

PROGRAMMING AND USING YOUR REMOTE

IMPORTANT: THE MOTORIZED SHADES WERE PROGRAMMED AND IN SLEEP MODE, PLEASE WAKE UP THE MOTORS BEFORE USING. TO DO THIS, PRESS AND HOLD THE SETTING BUTTON FOR 6 SECONDS UNTIL YOU HEAR THE MOTORS SOUND AND THE LEDS FLASH RED FOUR TIMES.

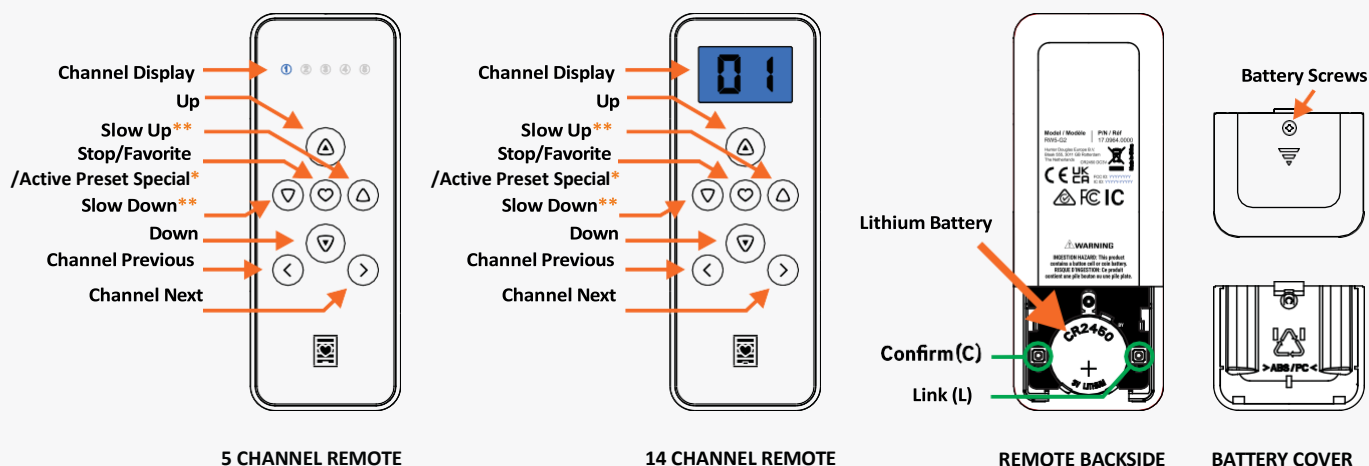
REMOTE CONTROLLER TECHNICAL DATA

• Channels	5+all (RW5-G2) 14+all (RW14-G2)	• Operation Temp	-20 ... 55°C
• Max. blinds	16 per channel	• Frequency	ASK 433.92 MHZ
• Supply voltage	3V, CR2350 Coin Cell	• Indoor range*	35m
• Protect Rate	Ip20	• Dimensions(W x H x D)	46 x 122 x 12.4 mm
		• Weight**	56 grams

NOTE :

* The indoor range is typically 35m but can vary based on the thickness and material of the walls.

** Including battery.



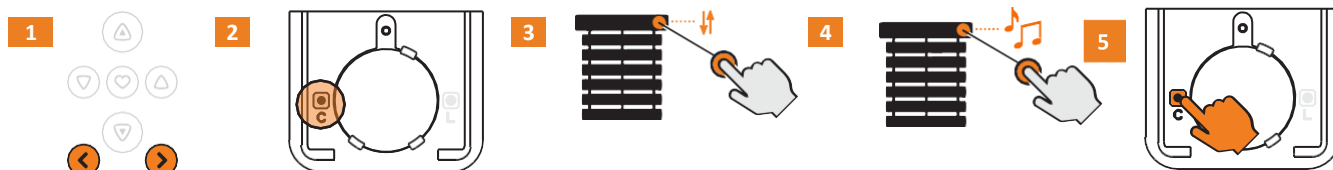
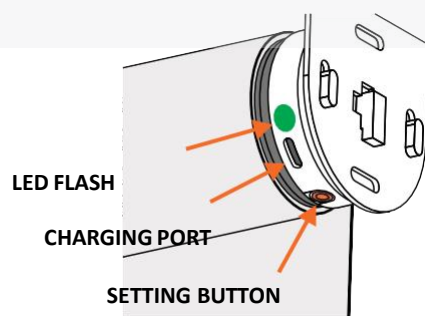
NOTE :

* Only for certain products

** To active the preset special function, hold 2 seconds Display and then release.

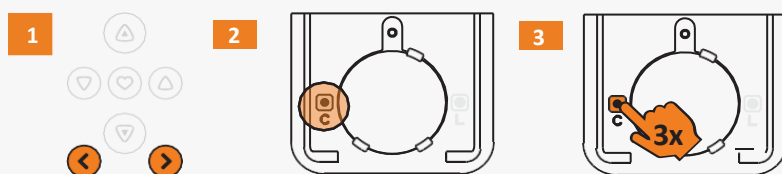
PAIR A SINGLE SHADE TO A CHANNEL

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs).
2. Remove the battery cover to access the 'C' button.
3. Hold the setting button until the shade **jogs** and the motor's **green** LED blinks.
4. Hold the setting button again until the shade **beeps** and the motor's **red** LED blinks steadily.
5. While the motor beeps (max. 15 secs), press the 'C' button. The shade will **jog**, and the **green** LED will flash to confirm successful pairing.



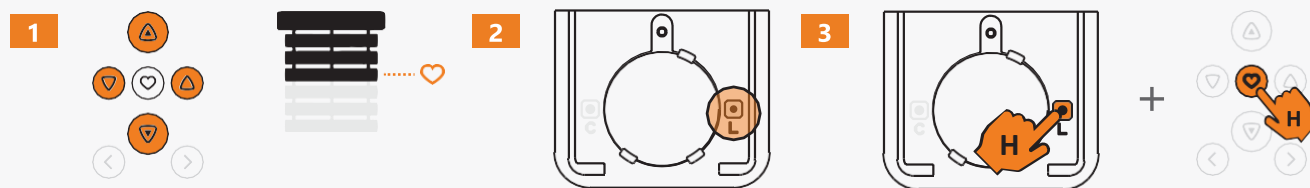
DELETE A SHADE FROM REMOTE

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs).
2. Remove the battery cover to access the 'C' button.
3. Press the 'C' button three times within 2 seconds. The shade will jog, and the **green** LED will flash to confirm deletion.



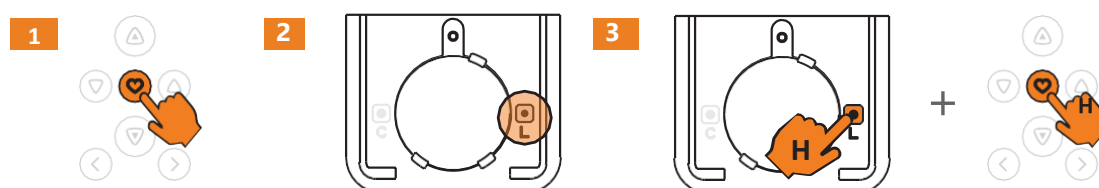
SET THE FAVOURITE POSITION

1. Send the shade to the desired favourite position.
2. Remove the battery cover to access the 'L' button.
3. Hold the 'L' button first, then quickly hold the Heart button until the shade beeps and the green LED blinks to set the favorite position.



DETELE THE FAVOURITE POSITION

1. Press Heart to send the shade to its favourite position.
2. Remove the battery cover to access the 'L' button.
3. Hold the 'L' button first, then quickly hold the Heart button until the shade beeps and the green LED blinks to delete the favorite position.



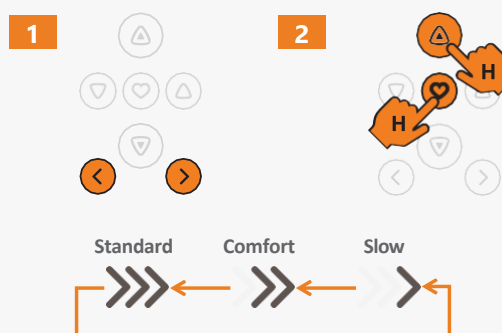
CHANGING THE MOTOR SPEED

A shade offers three speed levels: **Standard** (default), **Comfort**, and **Slow**. Changing the speed cycles to the next available level

1. Make sure the desired shade channel is active.
2. Hold **Heart** first, then quickly hold the **Up** button until the shade beeps and the green LED blinks to change the speed.

Note:

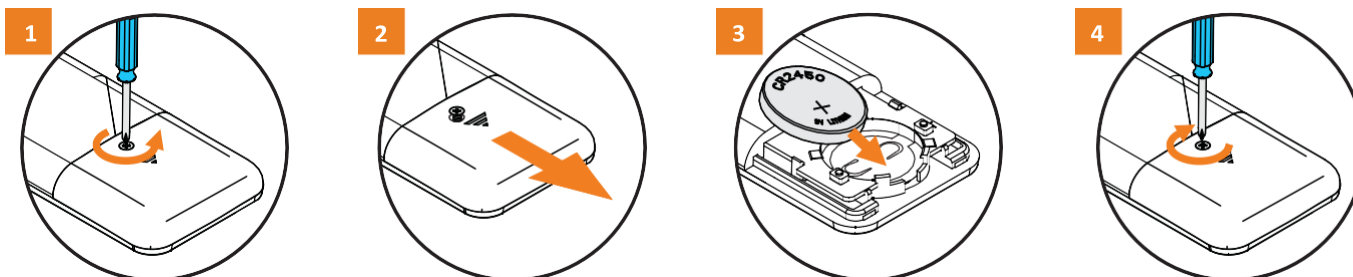
All shades on the same group channel will have their speed



INSTALL/ REPLACE THE REMOTE BATTERY

If the group channel number no longer lights up or the controlled product stops responding, it's time to replace the battery

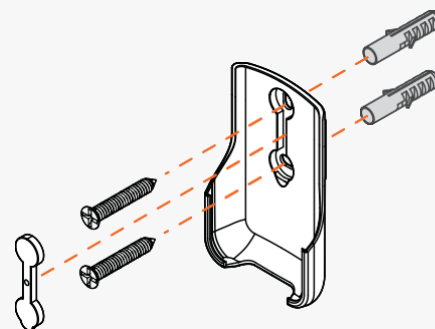
1. Use the included Philips screwdriver to turn the captive screw counter clockwise until it loosens but remains attached to the cover.
2. Slide the battery cover off gently to access the battery compartment.
3. Carefully remove the old battery and align the battery with the + symbol facing upward. Place it into the socket, ensuring it is seated securely and held in place by the plastic snap legs.
4. Securely slide the battery cover back into position and tighten the captive screw.



MOUNT THE REMOTE HOLDER

NOTE: A wall mount remote holder is included with your remote, but it is optional to install it.

1. Determine where you'd like to place your remote carrier in the room. It is common to place it near a light switch, or on the wall next to the window.
2. With the holder in the upright position, insert the provided screws to secure it to our mounting surface.
3. After the screws are attached to the wall, insert the screws cap cover to the desired position in the remote holder.



TROUBLESHOOTING

QUESTION	ANSWER
None of the backlit buttons illuminate on my remote when I press the buttons?	Check if the battery needs replacement or is inserted properly and not damaged.
When I try to add a blind to the app or remote, there's no response?	1. Blind has no power. Make sure the motor is awake and not in deep sleep 2. Make sure the integrated Li-ion battery of the blind is charged. 3. Check if the correct group channel has been selected.

FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
My shades are not responding to the remote control?	1. Check battery has been inserted correctly into remote control. 2. Check blinds have been added to the remote control. 3. Check battery level of the blind, via the app. Go to: Settings > Blind Status, then press 'Connect'. 4. If battery level of the blind is good, replace remote control battery.
Can I add blinds to a remote control without using the app?	Yes. A remote control can be paired to a shade without using the app. To do this: 1. Choose the group number on the remote control that you want to add the blind to. 2. Remove the battery cover on the back of the remote control and locate the button marked 'C'. 3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists making audible sound. 4. Press the 'C' button on the remote within 15 seconds until the blind jogs. Blind is now paired to the remote control.
Can I copy the same information from one remote control to another?	No, it is not possible to copy stored information from one remote control to another.
Do I need a remote control to work my blinds?	For maximum flexibility and operation, one remote control per room, is recommended.
Can I assign more than one remote control to an individual blind?	Yes, it is possible to assign up to a max. of 10 remotes to an individual shade. Repeat the following steps for each remote: 1. Choose the group number on the remote control that you want to add the blind to. 2. Remove the battery cover on the back of the remote control and locate the button marked 'C'. 3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists makes audible sound. 4. Press and hold the 'C' button on the remote control until the blind jogs. 5. The shade is now paired to the remote control.
How many blinds can the remote control operate?	For model 5 channels remote: • 1 remote control has 5 groups to choose from. • The maximum number of blinds that can be assigned to each group, is 16. For model 14 channels remote: • 1 remote control has 14 groups to choose from. • The maximum number of blinds that can be assigned to each group, is 16.
Which battery type is used for the remote control?	The remote control will require a single 3V CR2450 coin / button cell battery.
Will the remote control work fresh out-of-the-box?	No. The remote control will need to be assigned either directly to the shade or via the SmartView app.

SAFETY INSTRUCTIONS

WARNING: IMPORTANT SAFETY INSTRUCTIONS

Follow all instructions carefully, as incorrect installation or handling can lead to severe injury.

- Do not ingest the battery. This device contains a lithium coin/button cell battery. Swallowing the battery can cause severe internal burns within 2 hours and may lead to death.
- Keep new and used batteries away from children. If the battery compartment does not close securely (or lacks a captive screw), stop using the product immediately and keep it out of reach of children.
- If a battery is swallowed or placed inside any part of the body, seek immediate medical attention.
- Replacing the battery with an incorrect type may compromise safety features.
- Do not dispose of batteries in fire, hot ovens, or crush them, as this can lead to explosions or leakage of flammable liquids or gases.
- Avoid exposing batteries to extremely high temperatures or low air pressure, as this may cause explosions or leakage.
- Keep the device dry and do not paint it.
- Do not drop, knock, or shake the device, as rough handling can damage internal circuit boards.
- Ensure the shade can move freely without obstruction from objects.
- Do not allow children to play with the remote control



Do not drill in to the device!



Do not immerse into a liquid



Never drop the device!



Avoid direct sunlight!

BATTERY RECYCLING INSTRUCTIONS

1. To responsibly dispose of the coin cell battery in your remote control:
2. **Do Not Discard in Regular Trash:** Coin cell batteries contain hazardous materials and must not be disposed of in household waste. Improper disposal can harm the environment.
3. **Locate a Recycling Center:**
 - In the **United States**, visit [Call2Recycle](#) to find a nearby battery recycling drop-off location. Many retail stores, including home improvement and electronics stores, accept used batteries for recycling.
 - In **Canada**, check with local recycling programs or visit [Call2Recycle](#) Canada to locate a drop-off site.
4. **Prepare the Battery for Recycling:** Before recycling, tape over the positive (+) terminal of the battery with clear or electrical tape to prevent accidental discharge or short-circuiting.
5. **Follow Local Guidelines:** Some municipalities may have additional guidelines for battery disposal. Always adhere to your local regulations to ensure safe handling and recycling.
6. By recycling your coin cell battery, you help protect the environment and comply with regulations in the US and Canada.



LEGAL INFORMATION

CE Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility (EMC) Directive 2014/30/EU, Radio Equipment Directive (RED) 2014/53/EU and Low Voltage Directive (LVD) 2014/35/EU. The full text of the EC declaration of conformity can be obtained online: www.tuiss.com/certifications



UK Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility Regulations 2016, Radio Equipment Regulations 2017 and Electrical Equipment (Safety) Regulations 2016. The full text of the UK declaration of conformity can be obtained online: www.tuiss.com/certifications



FCC Statement

FCC ID: 2BMQ2RW5RW14

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 a 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, uses 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.

Innovation, Science and Economic Development Canada ICES-003 Compliance

IC: 33385-RW5RW14

CAN ICES-3 (B)/NMB-3(B)

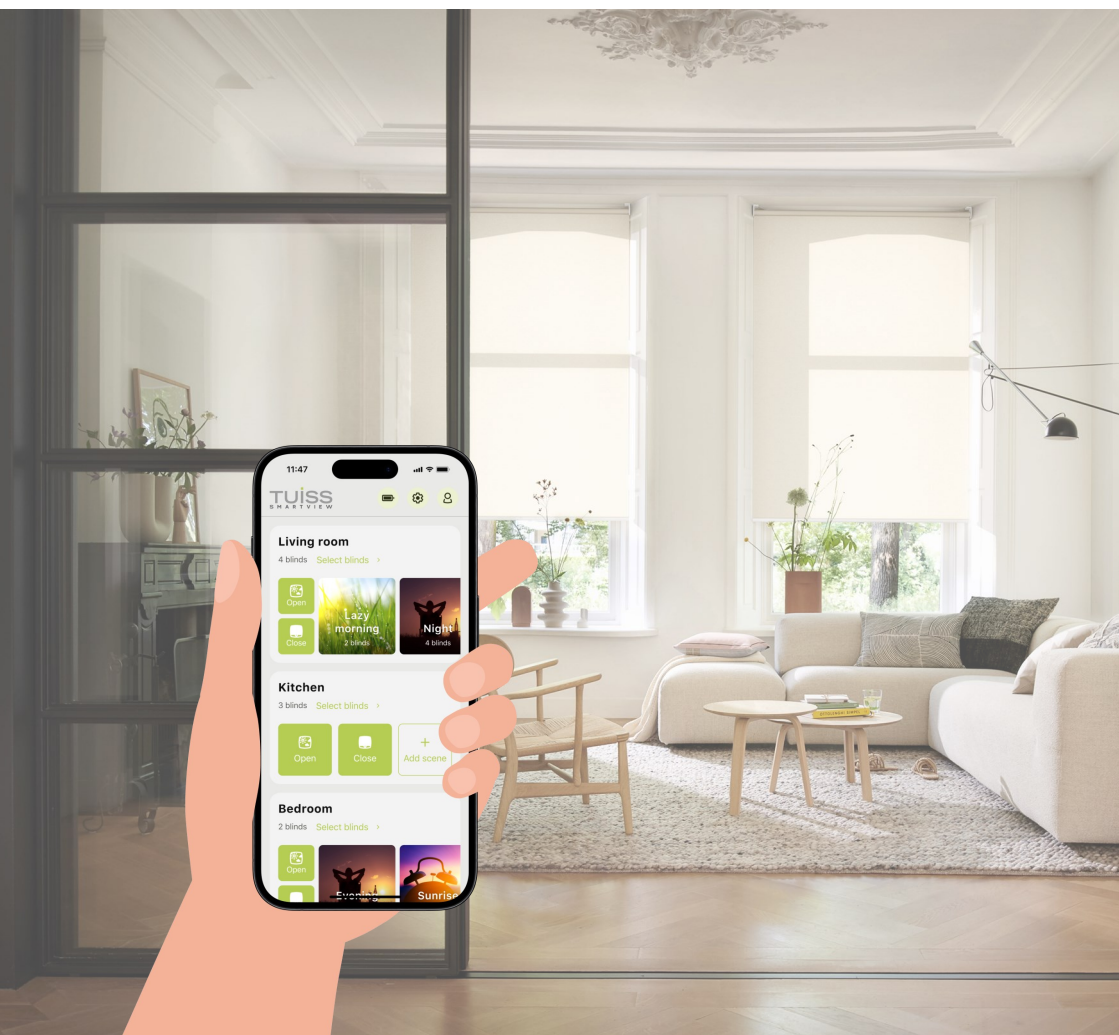
This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Tuiss SmartView

App guide

iOS v2.2.x
Android v2.2.x



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1 Getting started



1.1 Installing the app

Search for and download the free 'Tuiss SmartView' App onto your smartphone. Available on:

- Apple® App Store, iOS version 15.0 and later.
- Google Play Store, Android version 9.0 and up.
- Alternatively, scan the below QR code.



1 Getting started

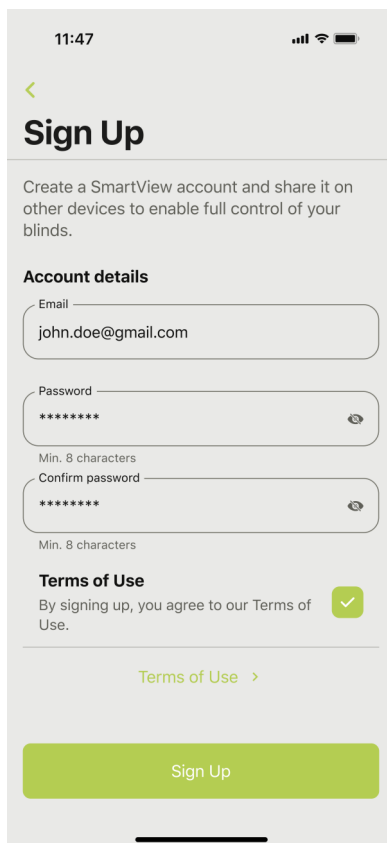
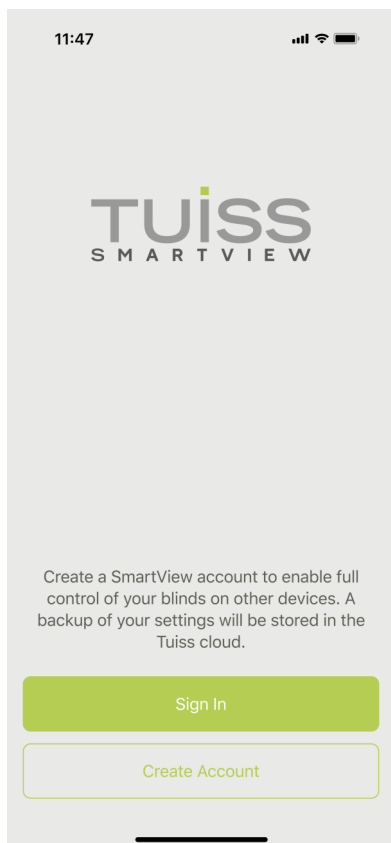


1.2 Creating an account

To setup, operate blinds and share the account with other users, a Tuiss SmartView Account is required.

1.2.1 From the start-up screen, tap **'Create Account'**.

1.2.2 Enter a valid email address, create a password and accept the Terms of Use. Tap **'Sign Up'**.



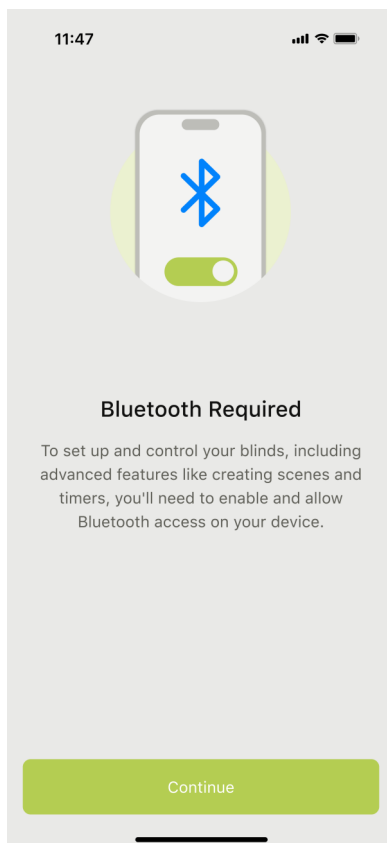
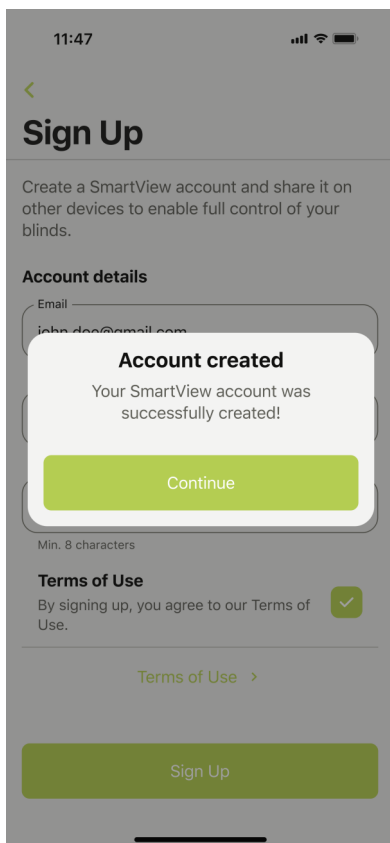
1 Getting started



1.2 Creating an account

1.2.3 A confirmation message will appear stating the account was successfully created. Tap **'Continue'**.

1.2.4 Tap **'Continue'** for Bluetooth permission.

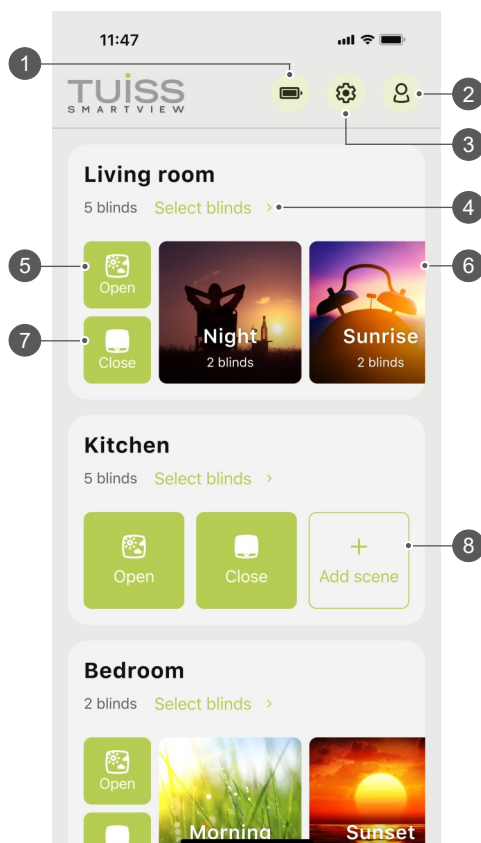


2 Home screen



2.1 Features and controls

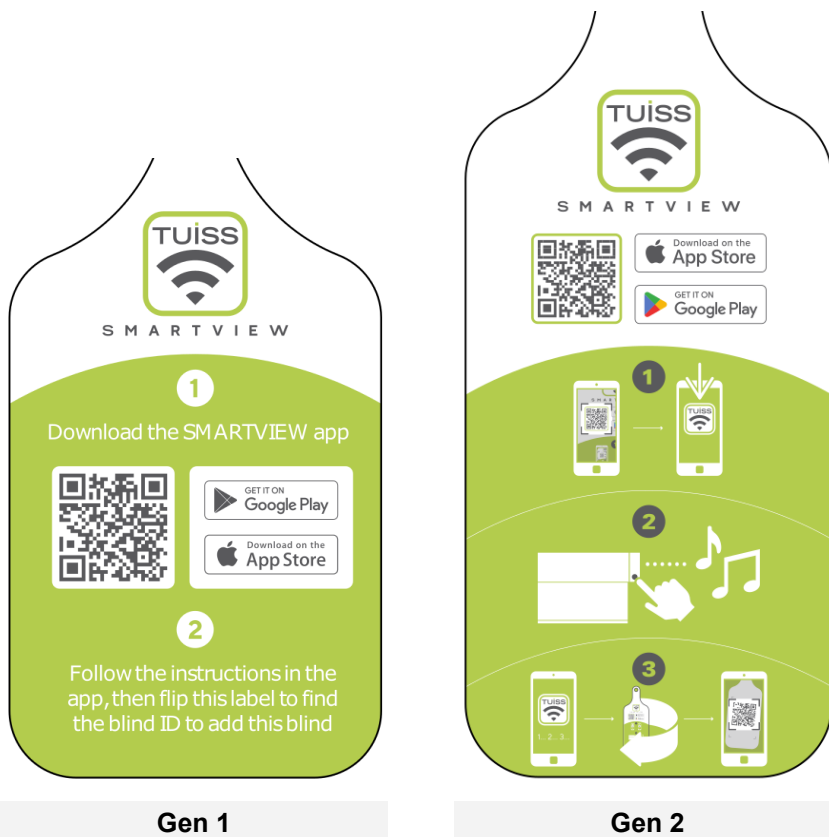
Ref.	Item	Ref.	Item
1	Battery status	5	Open all blinds
2	Profile menu	6	Activate scene
3	Settings menu	7	Close all blinds
4	Manual control screen	8	Add new scene



3.1 Activate blind

Prepare blind for adding to the app. Find the QR code on the product ID label.

