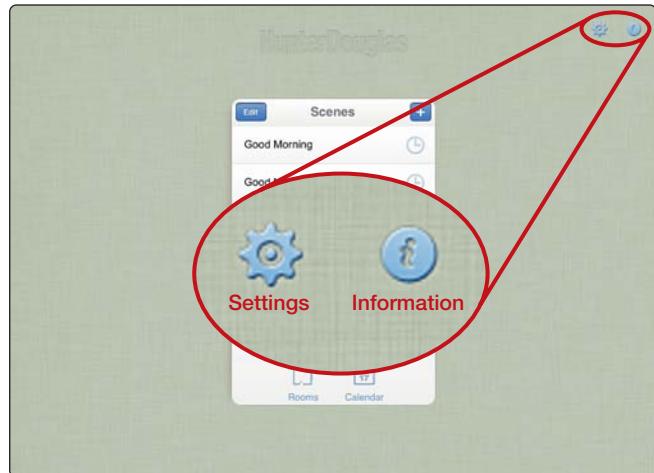


Note that the timer can only be used to time scenes, not rooms or shades. If you want to time a room or an individual shade, you must first create a scene with just that room or just that shade in it.

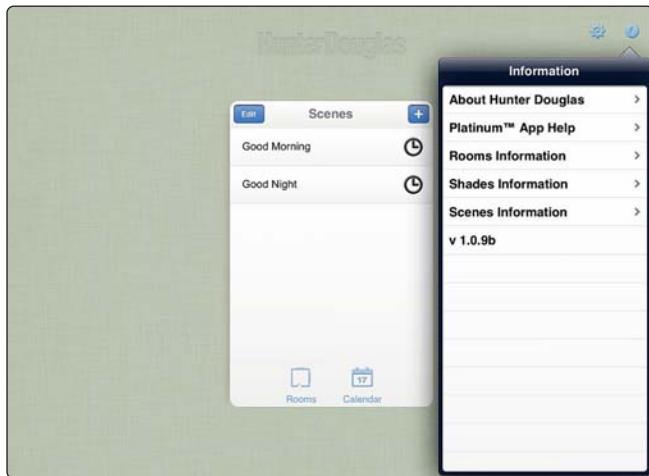
Additional Platinum™ App Features

If using an iPad®, two icons are located in the upper right of the Platinum™ App screens: the Settings icon and the Information icon. For iPhone® and iPad touch® users, the Settings icon is at the bottom of the screen and the Information icon is at the bottom of the Settings screen.

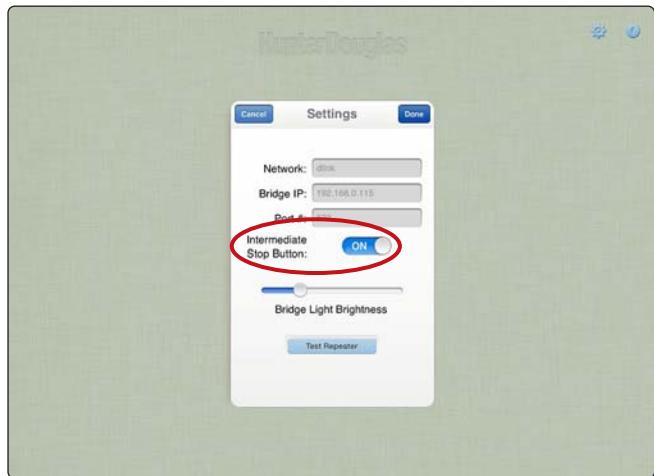
- The Information screen includes Platinum App Help, Email Support and version number.
- The Settings screen shows network information and includes an ON/OFF slider switch for the Intermediate Stop feature. It also includes a slider bar to set the brightness of the light bar on your Platinum App Bridge and a button to test your Platinum Repeater network.



Settings icon and information icon



Information screen



Settings Screen

The Intermediate Stop is a position where 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, and 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.



Intermediate stop button on slider bar operating screen

Troubleshooting

Problem: I can't get past the opening screen of the Platinum™ App. The screen says, "Please wait . . .".

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 Apple® 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 press the “Test Repeater” button on the Settings menu of the Platinum App or the button labelled  P 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

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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. Press the blue arrow button to the right of the shade name to check that the shade type matches your window covering. If not, first delete the Room (see page 10), then create a new room and choose the correct type of window covering. Name and re-sync the new Room's window coverings. See pages 5 to 7.

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 page 7.

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 25.

Exit the Platinum App by pressing the Home button on your device. Then press the Platinum App icon to restart.

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

You may have accidentally pressed the erase button ( A) 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 pressing the Home button on your device. Then press 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.

The diagram shows a rectangular room outline with a compass rose at the top center indicating NW, N, and NE directions. Inside the room, there are two horizontal rectangles representing window coverings. The left one is labeled "Dnette Standard" and "Dnette Standard 1" with letter "A" below it. The right one is labeled "Dnette Standard" and "Dnette Standard 2" with letter "A" below it. To the right of the room outline, there is a vertical rectangle representing a door or patio area, labeled "Dnette Duolite" and "Duolite 1" with letter "B" below it. Below the room outline, there is a vertical rectangle representing a window, labeled "Luminette Sheer" and "Luminette" with letter "B" below it. At the bottom of the room outline, there is another vertical rectangle representing a window, labeled "Silhouette Shading" and "Silhouette West" with letter "A" below it. There are also two smaller horizontal rectangles at the very bottom labeled "Silhouette Shading" and "Silhouette South 1" with letter "A" below them, and "Silhouette Shading" and "Silhouette South 2" with letter "A" below them.

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.

ne, identify by letter (A, B, C) which room name applies to which window covering.

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

Room Worksheet



A. Room name: _____
B. Secondary room name: _____
<i>Draw rectangles along the borders of the room to indicate the location of window coverings to be controlled by the Platinum™ App.</i>
<i>Enter the type and name of each window covering next to its rectangle.</i>
<i>If there is more than one room name, identify by letter (A, B, or C) which room name applies to which window covering.</i>

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. <u>Living Room</u>	6. _____
2. <u>Patio Door</u>	7. _____
3. <u>Master Bedroom North</u>	8. _____
4. <u>Master Bedroom East</u>	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
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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: If I am using the Platinum Solar Energy Sensor to automatically operate my shades, will the Platinum App interfere with this?

Answer: The Platinum App will not interfere with the operation of any of the Platinum accessories — the Solar Energy Sensor, LCD Timer, and RF Adapter.

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 timer feature work even if my Apple® mobile device is not at my home?

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

Question: How do I set a timed event?

Answer: The timer feature is available for Scenes only. Once a Scene is created, pressing the clock icon on the Scenes screen accesses the timer feature. See pages 21 to 23.

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

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

Question: Is the Platinum App available for Android™ OS devices?

Answer: The Platinum App was originally designed for Apple mobile devices; however, we will be introducing an Android OS version shortly. Please check the Hunter Douglas website for availability.