Depending on the generation of blind, there are two different labels available, Gen 1 blinds are shipped with a 2-step instruction, while Gen 2 blinds are shipped with a 3-step instruction containing specific motor start-up instructions.





3.1 Activate blind

Roller Blinds

Zebra / Double Roller Blinds

If the motor has an ON/OFF switch, slide to the ON position. Motor will sound 1x buzzer noise (Gen 1).

If no ON/OFF switch, press and hold the settings button for 6 seconds until the motor sounds and LED flashes red 4x (Gen 2).

Roman Blinds

If the motor has a power cable connected to an external battery pack, motor will sound 1x buzzer noise after connecting the cable (Gen 1).

If there is no cable, press and hold settings button for 6 seconds until the motor sounds and LED flashes red 4x (Gen 2).

Honeycomb Blinds (Gen 2 only)

Press and hold settings button for 6 seconds until the motor sounds and LED flashes red 4x (Gen 2).

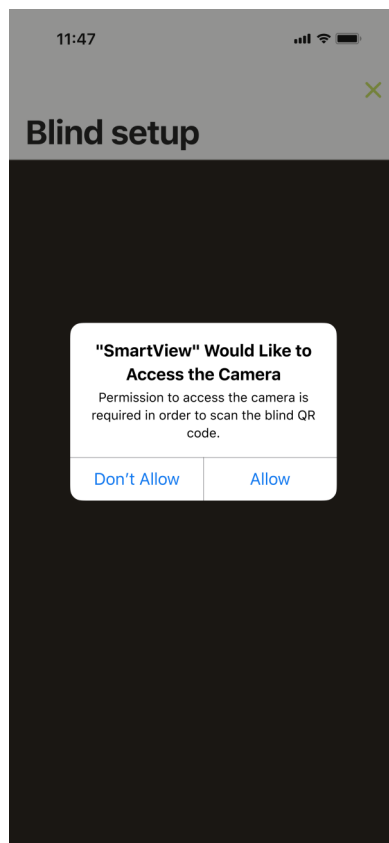
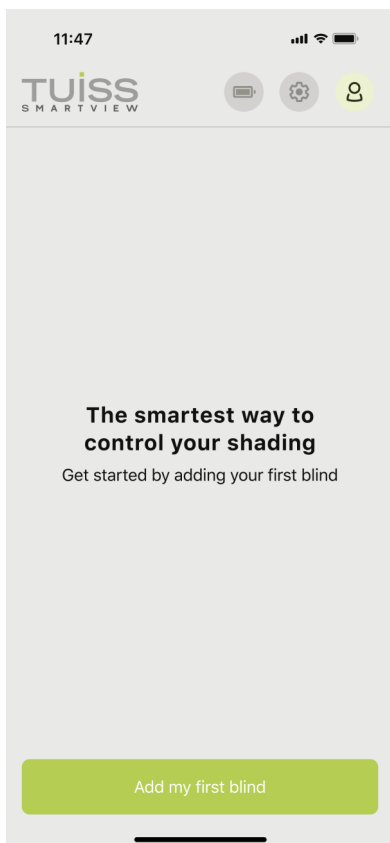
3 Adding blinds



3.2 Add first blind

3.2.1 Tap **'Add my first blind'**.

3.2.2 Tap **'Allow'** for camera permission.



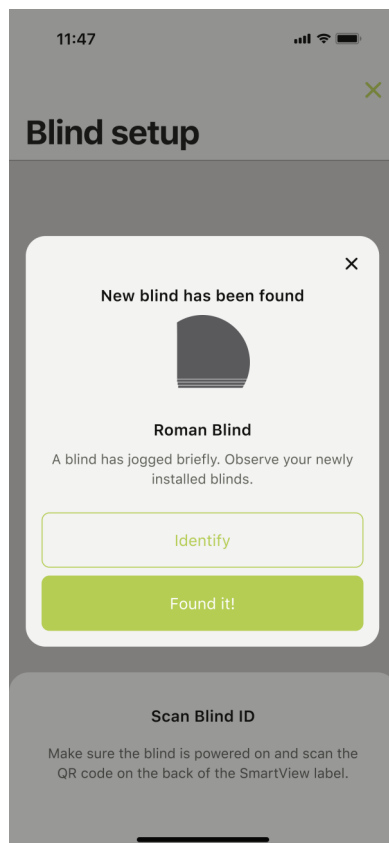
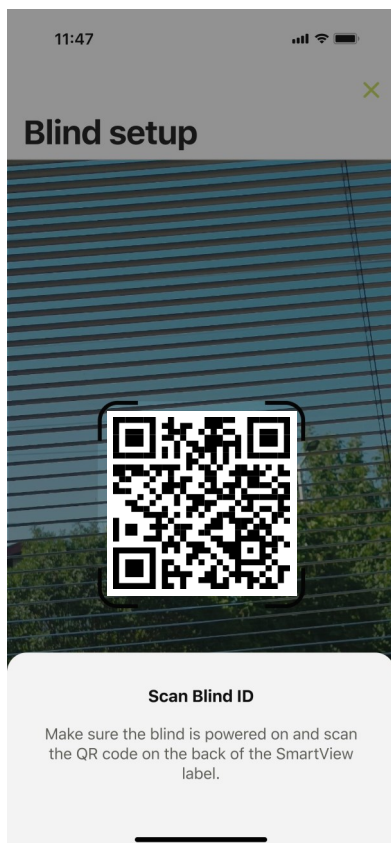
3 Adding blinds



3.3 Scan QR code

3.3.1 Scan the QR code product ID label. Blind will jog after being found by the app.

3.3.2 Tap **'Found it!'**.



3 Adding blinds



3.4 Add blind name

3.4.1 Tap entry field box and create new blind name.

3.4.2 Select '**Choose room**' and tap '**Add room**'.

The screenshot shows the 'Blind setup' screen with the keyboard open. The 'Type' section has a 'Roman Blind' option selected. The 'Blind name' field contains 'Left middle window' and is highlighted with a green border. Below it, a hint text reads 'E.g. Left window, Roller blind or West window'. The 'Room' section has a 'Choose room' dropdown menu. At the bottom, there is a 'Save' button and a keyboard with a 'done' button.

The screenshot shows the 'Blind setup' screen with the keyboard closed. The 'Type' section has a 'Roman Blind' option selected. The 'Blind name' field contains 'Left middle window'. Below it, a hint text reads 'E.g. Left window, Roller blind or West window'. The 'Room' section has a 'Choose room' dropdown menu and an 'Add room' button with a plus sign. At the bottom, there is a 'Save' button.

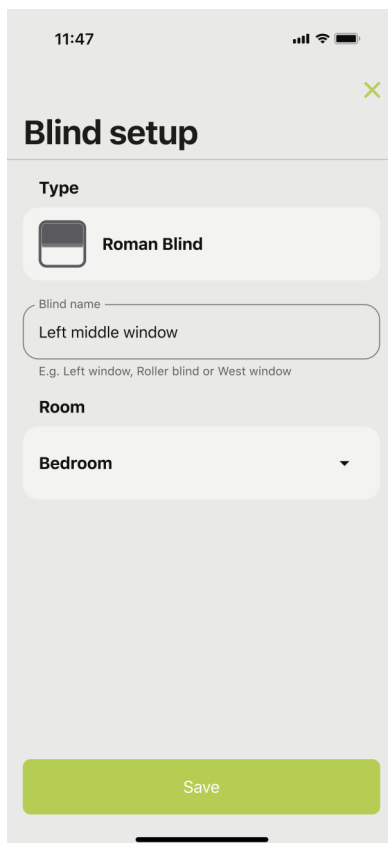
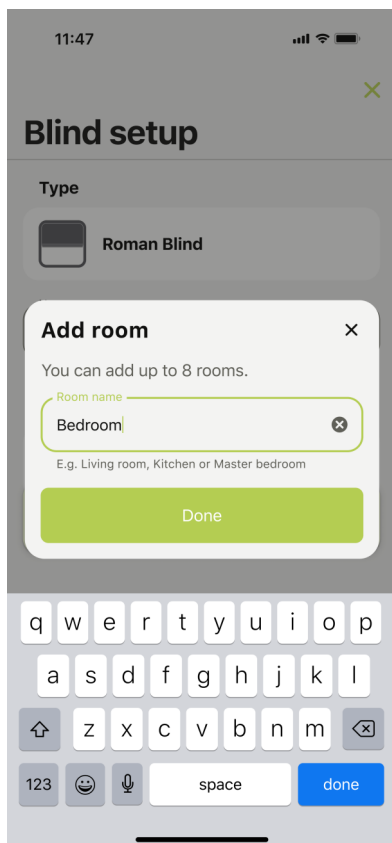
3 Adding blinds



3.5 Add room name

3.5.1 Tap entry field box and create new room name. Tap **'Done'**.

3.5.2 Tap **'Save'**.



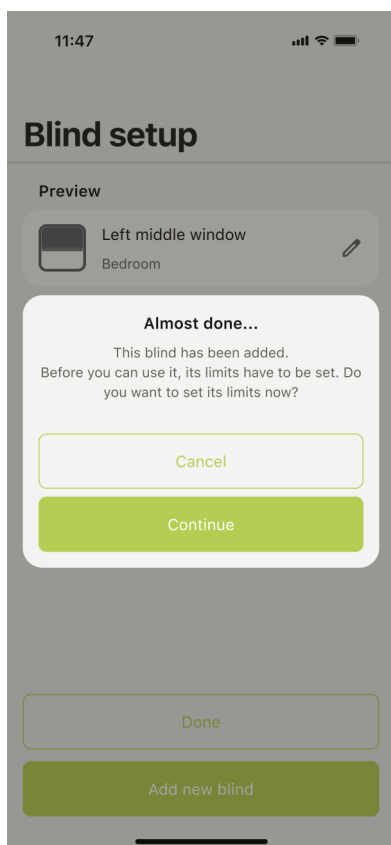
3 Adding blinds



3.6 Set limits

- 3.6.1 Set new top and bottom end limits. Press **'Cancel'** to set new limits at a later date, or **'Continue'** and follow the on-screen instructions.¹

¹ See also Section 11.



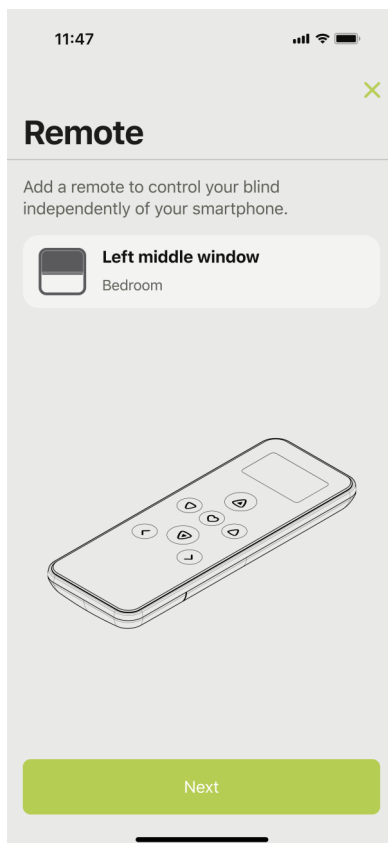
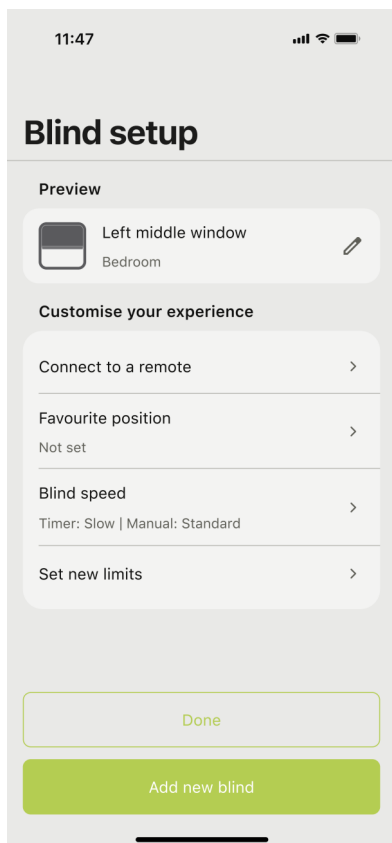
4 Customise blind settings



4.1 Add a remote control

4.1.1 Tap **'Connect to a remote'**.

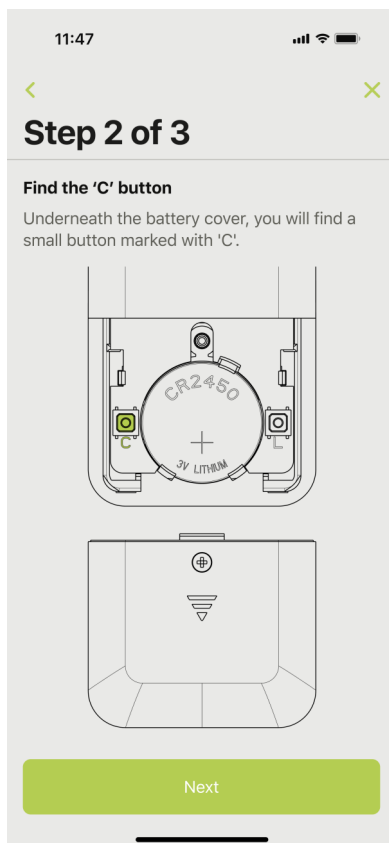
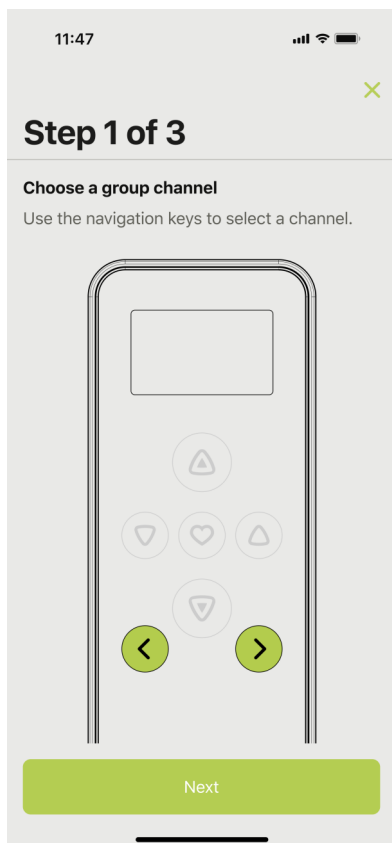
4.1.2 Tap **'Next'**. App will connect to the blind.



4 Customise blind settings



- 4.1 Add a remote control
- 4.1.3 Choose a channel number on the remote. Tap **'Next'**.
- 4.1.4 Remove battery cover and locate button 'C'.



4 Customise blind settings

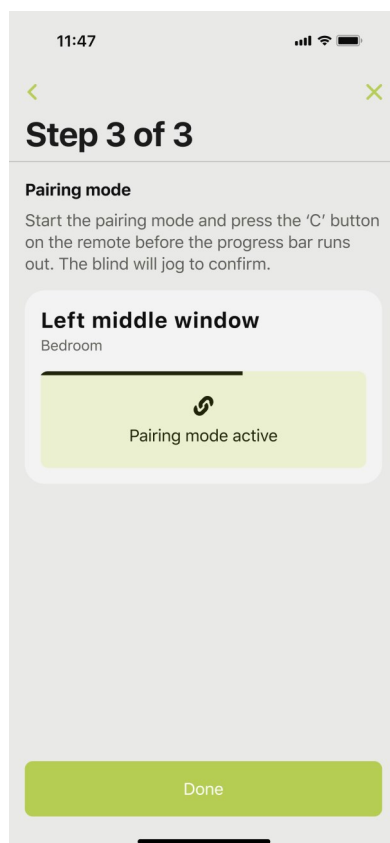
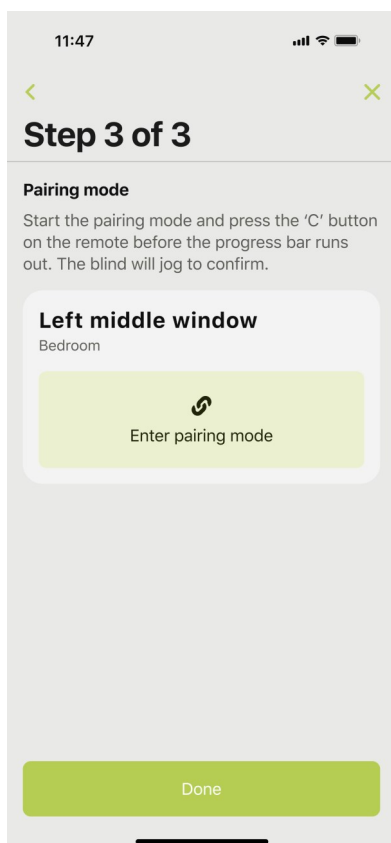


4.1 Add a remote control

4.1.5 Tap 'Enter pairing mode'.

- 4.1.6 Motor will sound (Gen 1 / Gen 2) plus red LED blink (Gen 2). Press and release 'C' button on the back of the remote before the progress bar runs out. Motor will jog (Gen1/Gen2) plus buzzer noise and 4x green LED (Gen 2) to confirm remote pairing is complete.¹

¹ If no motor jog or buzzer noise / green LED, remote control is not saved.



4 Customise blind settings



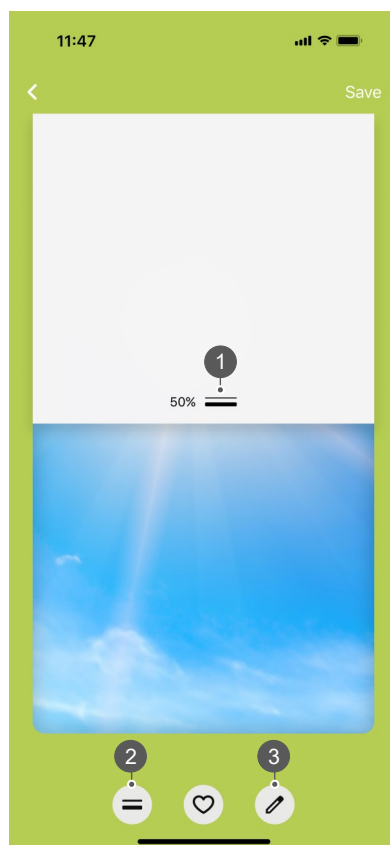
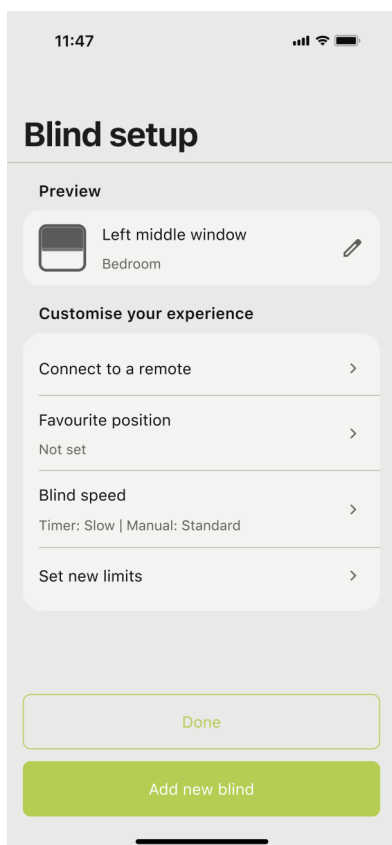
4.2 Add a favourite position (Gen 2)

4.2.1 Tap 'Favourite position'.

4.2.2 Operate blind to desired favourite position by:

- Moving the slider **1** up or down.
- Pressing the direction arrow button **2**.¹
- Entering a percentage value into precise movement box **3**.

¹ Tap button to enable / disable arrow buttons.



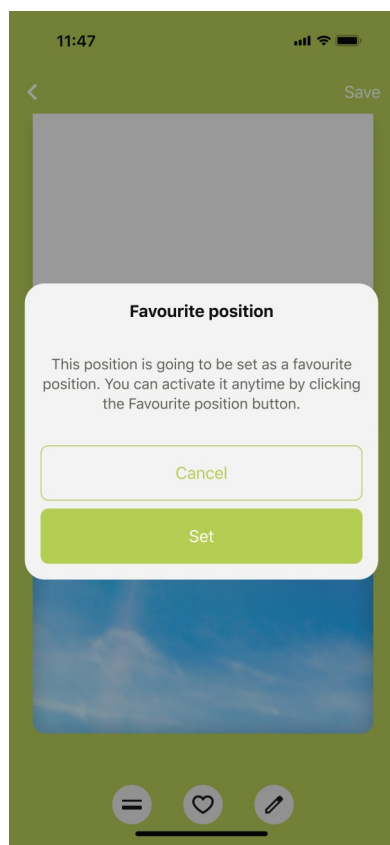
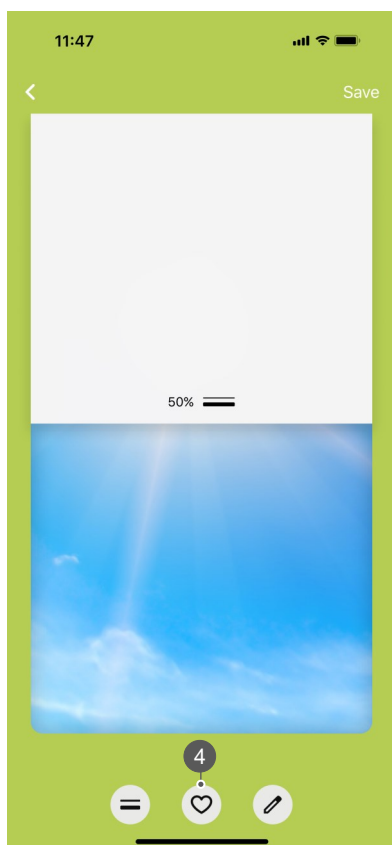
4 Customise blind settings



4.2 Add a favourite position (Gen 2)

4.2.3 Tap the favourite button ④.

4.2.4 Tap '**Set**'. Blind will jog and motor will sound plus 4x green LED to confirm favourite position is saved.



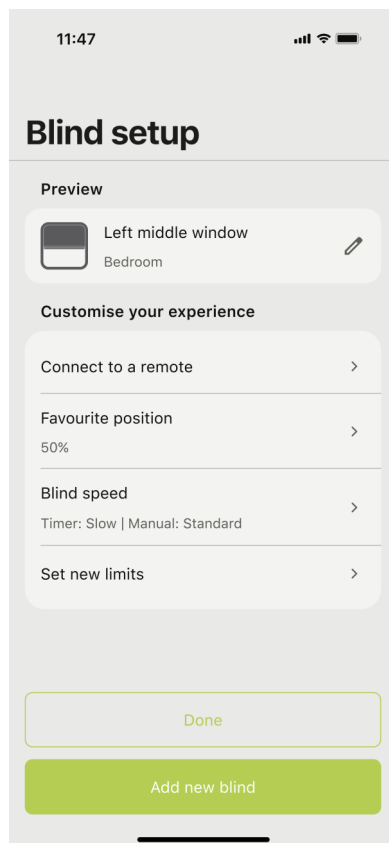
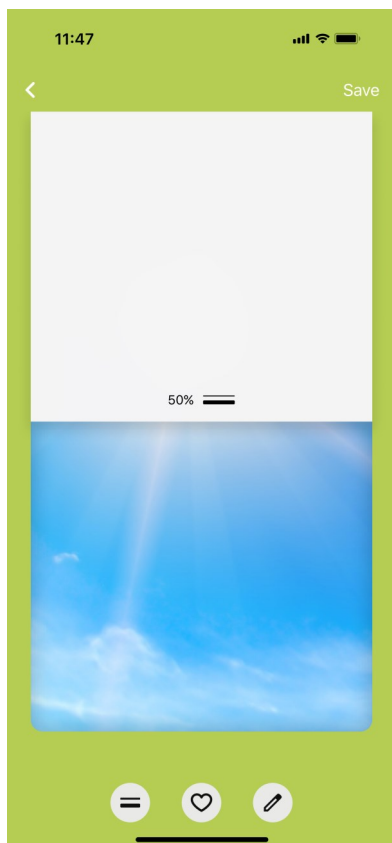
4 Customise blind settings



4.2 Add a favourite position (Gen 2)

4.2.5 Tap the back arrow.

4.2.6 Saved favourite position shown in the blind setup menu.



4 Customise blind settings

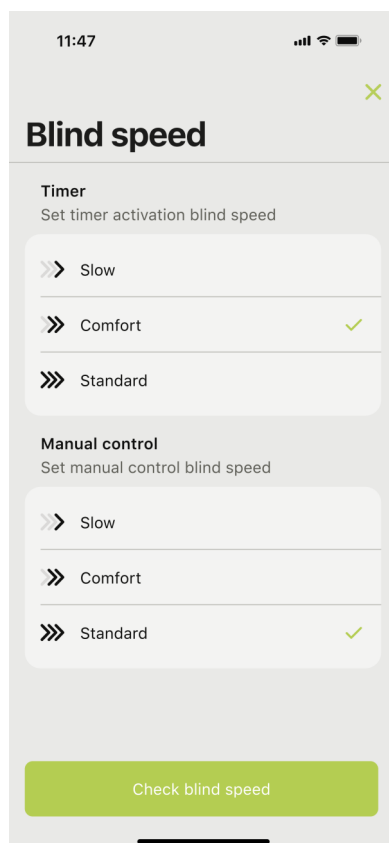
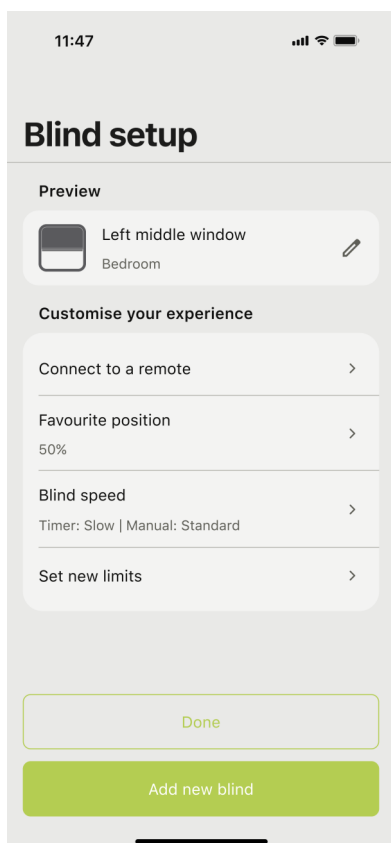


4.3 Change motor speed (Gen 2)

4.3.1 Tap **'Blind speed'**.

4.3.2 Select Slow, Comfort or Standard blind speed for timer activation and manual control. Tap **'Check blind speed'** to visually inspect real-time blind speed movement via the manual control screen.¹

¹ Default speeds: Timer = Slow, Manual control = Standard.

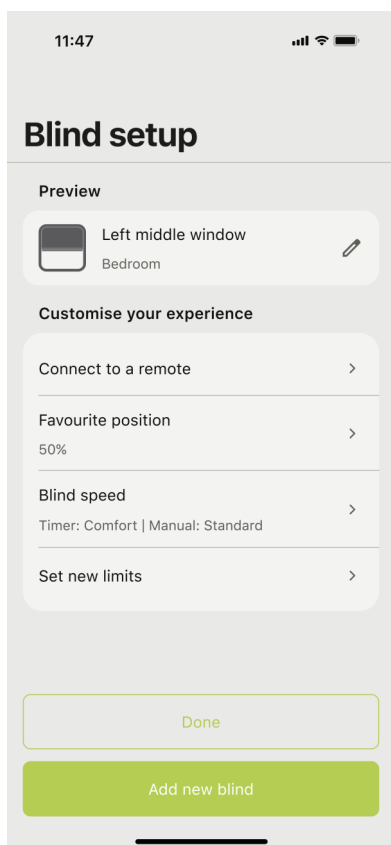


4 Customise blind settings



4.3 Change motor speed (Gen 2)

- 4.3.3 Saved motor speeds shown in the blind setup menu. To add further blinds, tap **'Add new blind'** or **'Done'** to finish.



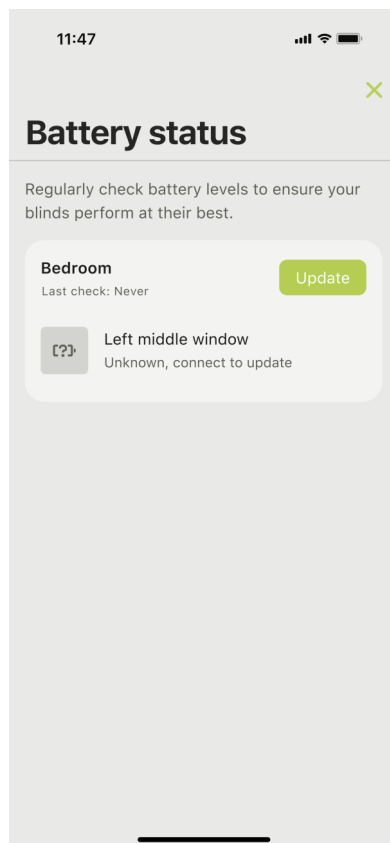
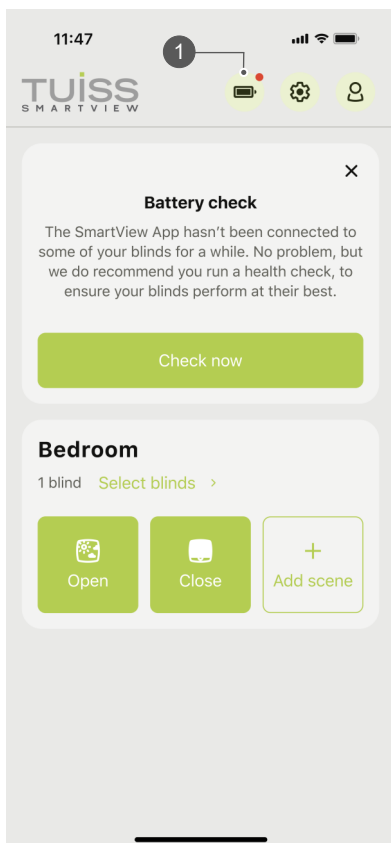
5 Battery health



5.1 Check battery status

5.1.1 Tap **'Check now'** or tap the battery status icon **1**.

5.1.2 Battery status is shown. Tap **'Update'**.



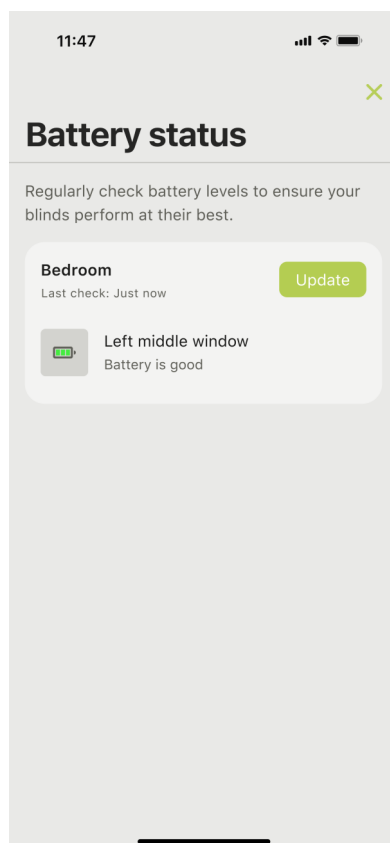
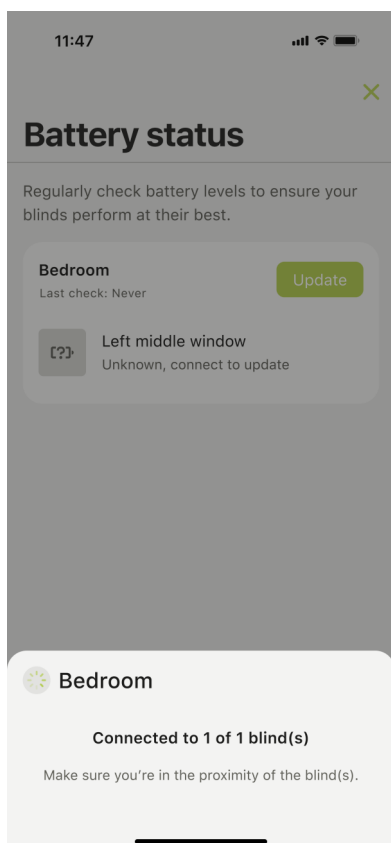
5 Battery health



5.1 Check battery status

5.1.3 App will connect to the blind and update the battery status.

5.1.4 Updated battery status is shown.



6 Operating blinds

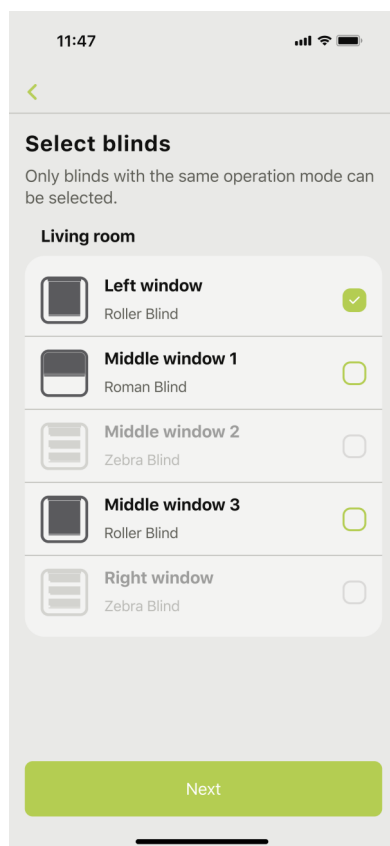
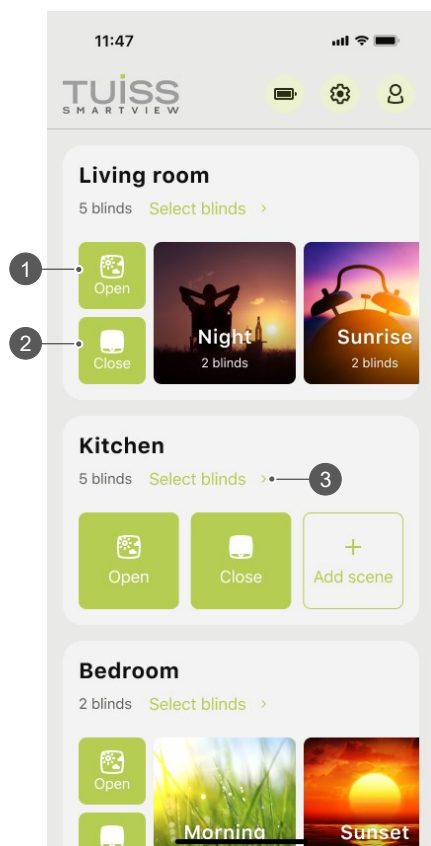


6.1 Operate individual and groups of blinds

6.1.1 Tap **'Open'** ^① or **'Close'** ^② to operate all blinds in the room to the open or close position.

6.1.2 Tap **'Select blinds'** ^③ and choose blinds for manual control. Tap **'Next'**.¹

¹ If only one blind is added to a room, app will navigate user to the manual control screen.



6 Operating blinds

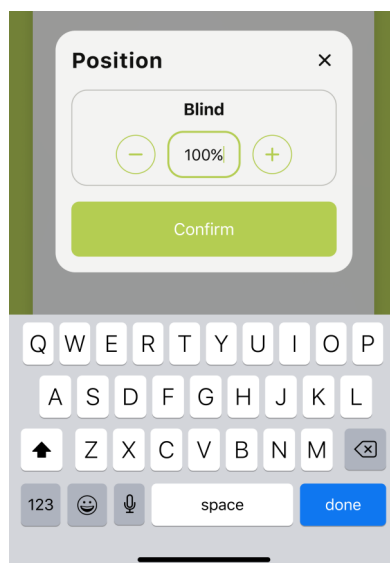
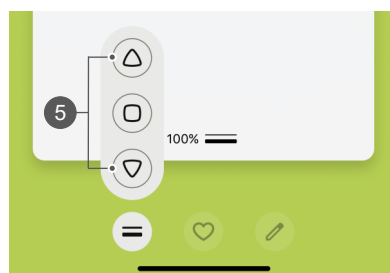
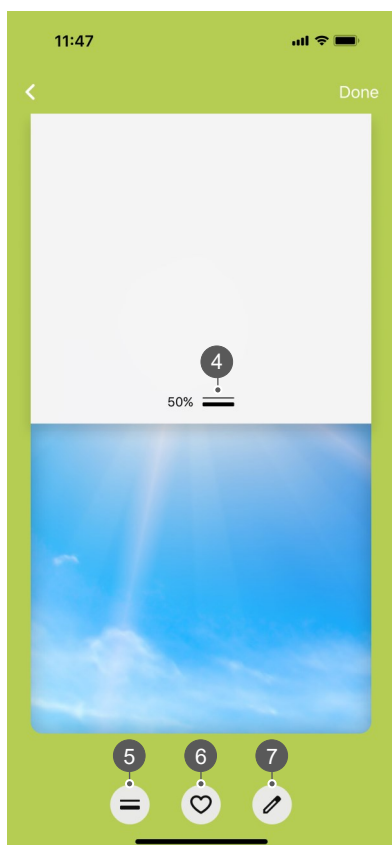


6.1 Operate individual and groups of blinds

6.1.3 Manual control screen options:

- Moving the slider **4** up or down.
- Pressing the direction arrow buttons **5**.²
- Pressing the Favourite button **6** (Gen 2).
- Entering a percentage value into precise movement box **7**.

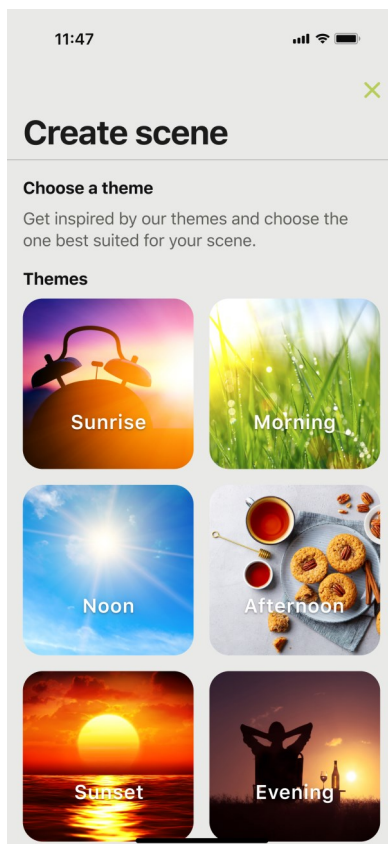
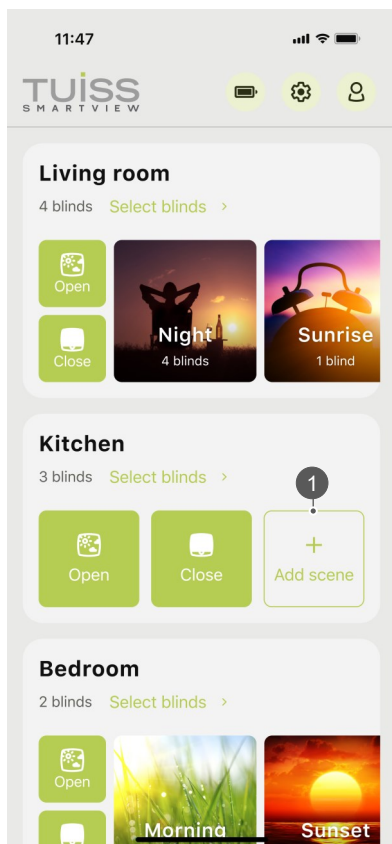
² Tap the up or down arrow 1x to step up / down (Gen 1) or move at slow adjustment blind speed (Gen 2).



7 Scenes and timers



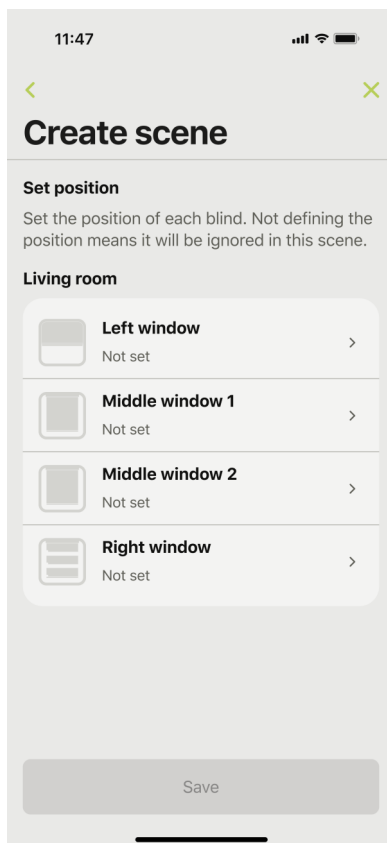
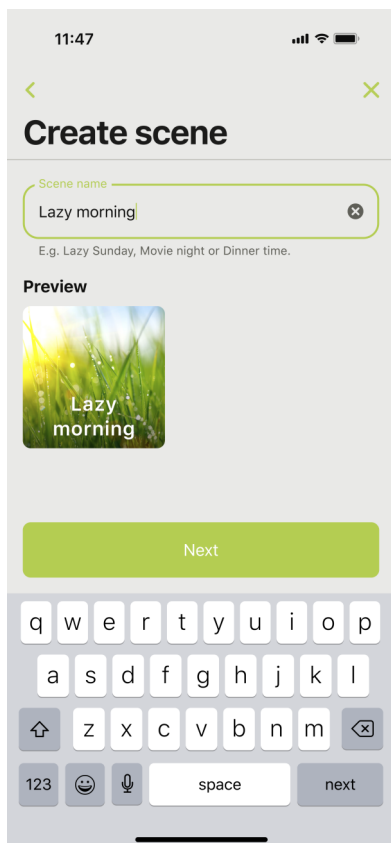
- 7.1 Add a scene and timer (from home screen)
- 7.1.1 Tap **'Add scene'** ① in room name wanting a new scene added.
- 7.1.2 Choose a theme image to use with the scene name.



7 Scenes and timers



- 7.1 Add a scene and timer (from home screen)
- 7.1.3 Enter a scene name. Tap **'Next'**.
- 7.1.4 Select blind to be added to scene name.



7 Scenes and timers



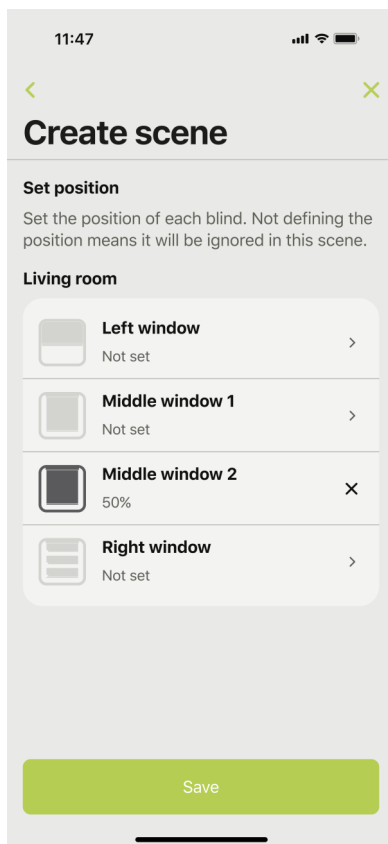
7.1 Add a scene and timer (from home screen)

7.1.5 Operate blind to desired scene position by:

- Moving the slider **2** up or down.
- Pressing the direction arrow button **3**.¹
- Entering a percentage value into precise movement box **4**.

7.1.6 Tap '**Save**'. Select additional blinds to add to the scene name, or tap '**Save**'.

¹ Tap button to enable / disable arrow buttons.

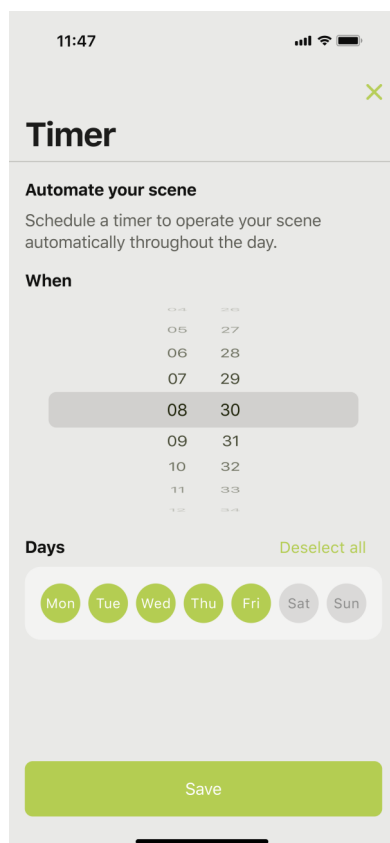
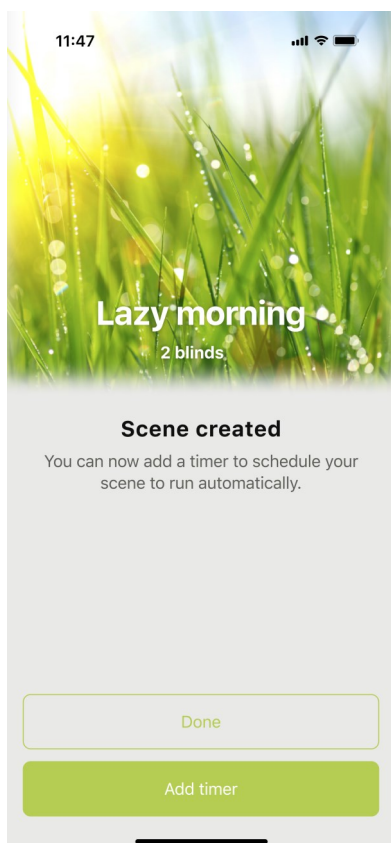


7 Scenes and timers



- 7.1 Add a scene and timer (from home screen)
- 7.1.7 Tap **'Add timer'**.
- 7.1.8 Select activation time and days of the week. Tap **'Save'**.
Motor will jog (Gen 1 / Gen 2) plus buzzer noise and 4x green LED (Gen 2) to confirm timer is saved.¹

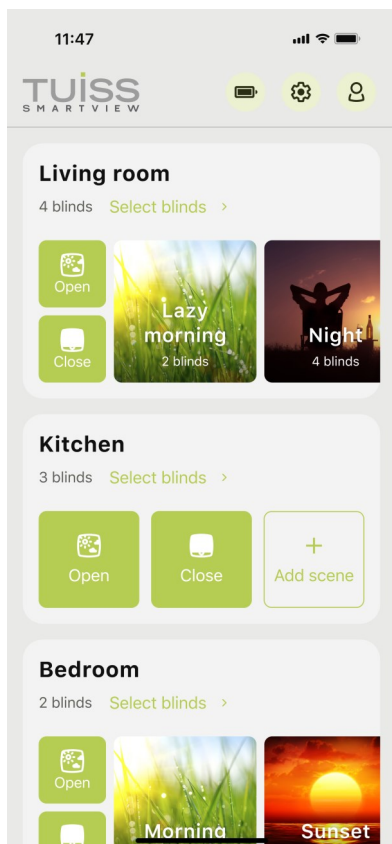
¹ If no motor jog or buzzer noise / green LED, timer is not saved.



7 Scenes and timers



- 7.1 Add a scene and timer (from home screen)
- 7.1.9 New scene name added to the room on home screen.



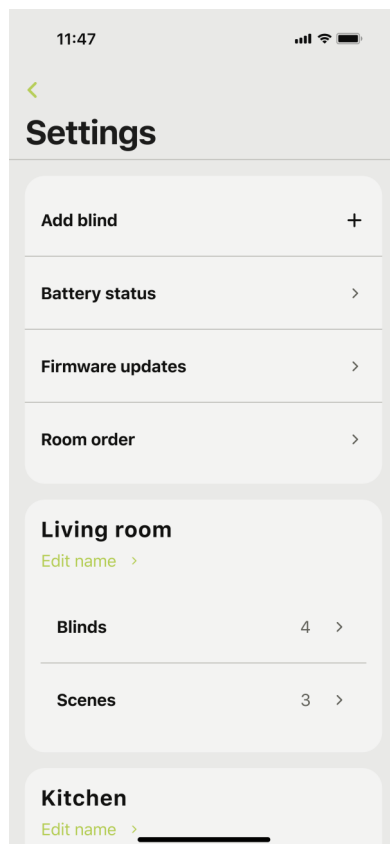
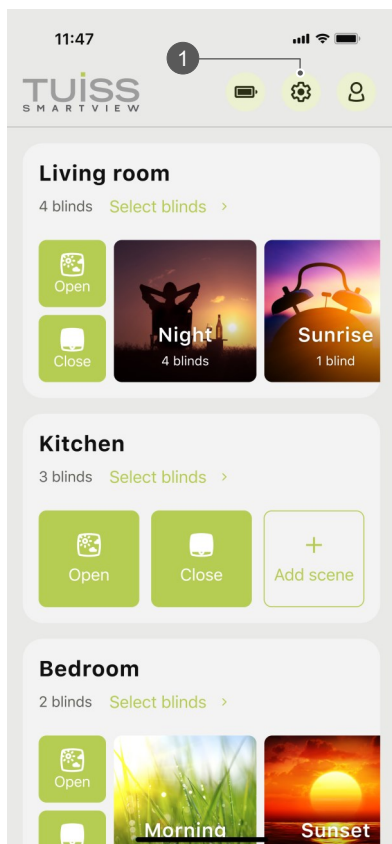
7 Scenes and timers



7.2 Add a scene and timer (from settings screen)

7.2.1 Tap the settings gear icon 1.

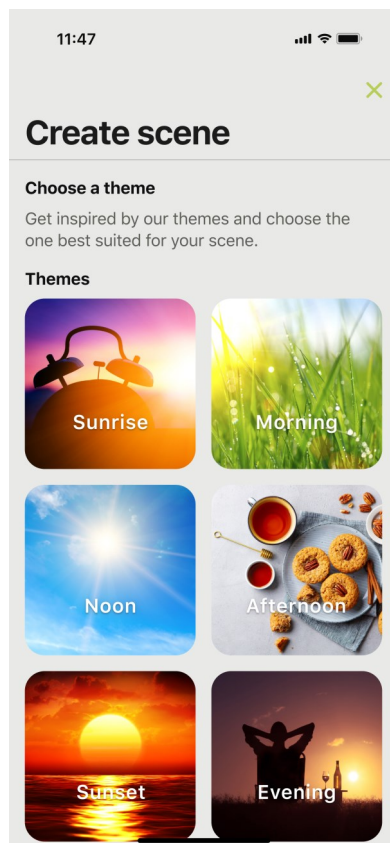
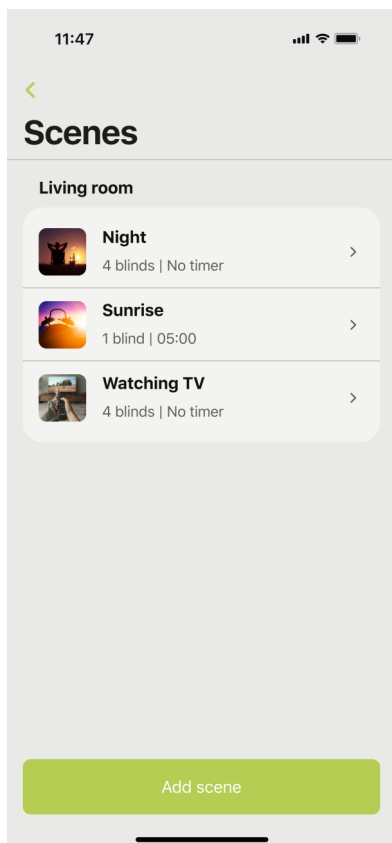
7.2.2 Tap '**Scenes**' or '**Add scene**' in room name wanting a new scene added.



7 Scenes and timers



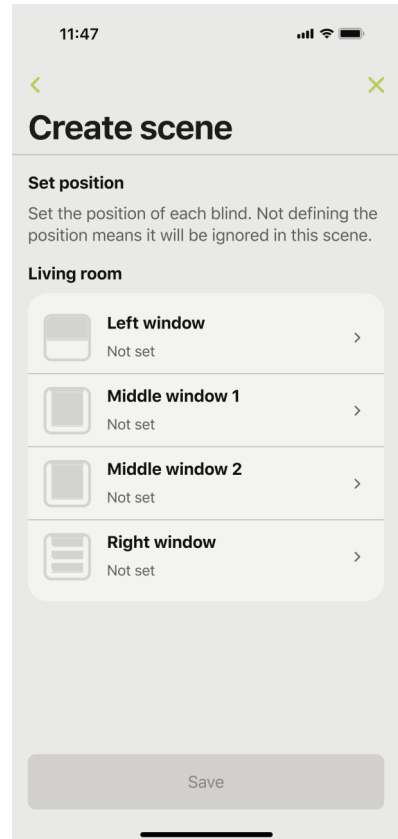
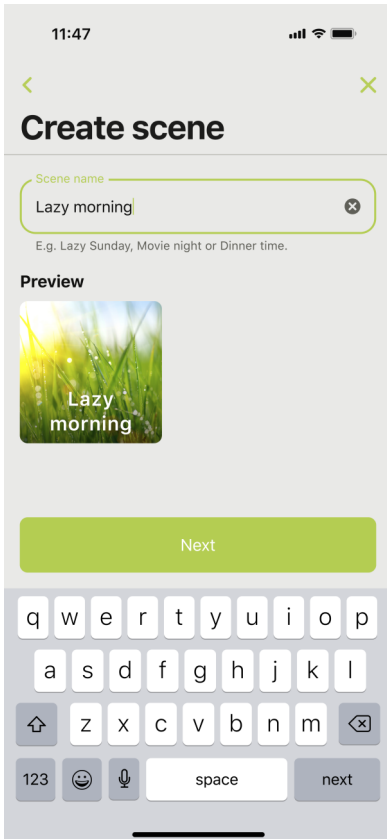
- 7.2 Add a scene and timer (from settings screen)
- 7.2.3 Tap **'Add scene'**.
- 7.2.4 Choose a theme image to use with the scene name.



7 Scenes and timers



- 7.2 Add a scene and timer (from settings screen)
- 7.2.5 Enter a scene name. Tap **'Next'**.
- 7.2.6 Select blind to be added to scene name.



7 Scenes and timers



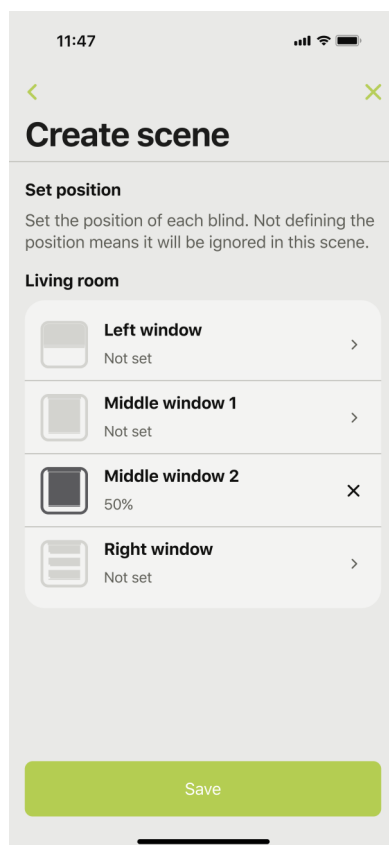
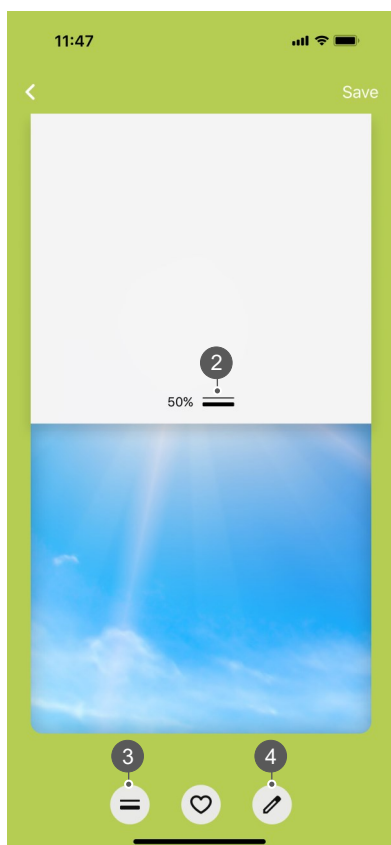
7.2 Add a scene and timer (from settings screen)

7.2.7 Operate blind to desired scene position by:

- Moving the slider **2** up or down.
- Pressing the direction arrow button **3**.¹
- Entering a percentage value into precise movement box **4**.

7.2.8 Tap '**Save**'. Select additional blinds to add to the scene name, or tap '**Save**'.

¹ Tap button to enable / disable arrow buttons.



7 Scenes and timers

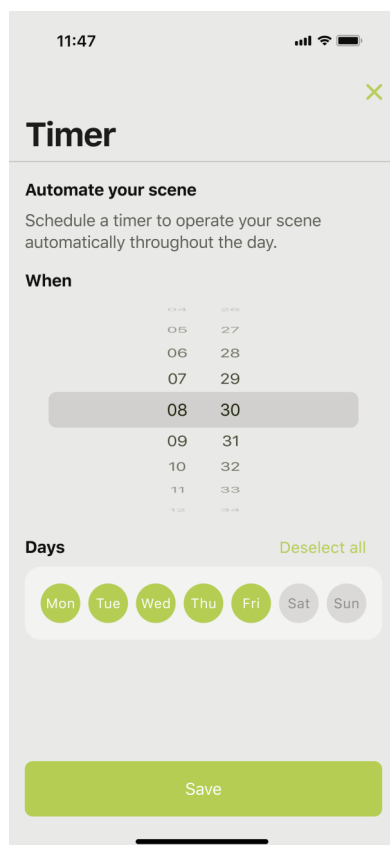
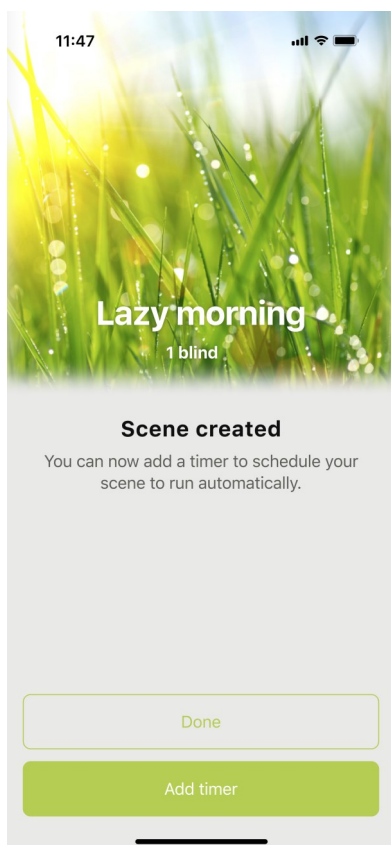


7.2 Add a scene and timer (from settings screen)

7.2.9 Tap **'Add timer'**.

7.2.10 Select activation time and days of the week. Tap **'Save'**.
Motor will jog (Gen 1 / Gen 2) plus buzzer noise and 4x green LED (Gen 2) to confirm timer is saved.¹

¹ If no motor jog or buzzer noise / green LED, timer is not saved.

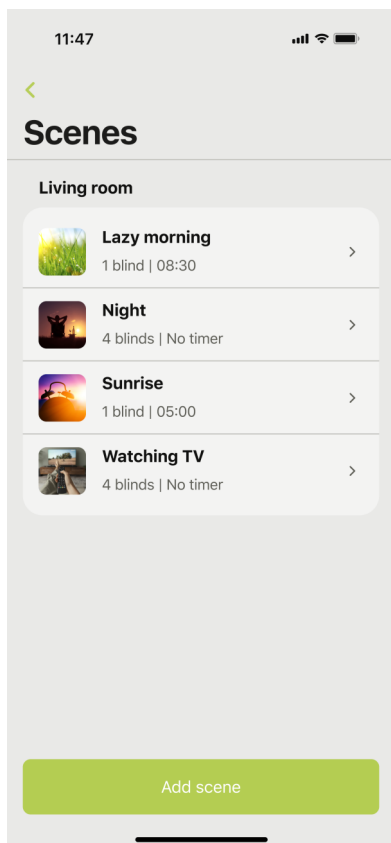


7 Scenes and timers



7.2 Add a scene and timer (from settings screen)

7.2.11 New scene name added to the Scenes overview screen.



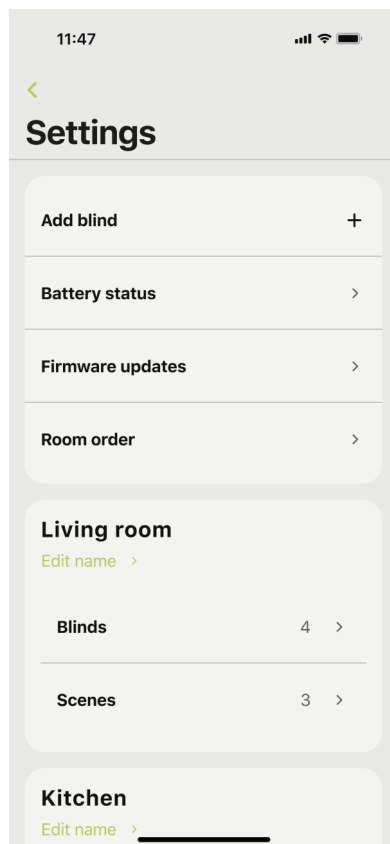
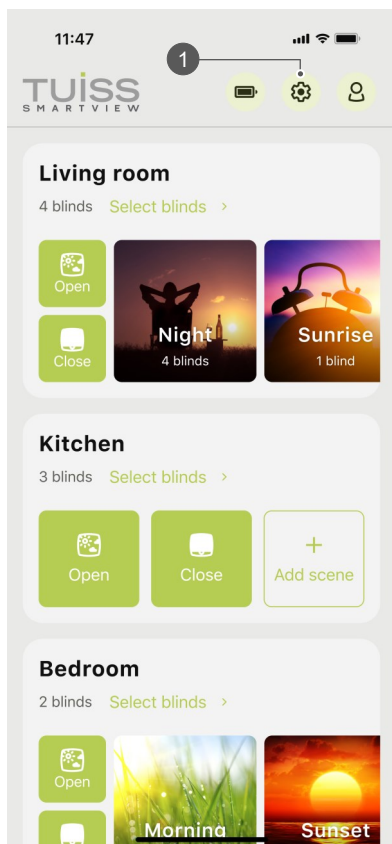
7 Scenes and timers



7.3 Changing scene name

7.3.1 Tap the settings gear icon 1.

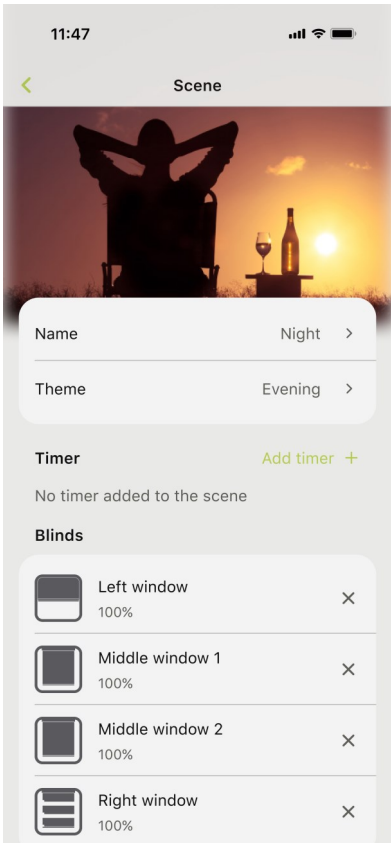
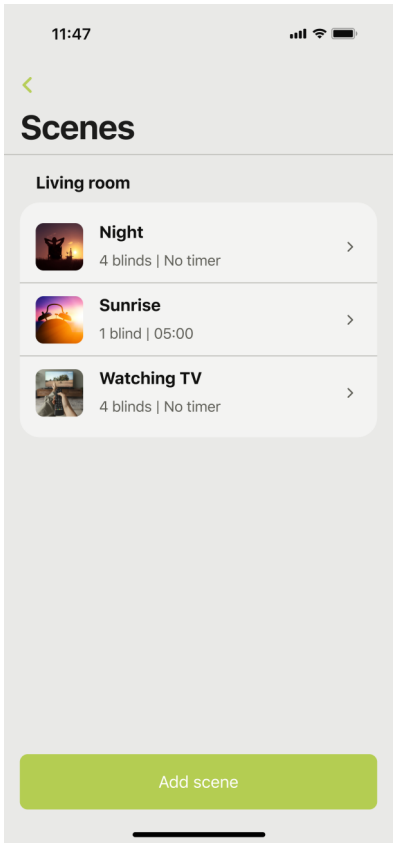
7.3.2 Tap '**Scenes**' in room name with existing scene added.



7 Scenes and timers



- 7.3 Changing scene name
- 7.3.3 Select scene name to change.
- 7.3.4 Tap **'Name'**.



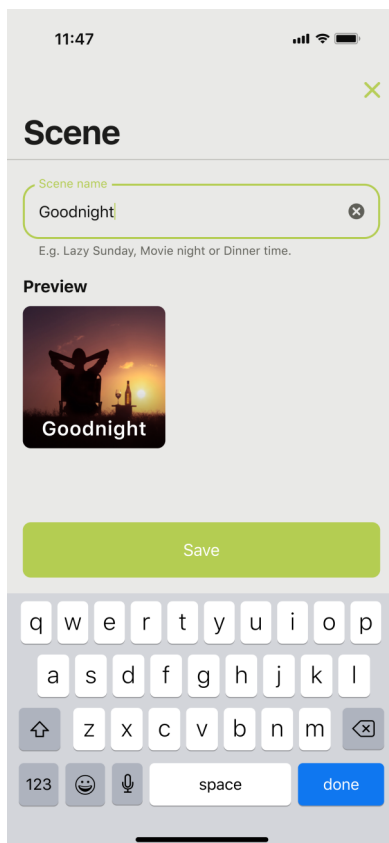
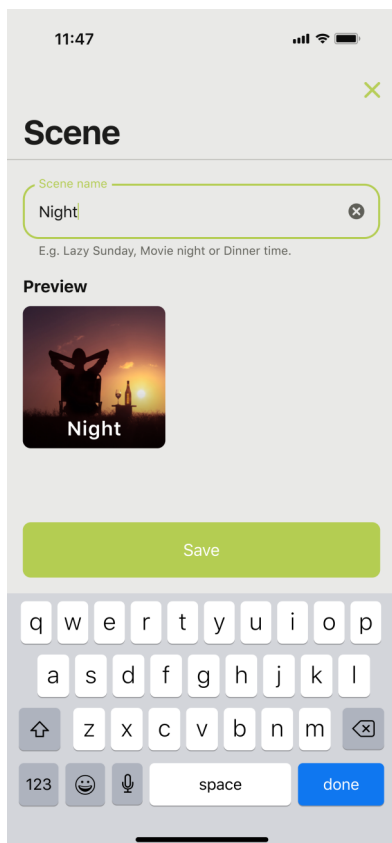
7 Scenes and timers



7.3 Changing scene name

7.3.5 Tap the entry field box.

7.3.6 Change the scene name. Tap '**Save**' to finish.



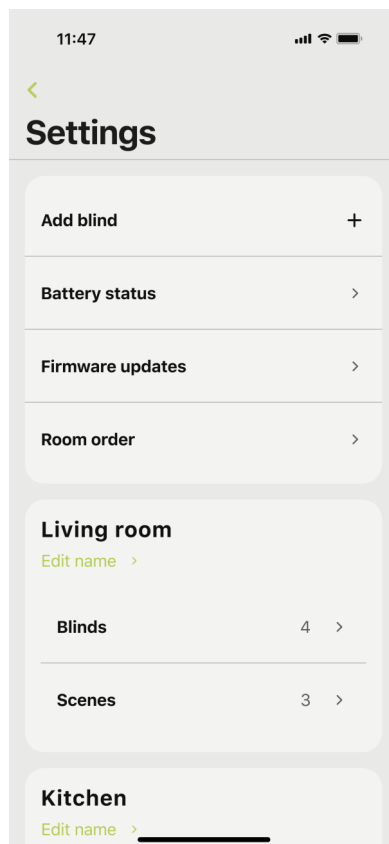
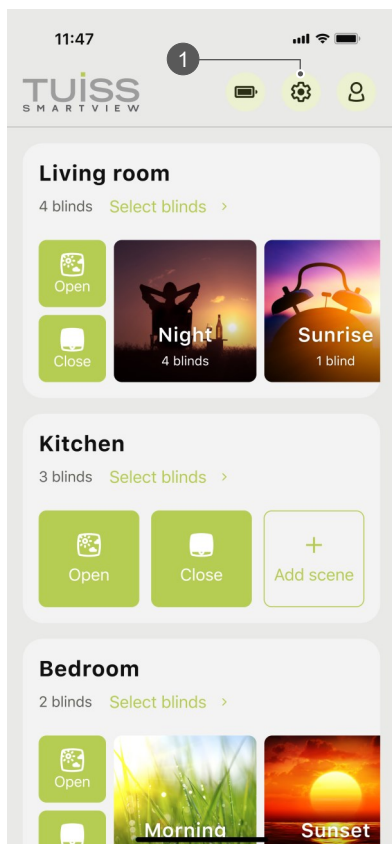
7 Scenes and timers



7.4 Changing scene theme

7.4.1 Tap the settings gear icon **1**.

7.4.2 Tap **'Scenes'** in room name wanting scene image changed.



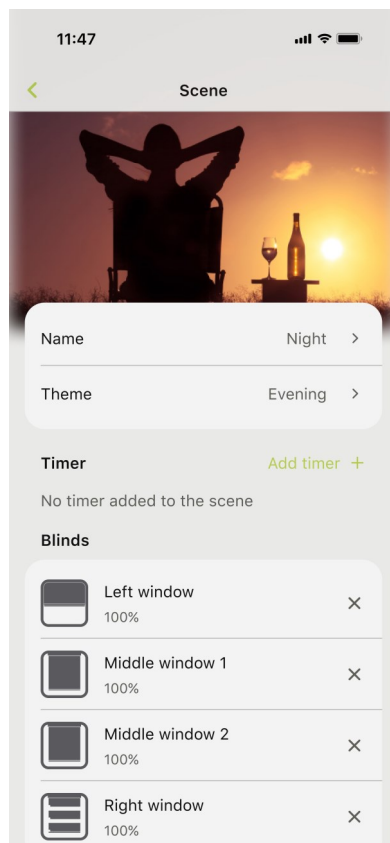
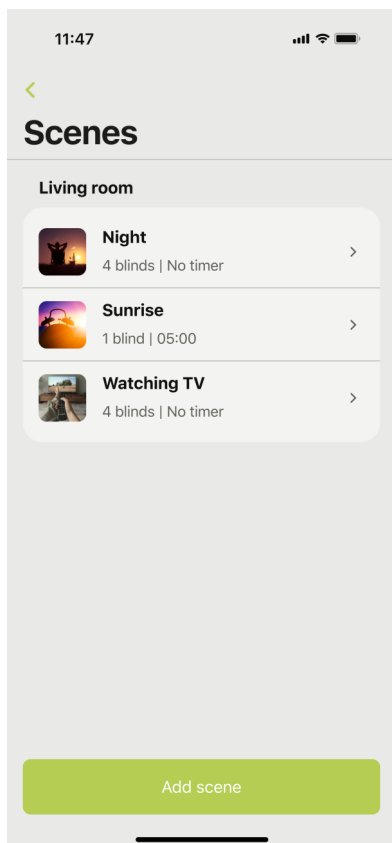
7 Scenes and timers



7.4 Changing scene theme

7.4.3 Select scene name / image to change.

7.4.4 Tap 'Theme'.

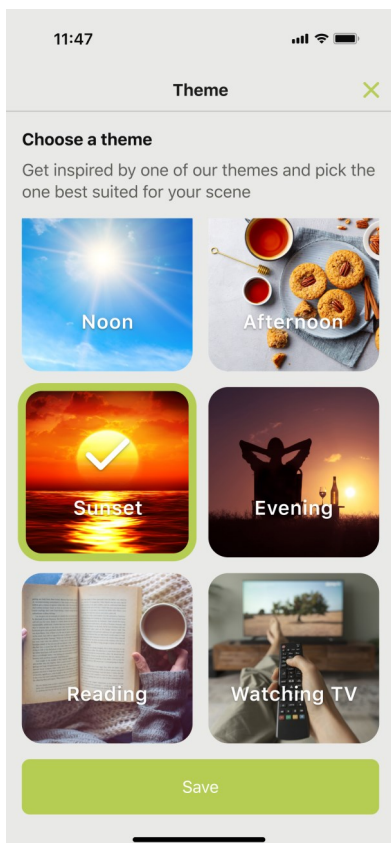


7 Scenes and timers



7.4 Changing scene theme

7.4.5 Select new theme image. Tap '**Save**' to finish.



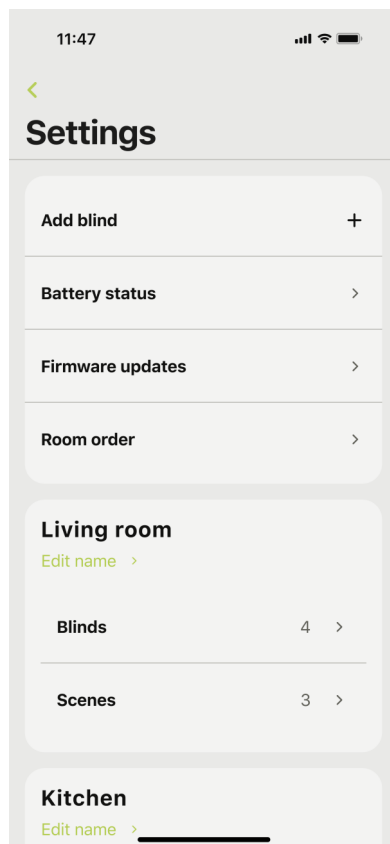
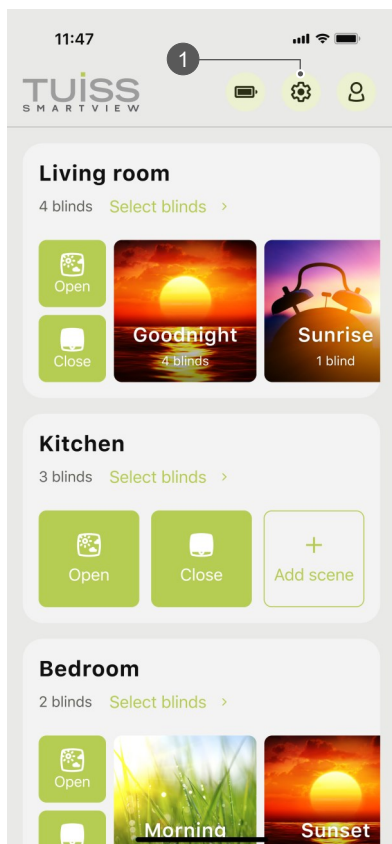
7 Scenes and timers



7.5 Updating timers

7.5.1 Tap the settings gear icon 1.

7.5.2 Tap **'Scenes'** in room name wanting timer updated.



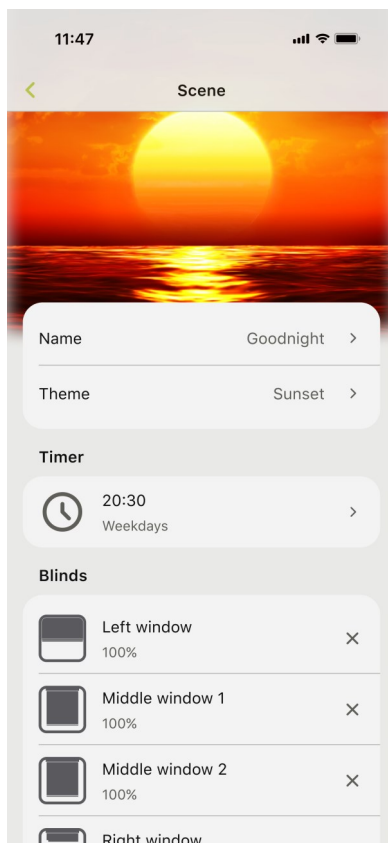
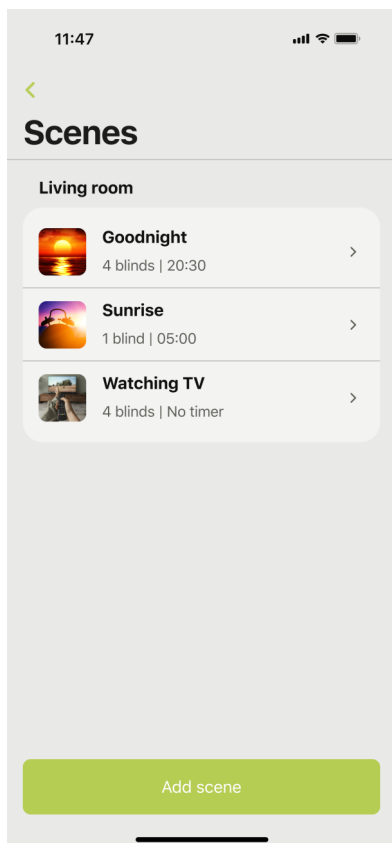
7 Scenes and timers



7.5 Updating timers

7.5.3 Select scene name.

7.5.4 Tap 'Timer'.



7 Scenes and timers



7.5 Updating timers

- 7.5.5 Select new activation time and days of the week.
Tap **'Save'**. Motor will jog (Gen 1 / Gen 2) plus buzzer noise and 4x green LED (Gen 2) to confirm timer is saved.¹

¹ If no motor jog or buzzer noise / green LED, timer is not saved.

The screenshot shows the 'Timer' app interface. At the top, the status bar displays the time 11:47, signal strength, Wi-Fi, and battery. The app title 'Timer' is at the top left, and a green 'X' icon is at the top right. Below the title, the section 'Automate your scene' is followed by the instruction: 'Schedule a timer to operate your scene automatically throughout the day.' The 'When' section features a calendar grid. The dates 19 and 30 are highlighted with a grey background. Below the calendar, the 'Days' section shows seven circular buttons for the days of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun. The buttons for Mon through Fri are green, while Sat and Sun are grey. A 'Deselect all' link is to the right of the days. At the bottom, there are two buttons: a grey 'Delete' button and a green 'Save' button.

11:47

Timer

Automate your scene

Schedule a timer to operate your scene automatically throughout the day.

When

16	27
17	28
18	29
19	30
20	31
21	32
22	33

Days [Deselect all](#)

Mon Tue Wed Thu Fri Sat Sun

Delete

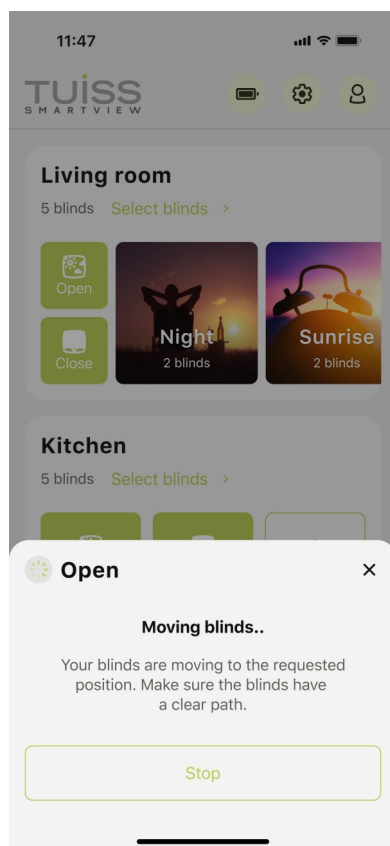
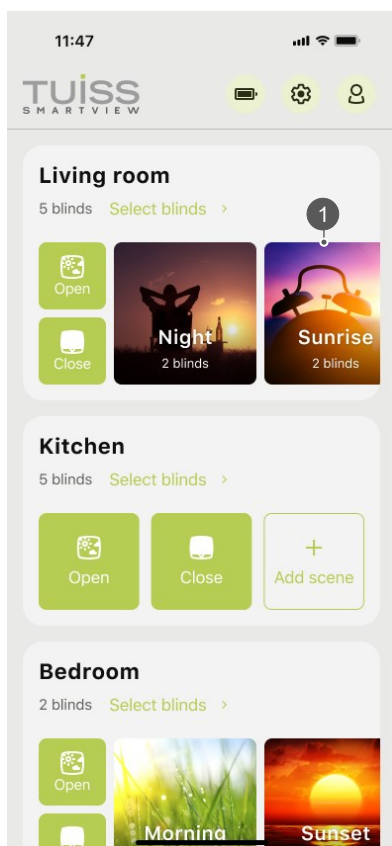
Save

7 Scenes and timers



7.6 Operating scenes

- 7.6.1 Tap a scene name **1** on the home screen. App will connect to all blinds in the scene and start operating to the saved scene position.
- 7.6.2 Pressing the **'Stop'** button will stop all blind movement.

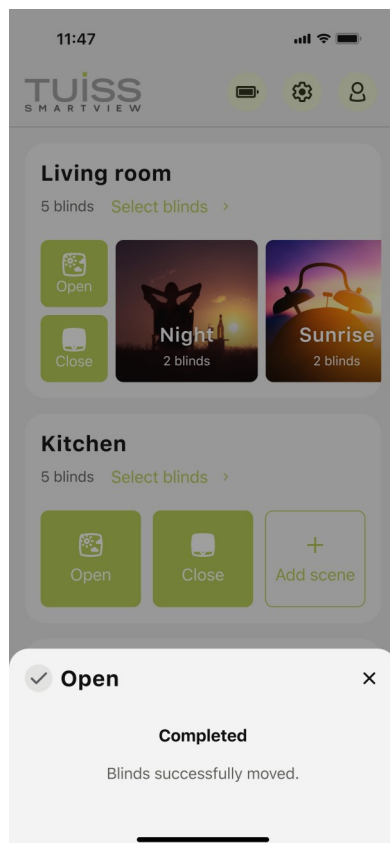
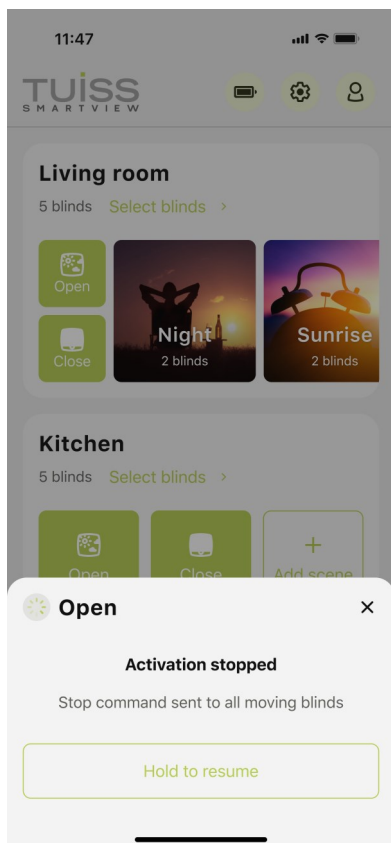


7 Scenes and timers



7.6 Operating scenes

- 7.6.3 Press '**Hold to resume**' button, to re-start blind movement again.
- 7.6.4 Completion message appears after all blinds have stopped moving.



8 Synchronising

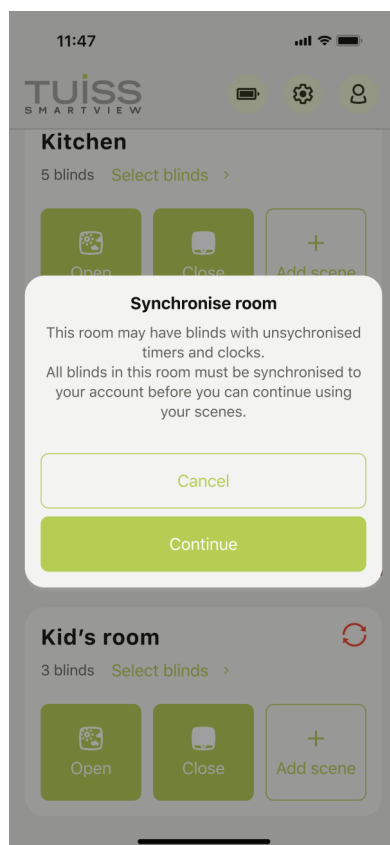
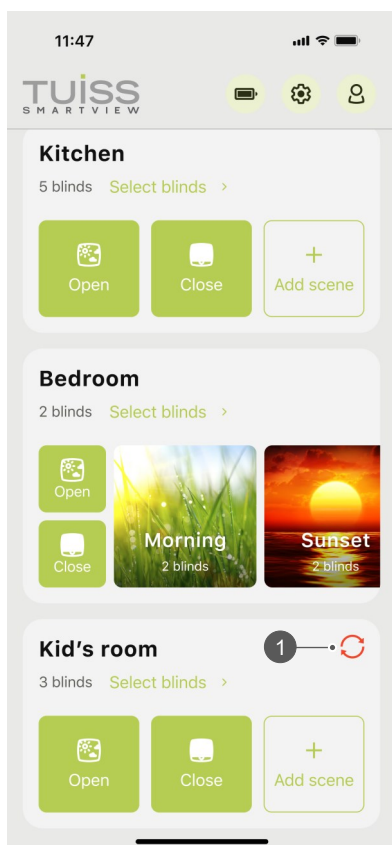


8.1 Synchronise blind timers

8.1.1 Tap the synchronisation icon ¹.

8.1.2 Tap **'Continue'**.

¹ Rooms that require timers to be synchronised, will show a synchronisation icon next to the room name. When icon is showing, scenes cannot be added or operated until the room has been synchronised.



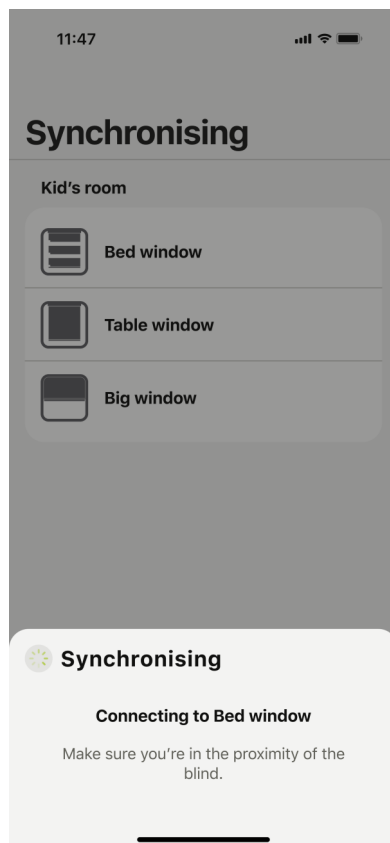
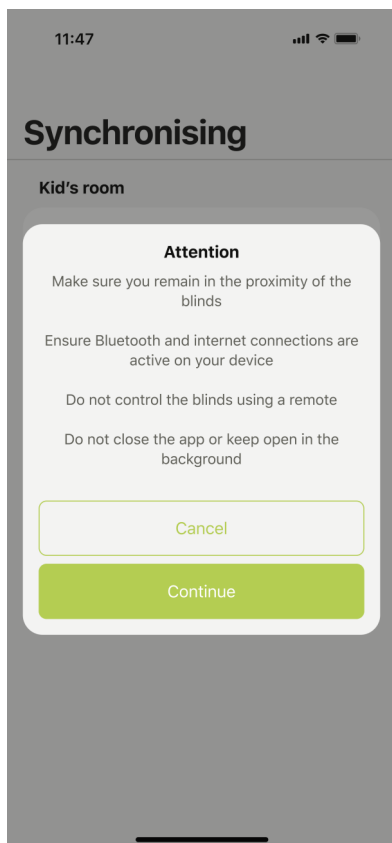
8 Synchronising



8.1 Synchronise blind timers

8.1.3 Tap '**Continue**' to start the synchronisation process.

8.1.4 App will connect to the first blind in the room.

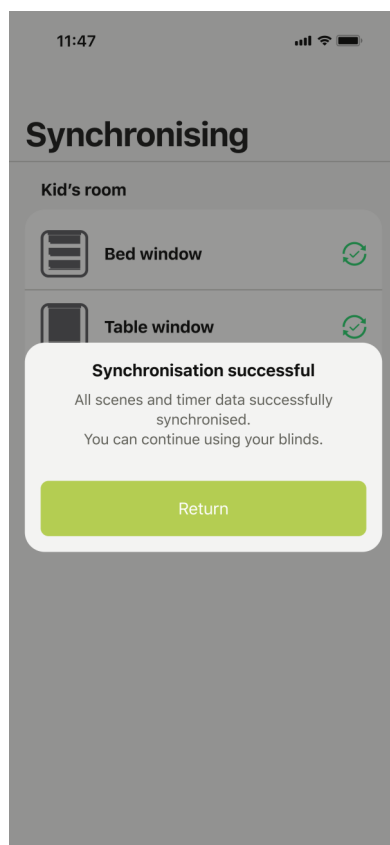
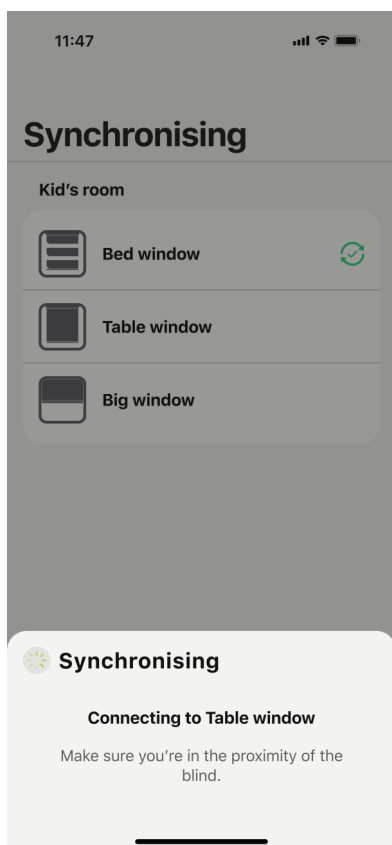


8 Synchronising



8.1 Synchronise blind timers

- 8.1.5 A check mark will appear next to the first blind name indicating timers synchronised for that blind. App will connect to the next blind and repeat the same process for all remaining blinds.
- 8.1.6 A success message will appear after synchronising all blinds. Tap **'Return'**.



8 Synchronising

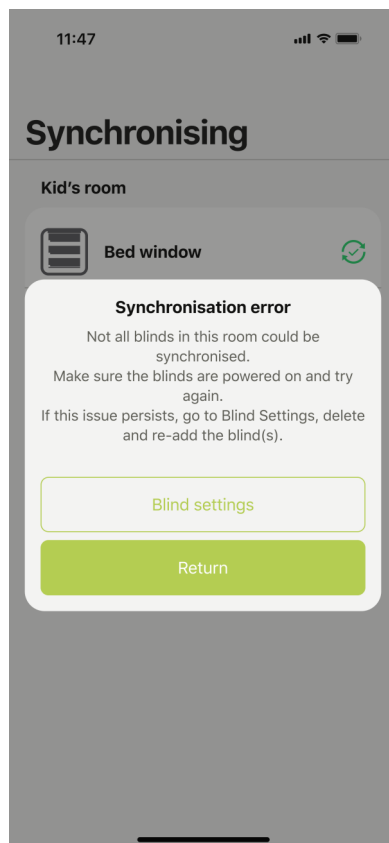
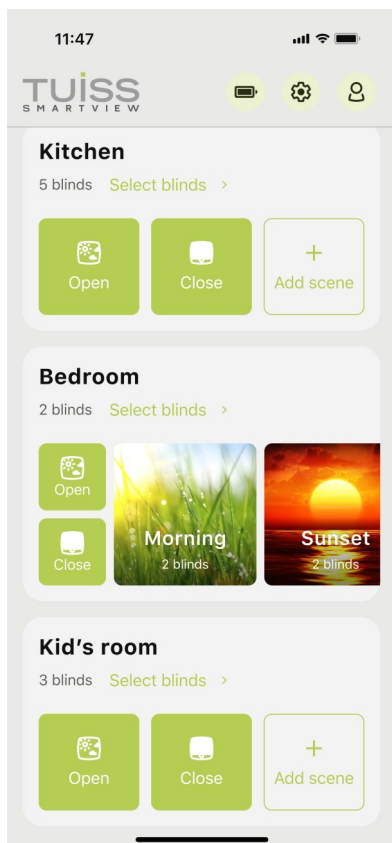


8.1 Synchronise blind timers

8.1.7 Synchronisation icon is removed next to room name. Scenes can be added and manually operated again.

8.1.8 Synchronisation failure can be caused by the following:

- Multiple / unused accounts being used
- No internet or Bluetooth connection
- Low battery
- App will allow user three attempts to synchronise blind timers before advising next step.



9 Over-The-Air updates

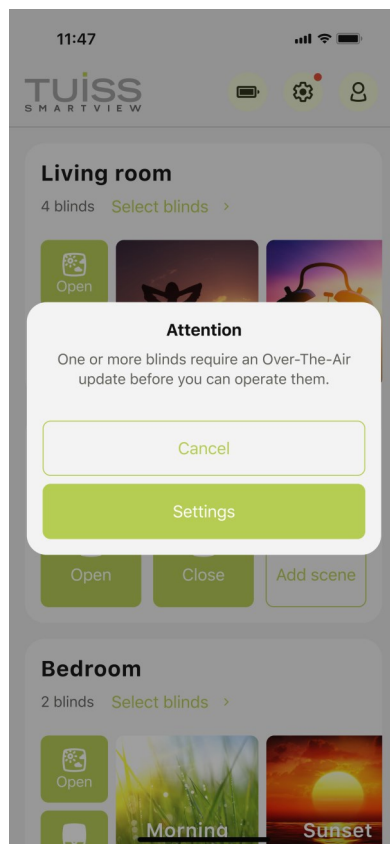
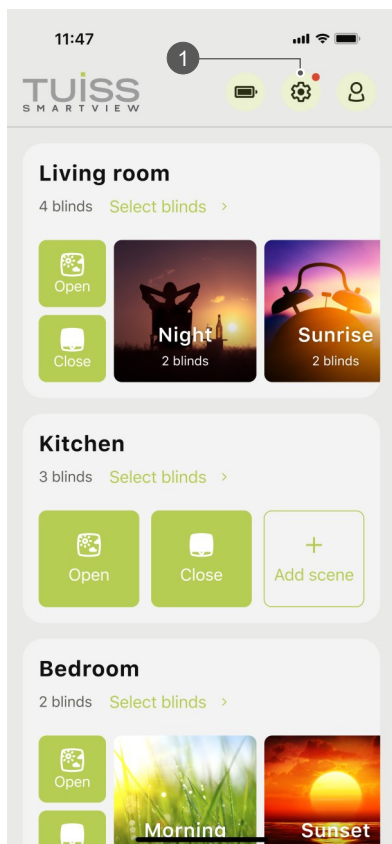


9.1 Updating motor firmware

9.1.1 Tap the settings gear icon ¹

9.1.2 If a mandatory firmware update is required, pressing any of the room buttons such as 'Open' or 'Close' will show a message informing user of next step. Tap '**Settings**'.

¹ Mandatory firmware updates will limit blind functionality to all blinds in the room, until motor firmware has been updated.



9 Over-The-Air updates

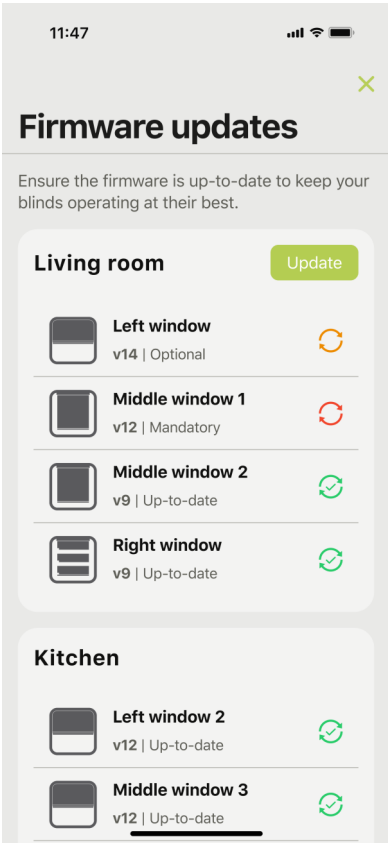
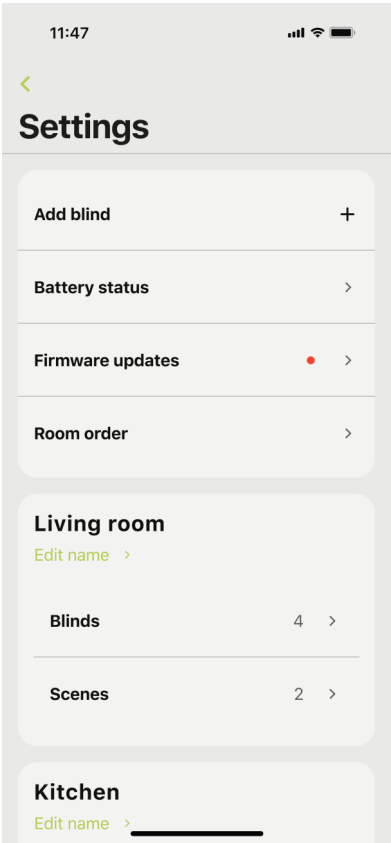


9.1 Updating motor firmware

9.1.3 Notification dot signifies firmware update available.
Tap **'Firmware updates'**.

9.1.4 Firmware update icons are shown as orange for Optional and red for Mandatory. Tap **'Update'**.²

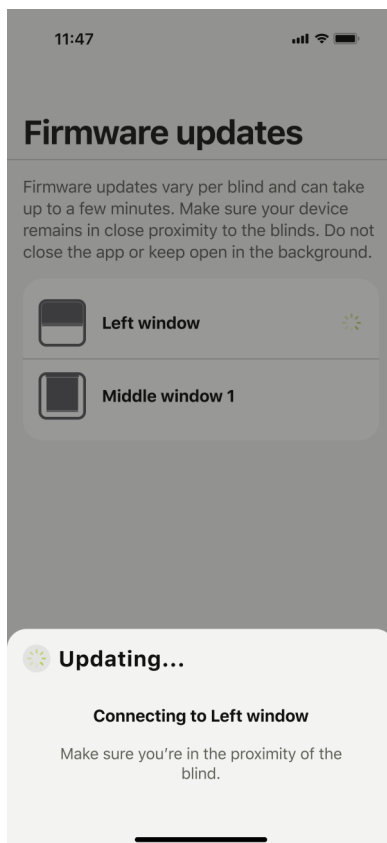
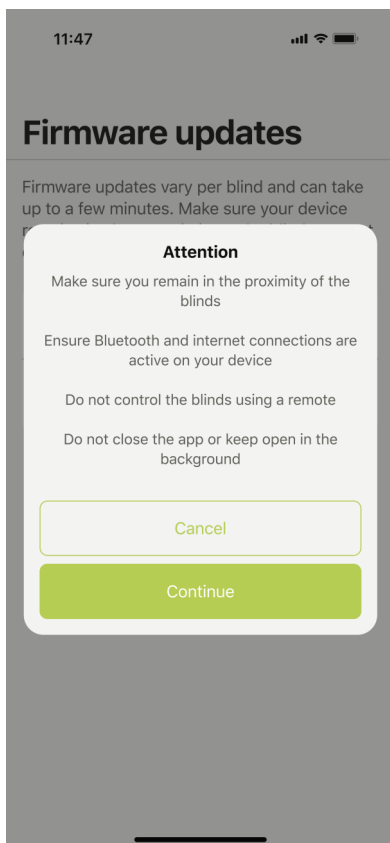
² If a room has both Optional and Mandatory updates available, all blinds will be updated when pressing the 'Update' button.



9 Over-The-Air updates



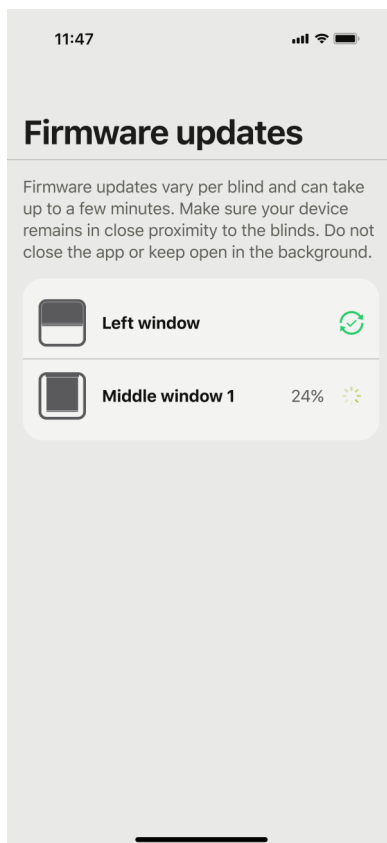
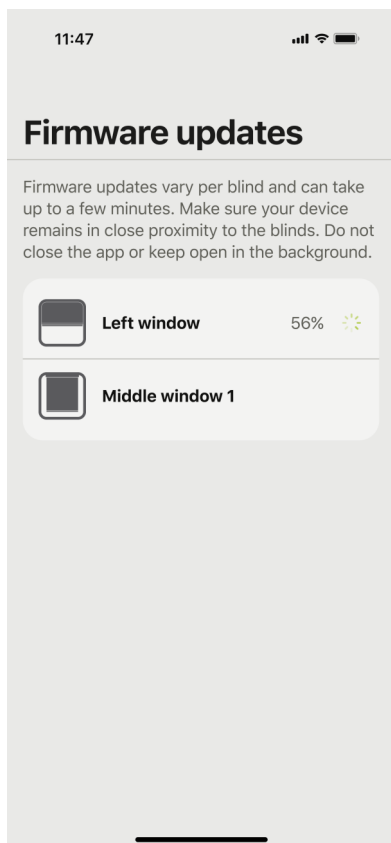
- 9.1 Updating motor firmware
 - 9.1.5 Tap '**Continue**'.
 - 9.1.6 App will connect to the first blind.



9 Over-The-Air updates



- 9.1 Updating motor firmware
 - 9.1.7 Progress spinner will reach 90%. After a short pause, motor LED will flash red 4x plus motor jog and buzzer noise, confirming firmware update has been completed for that blind.
 - 9.1.8 A check mark will appear next to the blind name. App will connect to the next blind and repeat the same process for all remaining blinds.



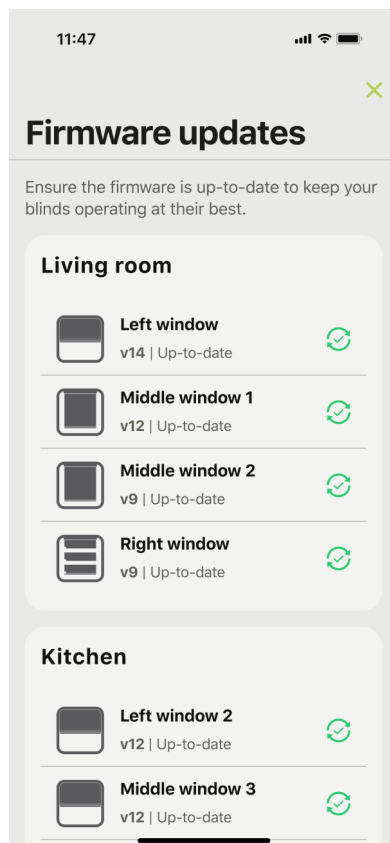
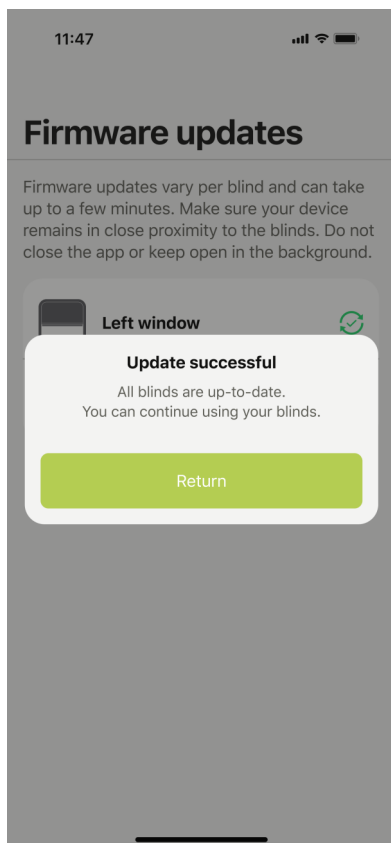
9 Over-The-Air updates



9.1 Updating motor firmware

9.1.9 Tap 'Return'.

9.1.10 Firmware updates screen showing all blinds updated.

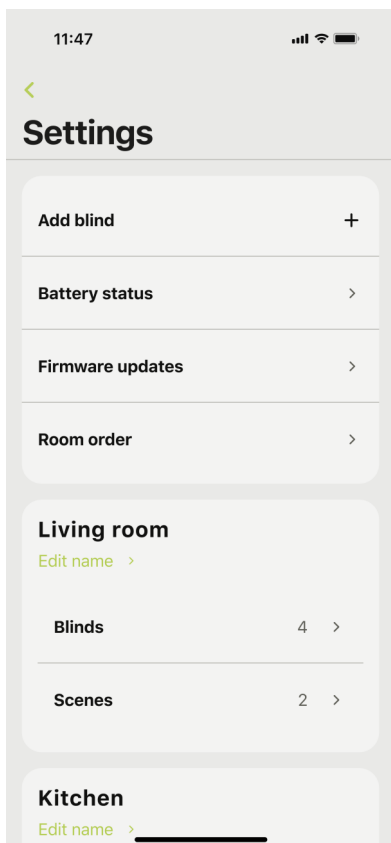


9 Over-The-Air updates



9.1 Updating motor firmware

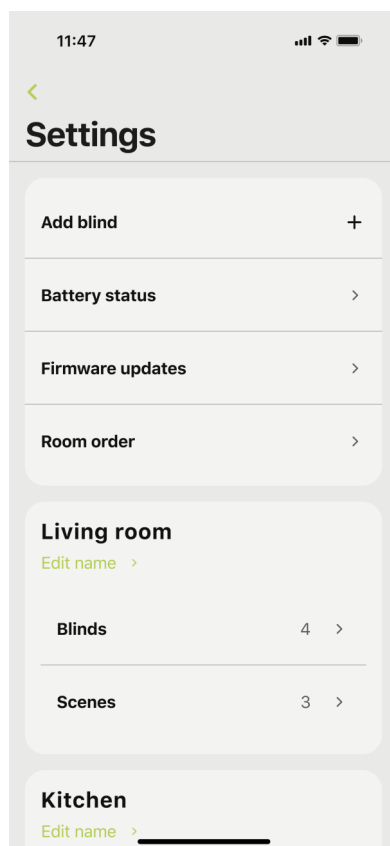
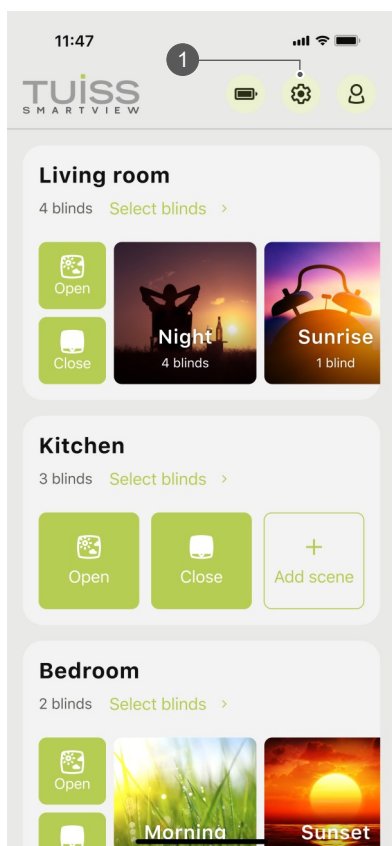
- 9.1.11 Notification dot is removed next to 'Firmware updates'.
Limited blind functionality is removed and can be used fully again.



10 Favourite position (Gen 2)



- 10.1 Change and save to new favourite position
 - 10.1.1 Tap the settings gear icon ①.
 - 10.1.2 Tap '**Blinds**' in room name wanting favourite position updated.



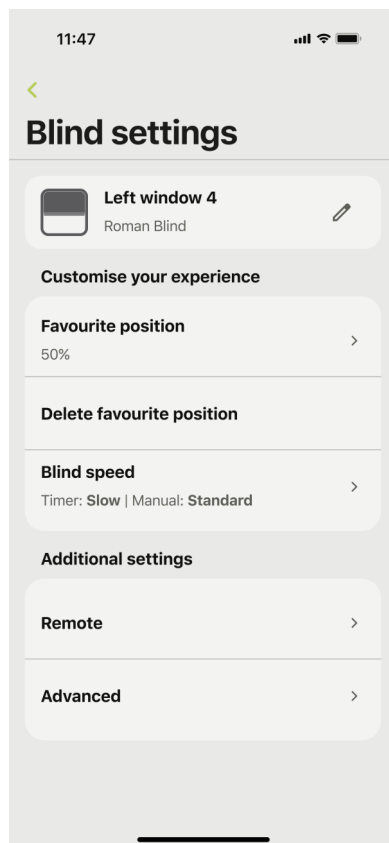
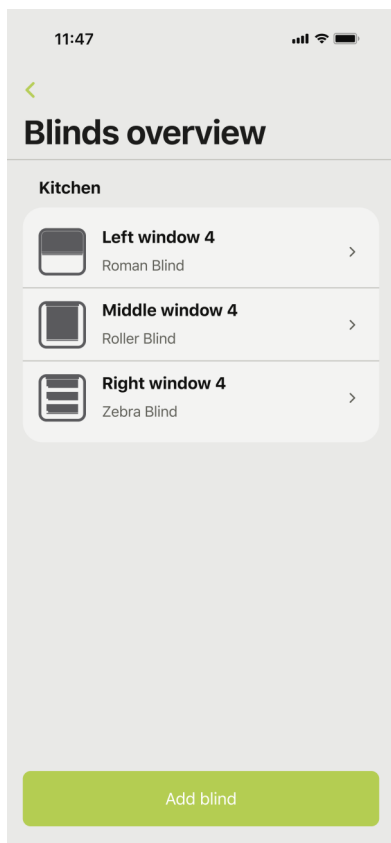
10 Favourite position (Gen 2)



10.1 Change and save to new favourite position

10.1.3 Select blind name.

10.1.4 Tap **'Favourite position'**.



10 Favourite position (Gen 2)



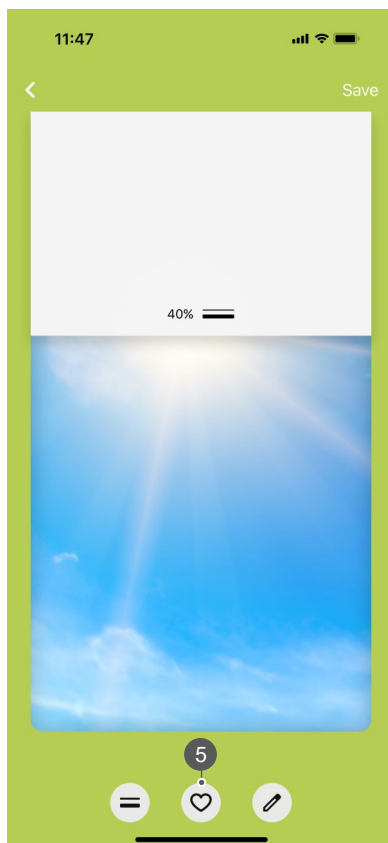
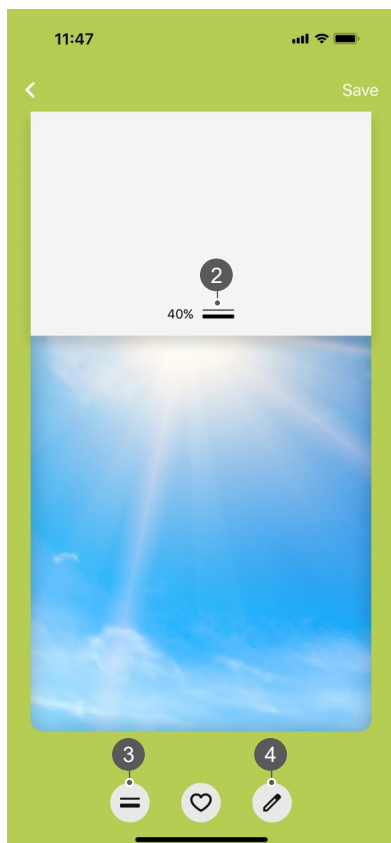
10.1 Change and save to new favourite position (Gen 2)

10.1.5 Operate blind to new desired favourite position by:

- Moving the slider **2** up or down.
- Pressing the direction arrow button **3**.¹
- Entering a percentage value into precise movement box **4**.

10.1.6 Press and hold favourite button **5**.

¹ Tap button to enable / disable arrow buttons.

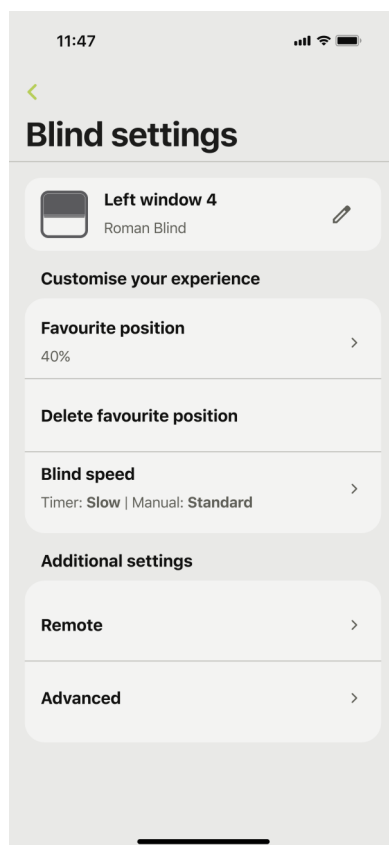
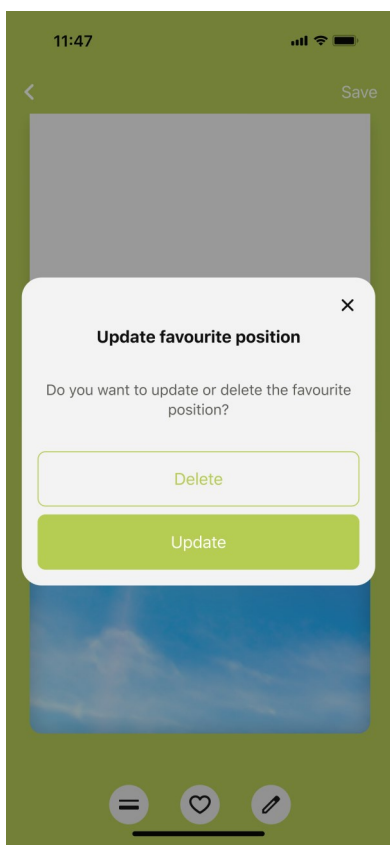


10 Favourite position (Gen 2)



- 10.1 Change and save to new favourite position (Gen 2)
- 10.1.7 Tap '**Update**'. Motor will jog plus buzzer noise and 4x green LED to confirm new favourite position is set.²
- 10.1.8 Updated favourite position shown in blind settings menu.

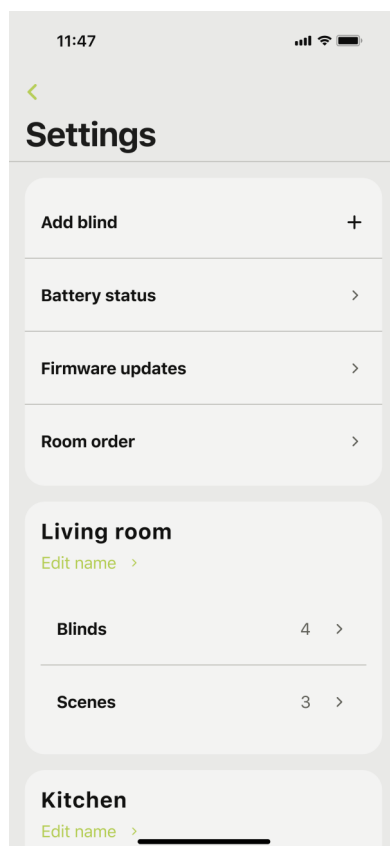
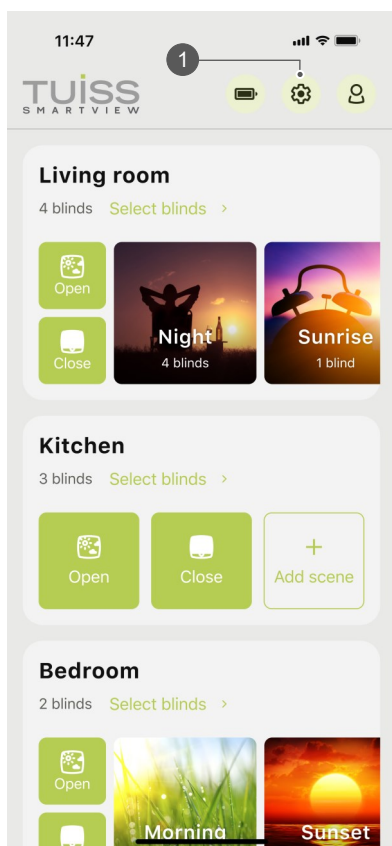
² If no motor jog or buzzer noise / green LED, updated favourite position is not saved.



10 Favourite position (Gen 2)



- 10.2 Delete favourite position - Option 1
 - 10.2.1 Tap the settings gear icon ①.
 - 10.2.2 Tap '**Blinds**' in room name wanting favourite position deleted.



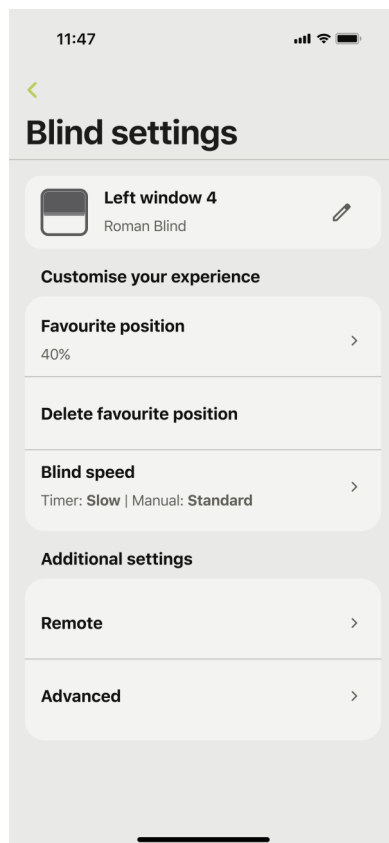
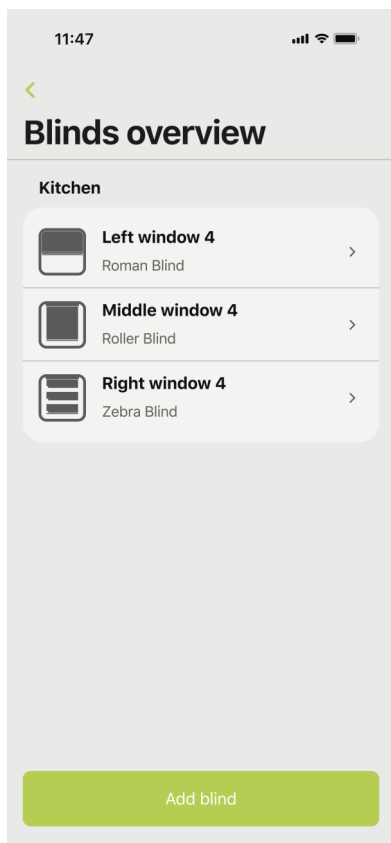
10 Favourite position (Gen 2)



10.2 Delete favourite position - Option 1

10.2.3 Select blind name.

10.2.4 Tap '**Delete favourite position**'.



10 Favourite position (Gen 2)

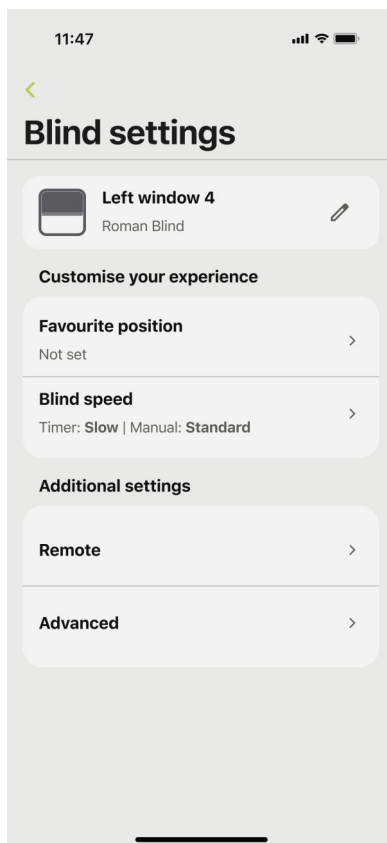
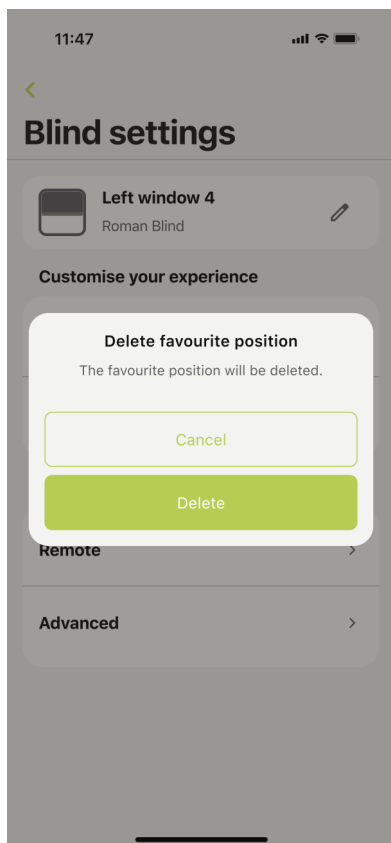


10.2 Delete favourite position - Option 1

10.2.5 Tap **'Delete'**. Motor will jog plus buzzer noise and 4x green LED to confirm favourite position has been deleted.¹

10.2.6 'Not set' shown underneath 'Favourite position'.

¹ If no motor jog or buzzer noise / green LED, favourite position is not deleted.



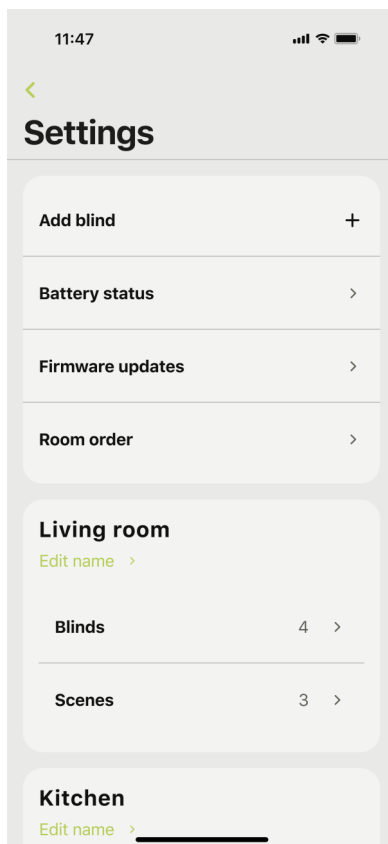
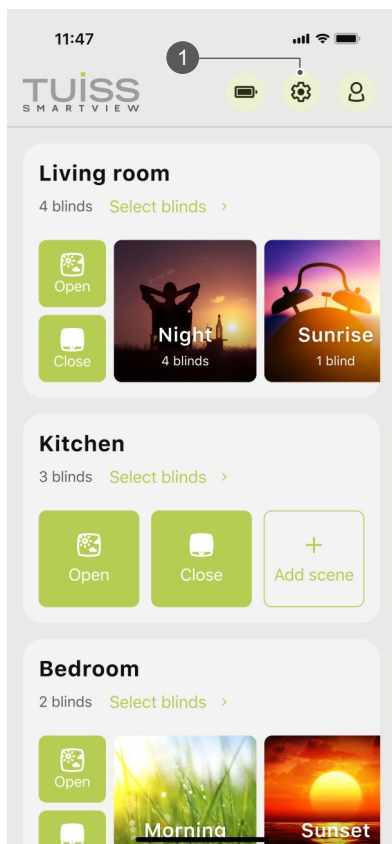
10 Favourite position (Gen 2)



10.3 Delete favourite position - Option 2

10.3.1 Tap the settings gear icon ①.

10.3.2 Tap '**Blinds**' in room name wanting favourite position deleted.



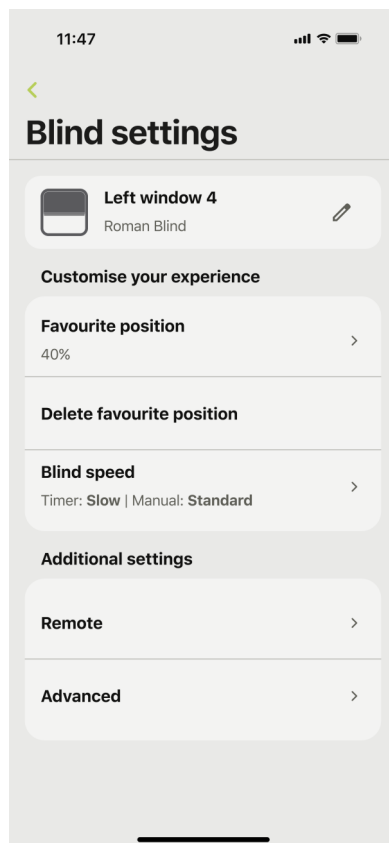
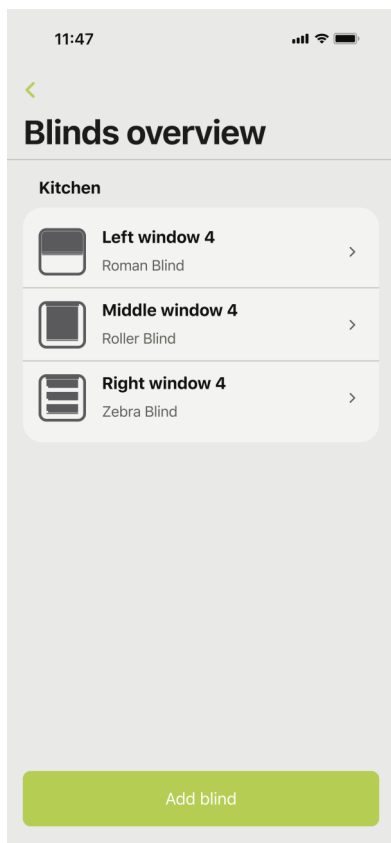
10 Favourite position (Gen 2)



10.3 Delete favourite position - Option 2

10.3.3 Select blind name.

10.3.4 Tap **'Favourite position'**.



10 Favourite position (Gen 2)

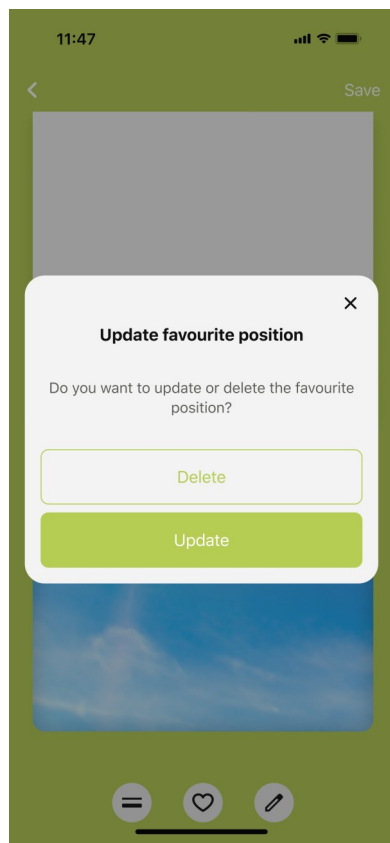
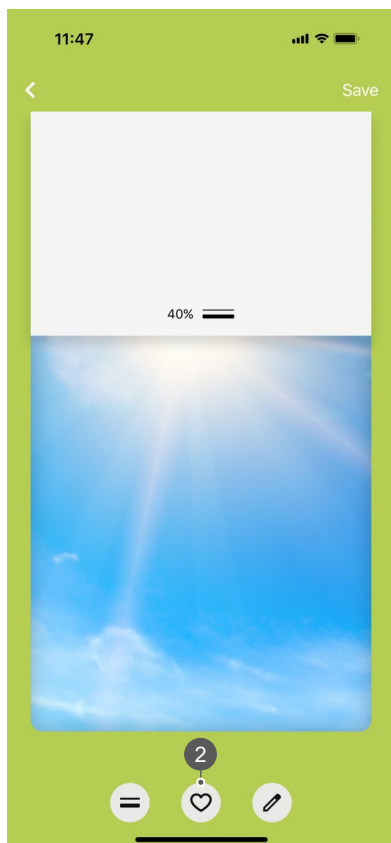


10.3 Delete favourite position - Option 2

10.3.5 Press and hold favourite button ②.

10.3.6 Tap '**Delete**'. motor will jog plus buzzer noise and 4x green LED to confirm favourite position has been deleted.¹

¹ If no motor jog or buzzer noise / green LED, favourite position is not deleted.

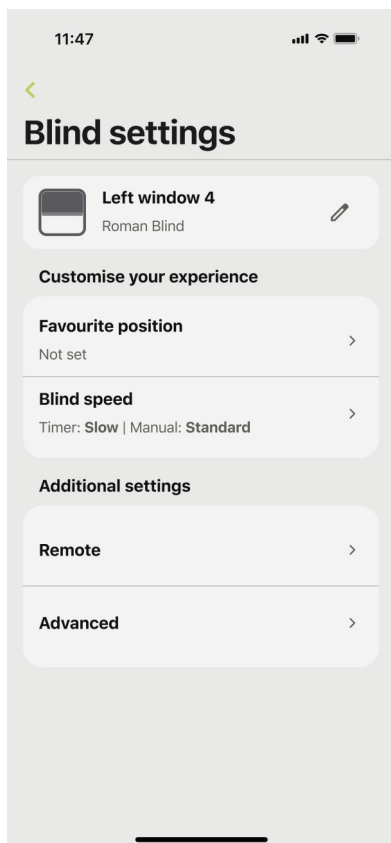


10 Favourite position (Gen 2)



10.3 Delete favourite position - Option 2

10.3.7 'Not set' shown underneath 'Favourite position'.



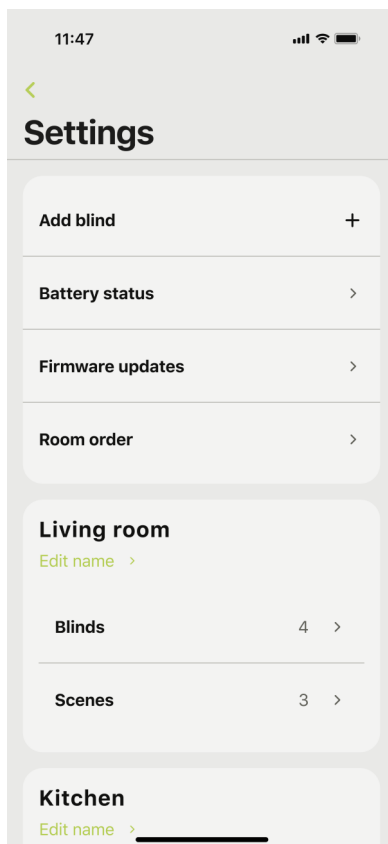
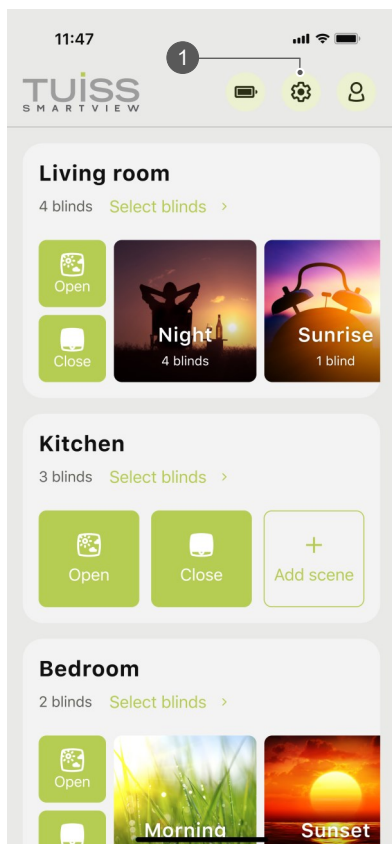
11 End limits



11.1 Set new end limit position (Gen 1 and Gen 2)

11.1.1 Tap the settings gear icon ①.

11.1.2 Tap '**Blinds**' in room name wanting end limits set.



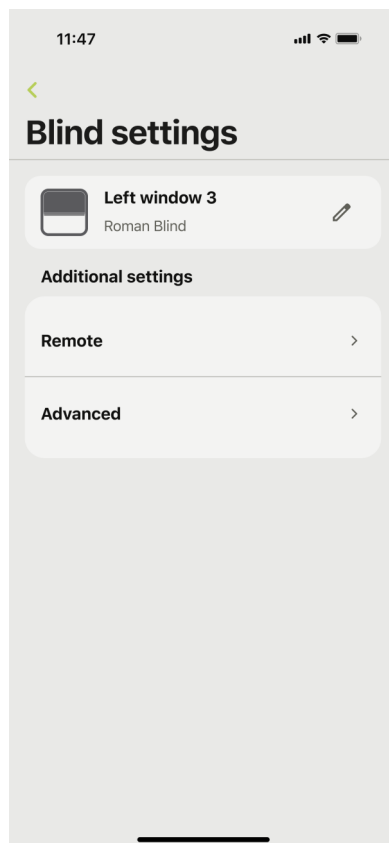
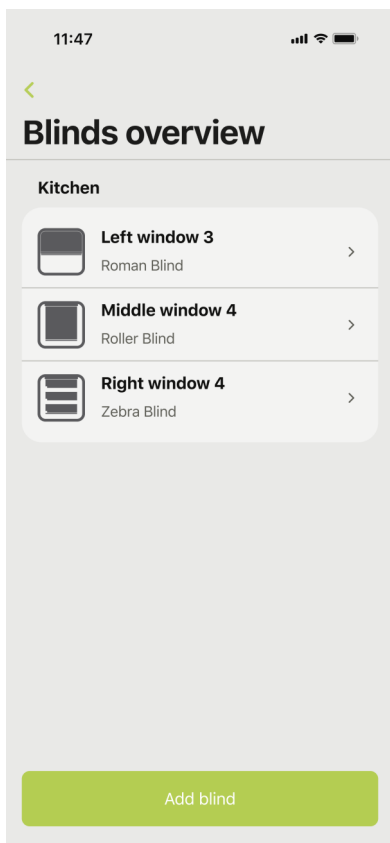
11 End limits



11.1 Set new end limit position (Gen 1 and Gen 2)

11.1.3 Tap blind name.

11.1.4 Tap '**Advanced**'.



11 End limits

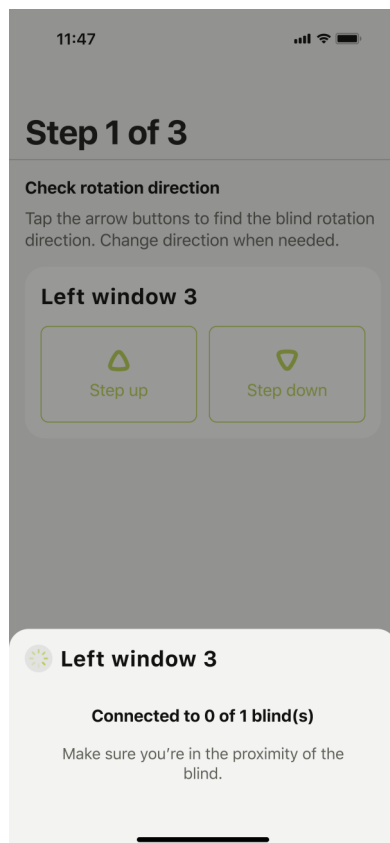
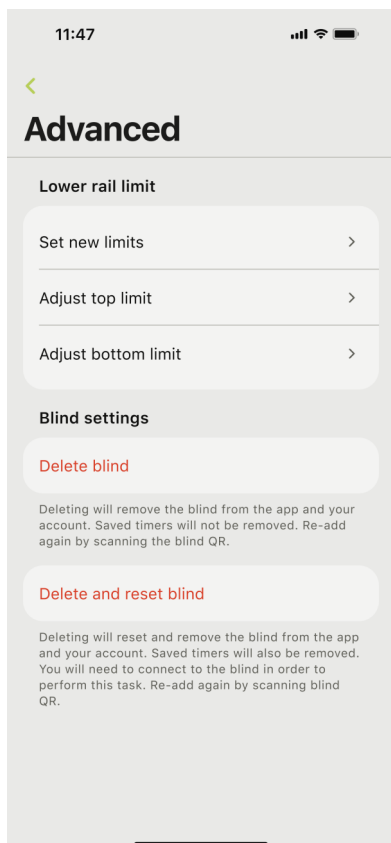


11.1 Set new end limit position (Gen 1 and Gen 2)

11.1.5 Tap '**Set new limits**'.¹

11.1.6 App will connect to the blind.

¹ Additional options to adjust the top and bottom limit will also be visible for Gen 2 blinds. Zebra / Double Roller blinds will only show the options 'Set new limits' and 'Set fabric open position'.



11 End limits

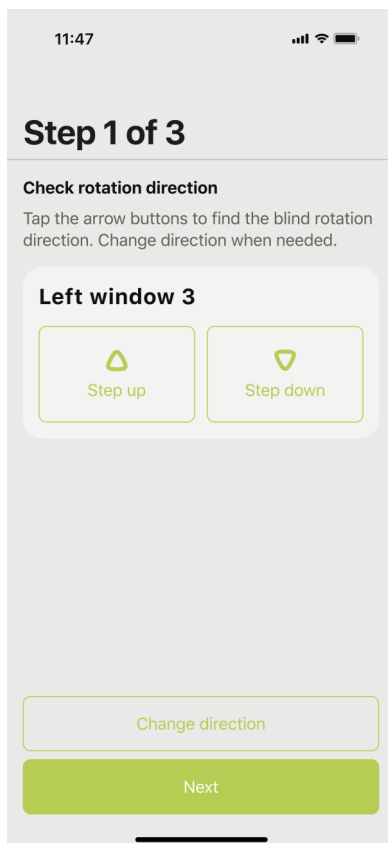
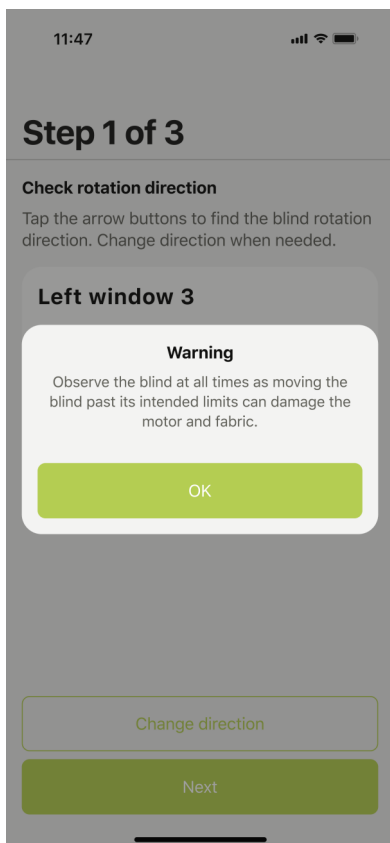


11.1 Set new end limit position (Gen 1 and Gen 2)

11.1.7 Warning message appears. Tap 'OK'.

11.1.8 Check motor direction. Tap 'Next'.¹

¹ 'Step up' = blind moves up, 'Step down' = blind moves down.



11 End limits

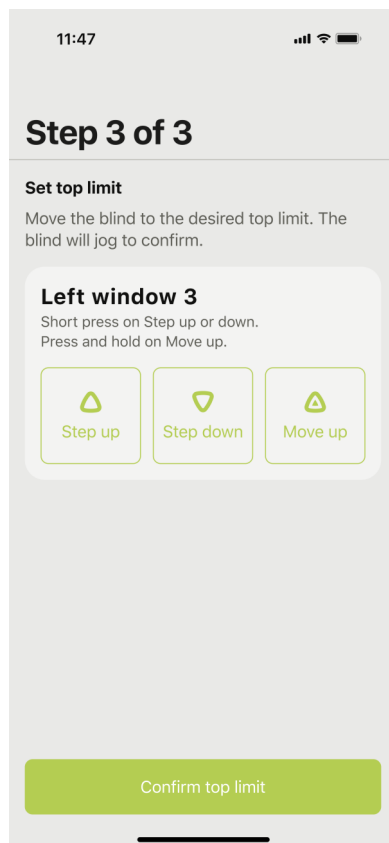
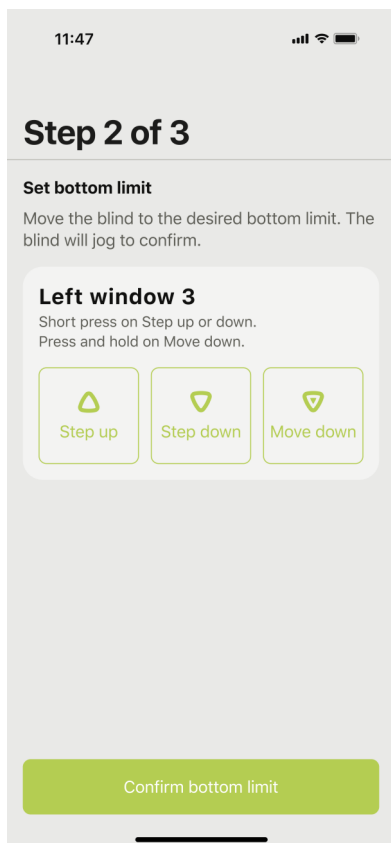


11.1 Set new end limit position (Gen 1 and Gen 2)

11.1.9 Operate blind to desired bottom limit position using the direction arrows. Tap **'Confirm bottom limit'**.

11.1.10 Operate blind to desired top limit position using the direction arrows. Tap **'Confirm top limit'**.²

² To protect motor and components, do not overrun motor / overtighten fabric.



11 End limits



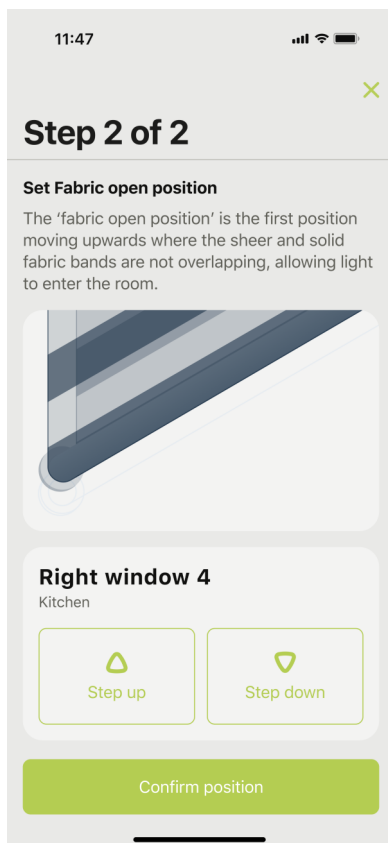
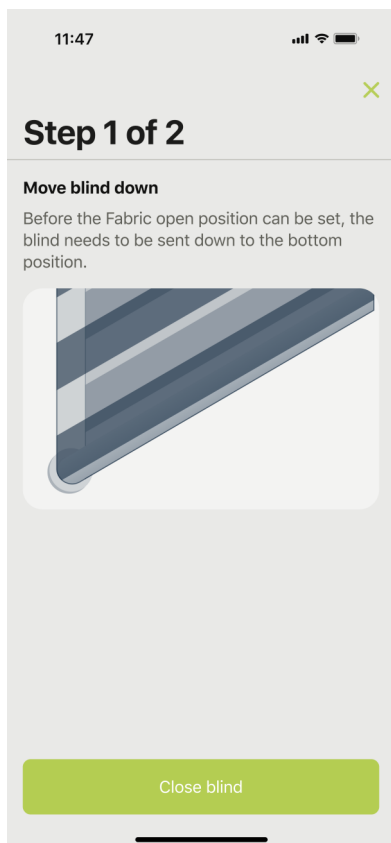
11.2 Set fabric open position (Gen 1 and Gen 2)

11.2.1 Tap **'Close blind'**. Blind will operate down to saved bottom limit position.¹

11.2.2 Press the 'Step up' and 'Step down' buttons to align fabric bands, allowing view-through. Tap **'Confirm position'**.²

¹ If blind is already at bottom limit before pressing 'Close blind' button, blind will not move. App will progress to Step 2.

² Gen 2 motor will jog plus motor buzzer noise to confirm position is saved.



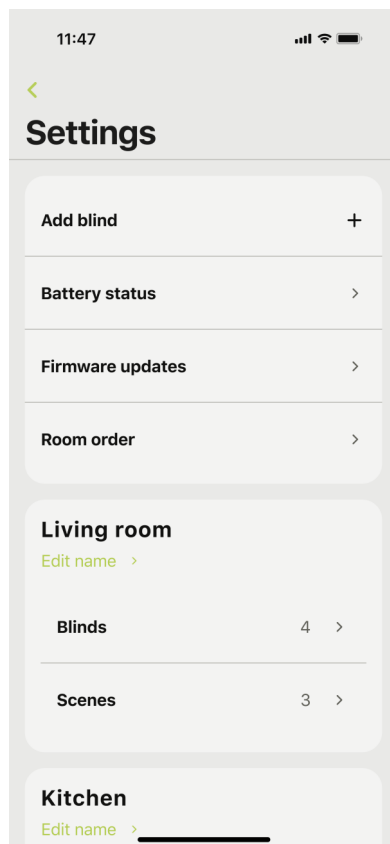
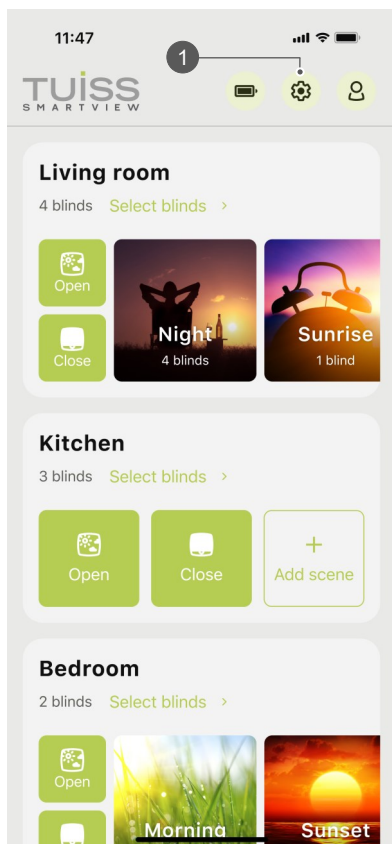
11 End limits



11.3 Adjust top limit position (Gen 2)

11.3.1 Tap the settings gear icon ①.

11.3.2 Tap '**Blinds**' in room name wanting end limit adjusted.



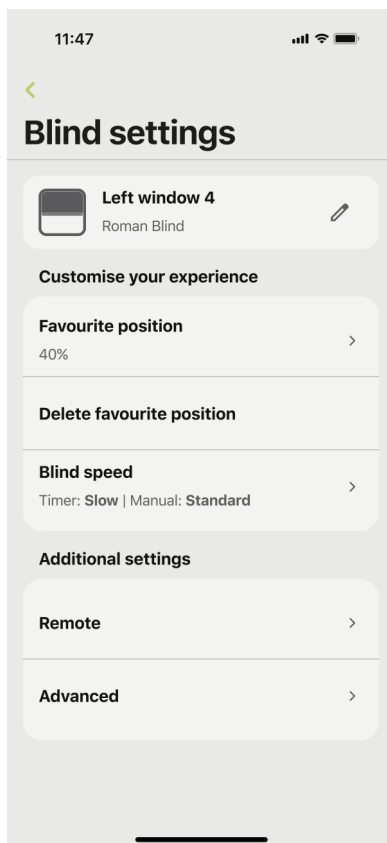
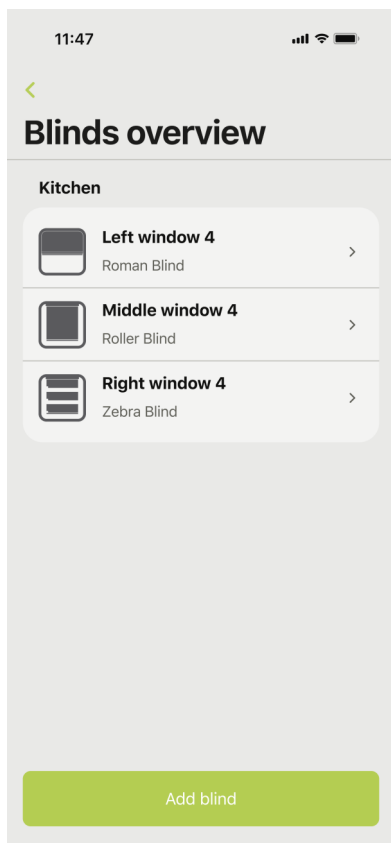
11 End limits



11.3 Adjust top limit position (Gen 2)

11.3.3 Select blind name.

11.3.4 Tap **'Advanced'**.



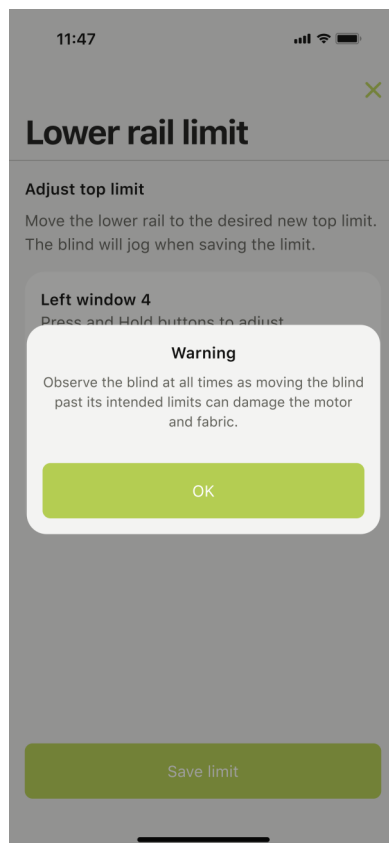
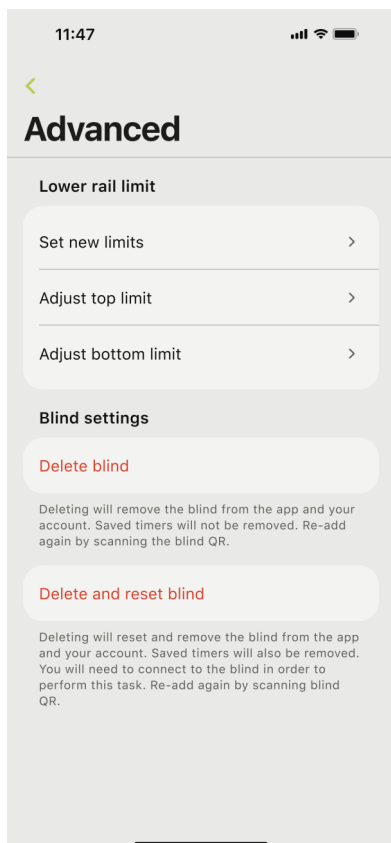
11 End limits



11.3 Adjust top limit position (Gen 2)

11.3.5 Tap 'Adjust top limit'.

11.3.6 Tap 'OK'.



11 End limits

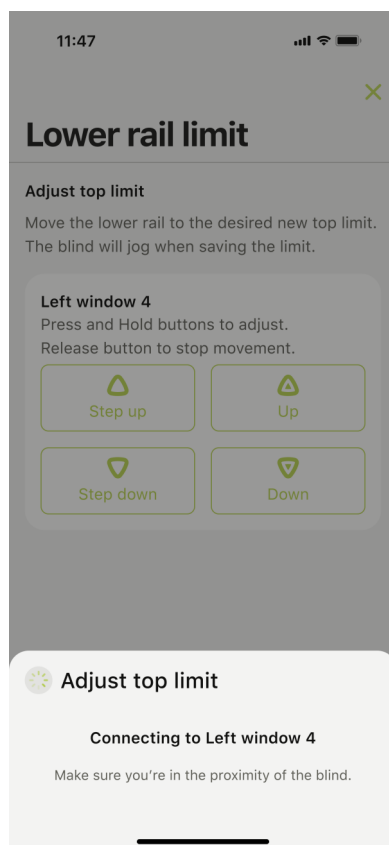
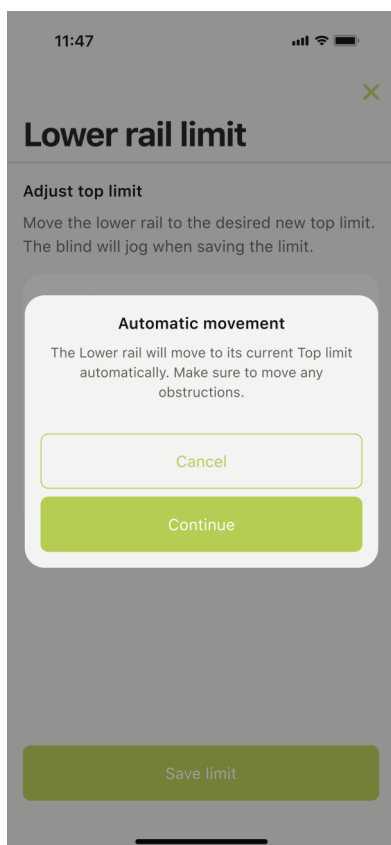


11.3 Adjust top limit position (Gen 2)

11.3.7 Tap 'Continue'.

11.3.8 App will connect to the blind and automatically move to the saved top limit position. Motor will jog plus buzzer noise and 4x red LED.²

² If blind is already at top limit position, motor will jog plus buzzer noise and 4x red LED.



11 End limits

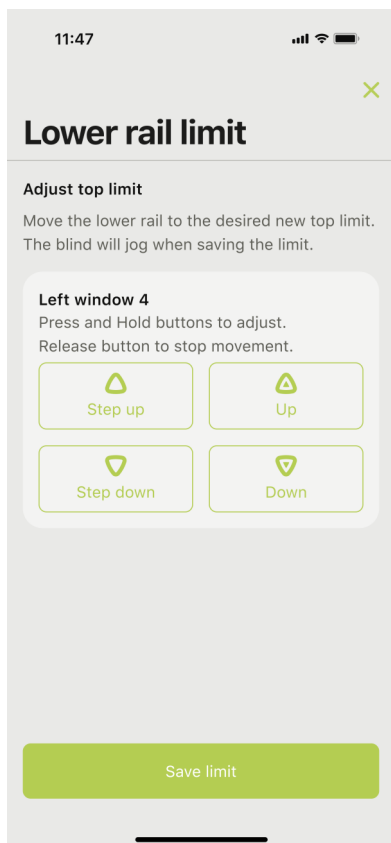


11.3 Adjust top limit position (Gen 2)

11.3.9 Use the on-screen direction arrows to adjust blind to new top limit position.³ Tap '**Save limit**'. Motor will jog plus buzzer noise and 4x green LED.⁴

³ To protect the motor and components, do not overrun motor / overtighten fabric.

⁴ If no motor jog or buzzer noise / green LED, new end limit position is not saved.



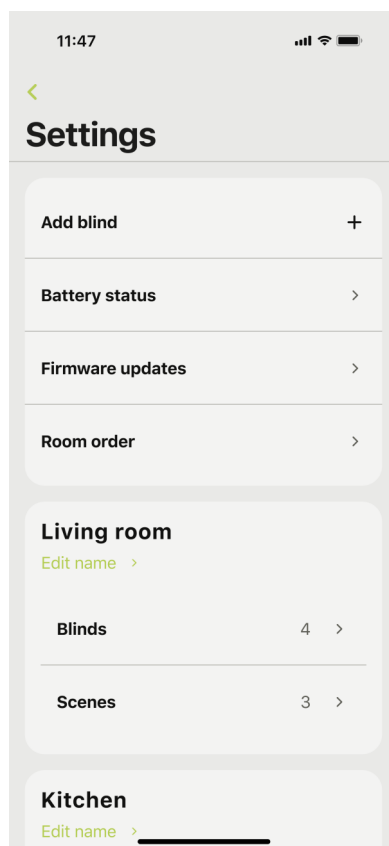
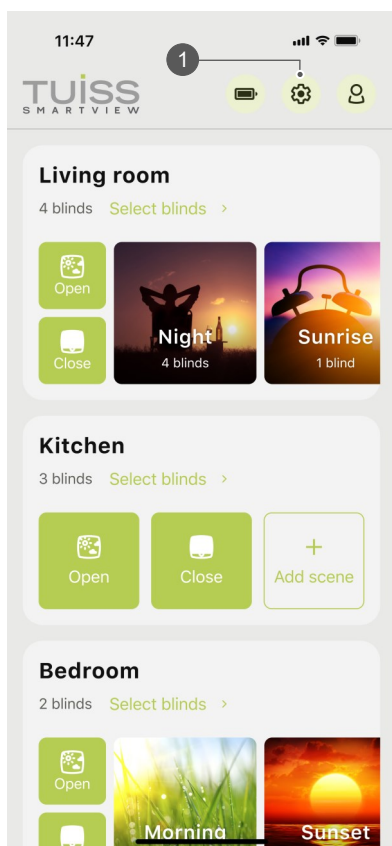
11 End limits



11.4 Adjust bottom limit position (Gen 2)

11.4.1 Tap the settings gear icon ①.

11.4.2 Tap '**Blinds**' in room name wanting end limit adjusted.



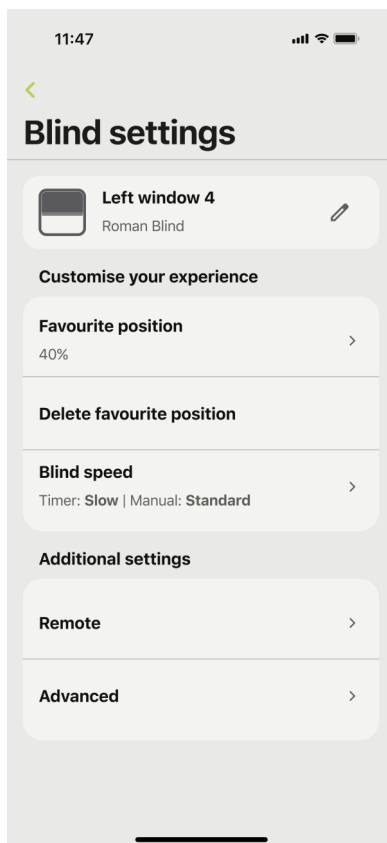
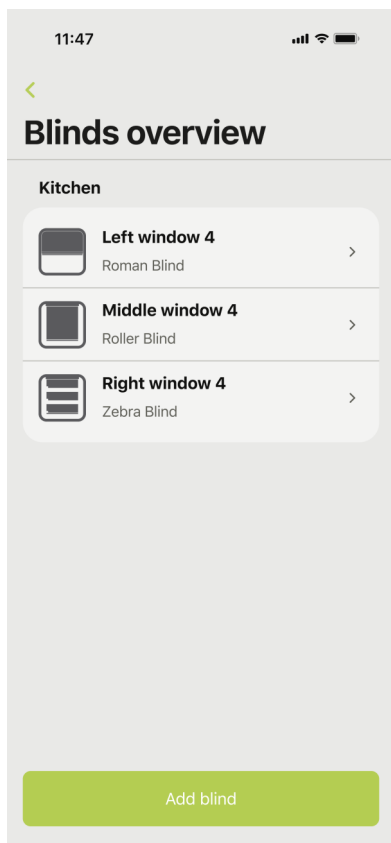
11 End limits



11.4 Adjust bottom limit position (Gen 2)

11.4.3 Select blind name.

11.4.4 Tap **'Advanced'**.



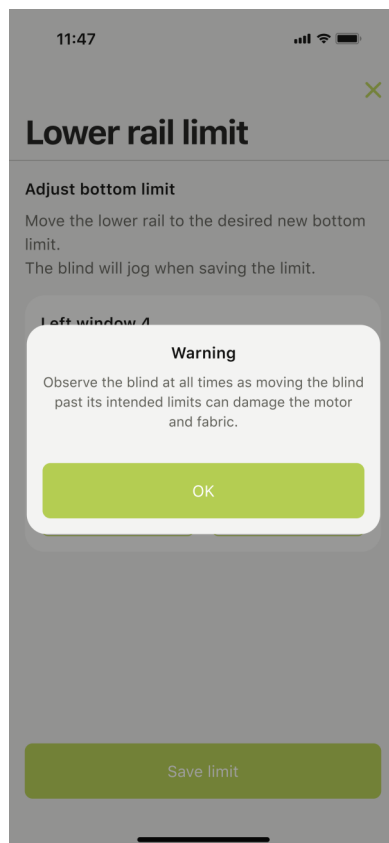
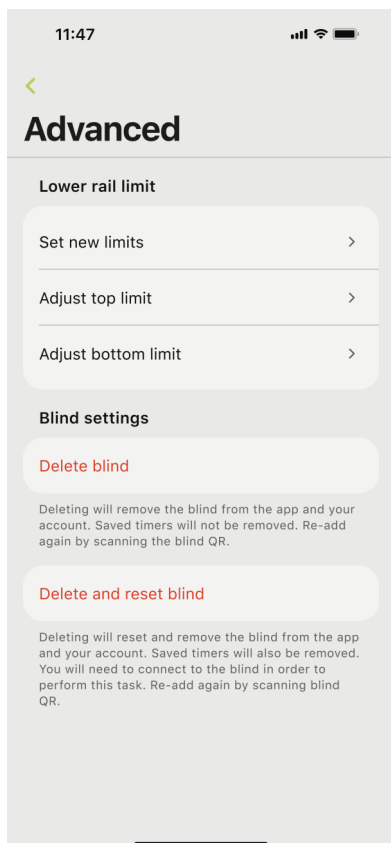
11 End limits



11.4 Adjust bottom limit position (Gen 2)

11.4.5 Tap 'Adjust bottom limit'.

11.4.6 Tap 'OK'.



11 End limits

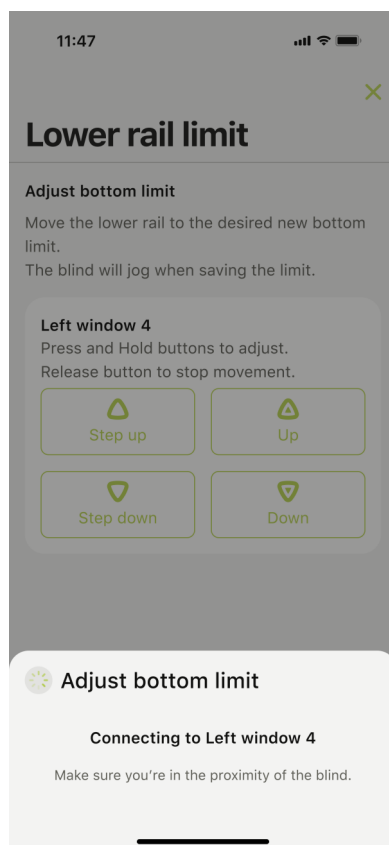
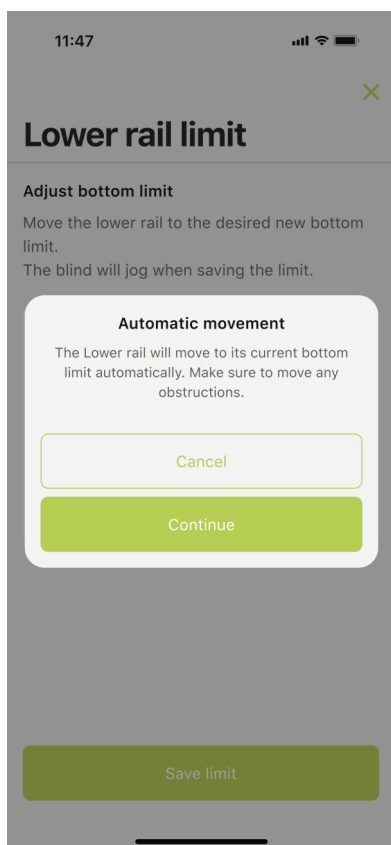


11.4 Adjust bottom limit position (Gen 2)

11.4.7 Tap 'Continue'.

11.4.8 App will connect to the blind and automatically move to the saved bottom limit position. Motor will jog plus buzzer noise and 4x red LED.¹

¹ If blind is already at bottom limit position, motor will jog plus buzzer noise and 4x red LED.



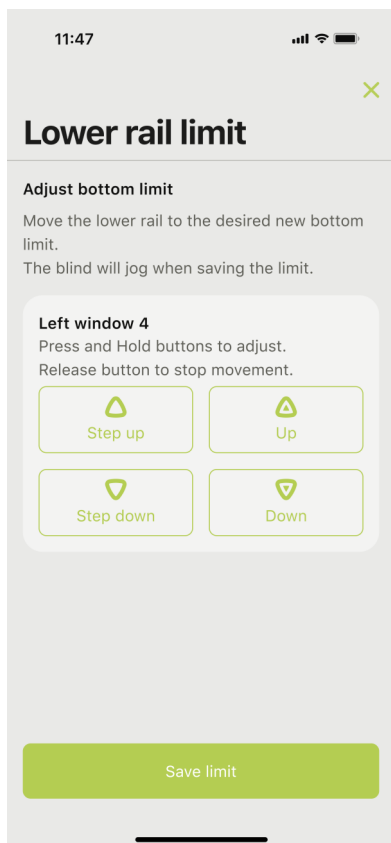
11 End limits



11.4 Adjust bottom limit position (Gen 2)

- 11.4.9 Use the on-screen direction arrows to adjust blind to new bottom limit position. Tap '**Save limit**'. Motor will jog plus buzzer noise and 4x green LED.²

² If no motor jog or buzzer noise / green LED, new end limit position is not saved.



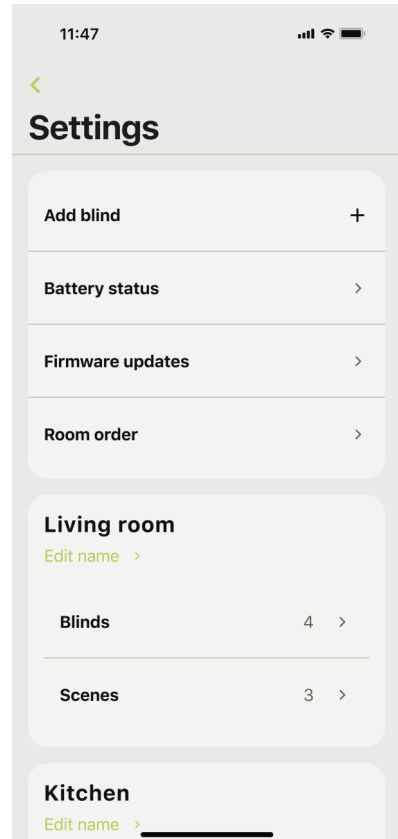
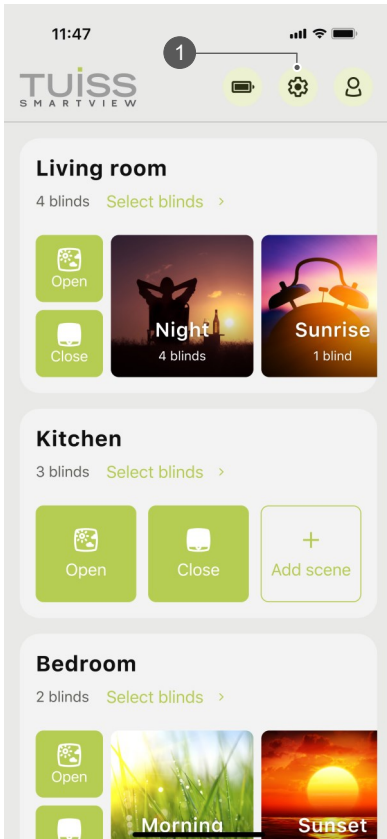
12 Room order



12.1 Change room order appearance

12.1.1 Tap the settings gear icon 1.

12.1.2 Tap 'Room order'.



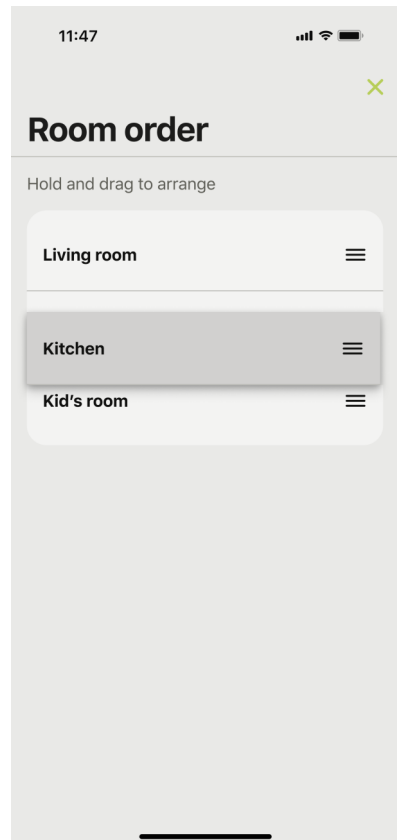
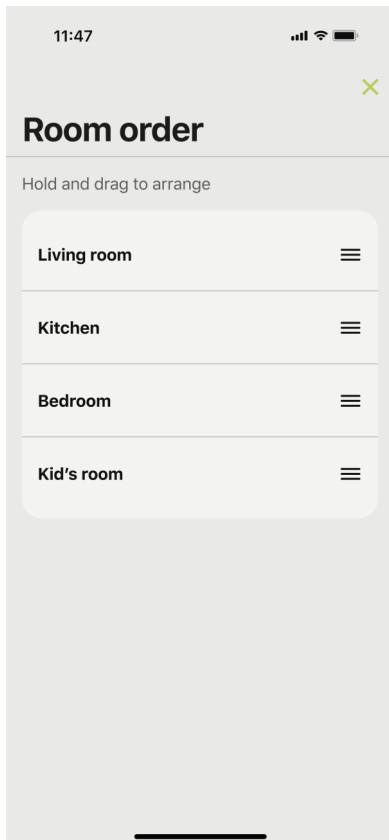
12 Room order



12.1 Change room order appearance

12.1.3 Current room order shown.

12.1.4 Drag room name to new position.



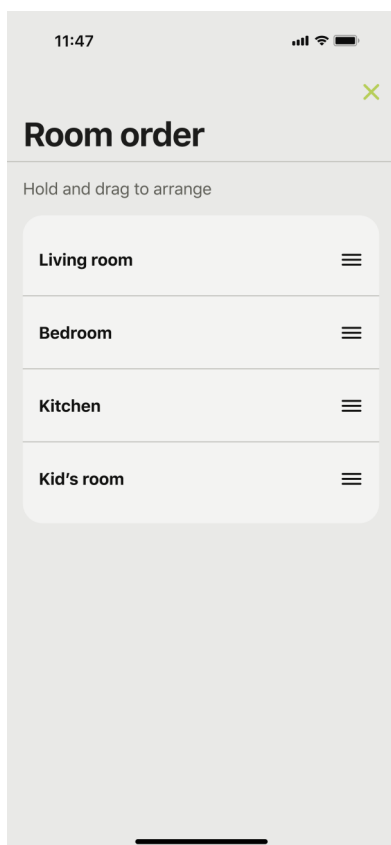
12 Room order



12.1 Change room order appearance

12.1.5 Revised room order shown.¹

¹ Room order displayed on-screen is specific to the device being used, even if two or more devices are signed in to the same account.



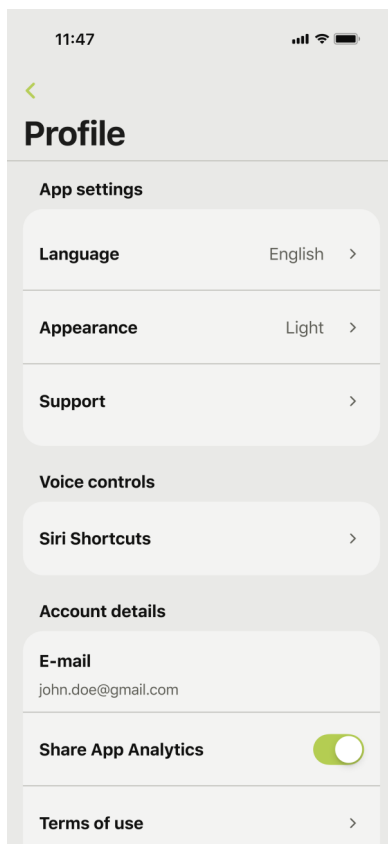
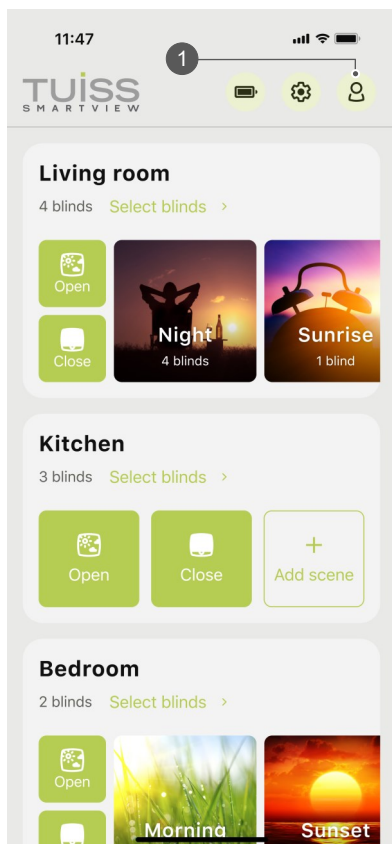
13 Appearance



13.1 Changing between light and dark mode

13.1.1 Tap the profile icon **1**.

13.1.2 Tap '**Appearance**'.

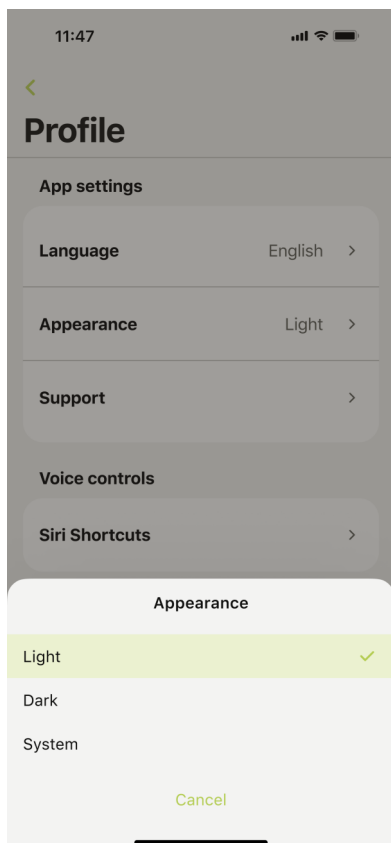


13 Appearance



13.1 Changing between light and dark mode

- 13.1.3 Select 'Light' or 'Dark' mode option. Alternatively, choose 'System' to automatically change the app's appearance based on the device's light and dark mode setting.



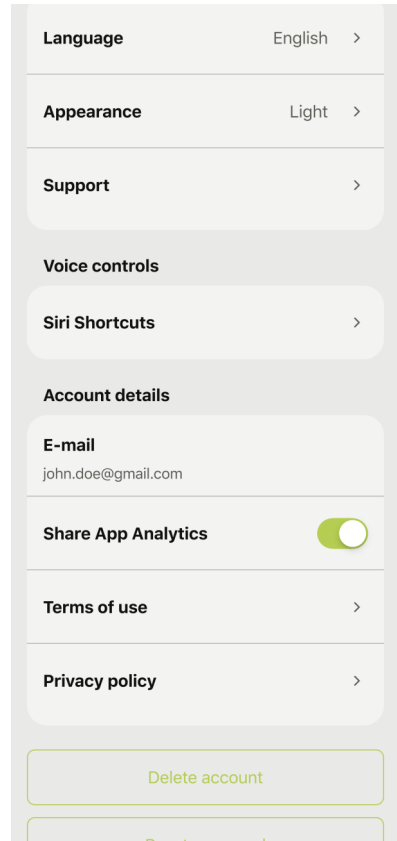
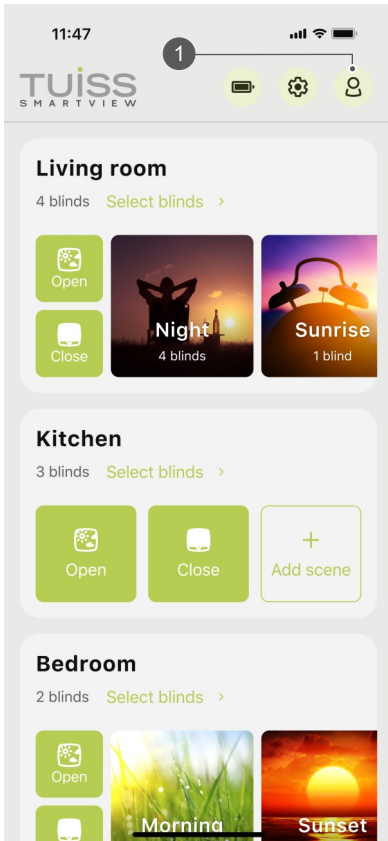
14 Siri Shortcuts



14.1 Creating a Shortcut for blind movement

14.1.1 Tap the profile icon 1.

14.1.2 Tap 'Siri Shortcuts'.



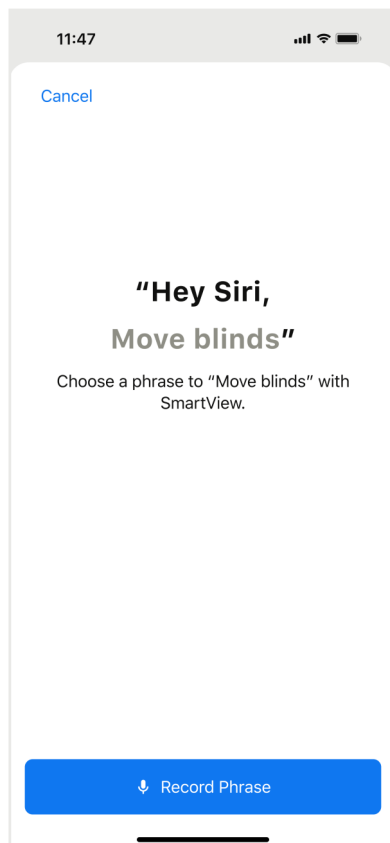
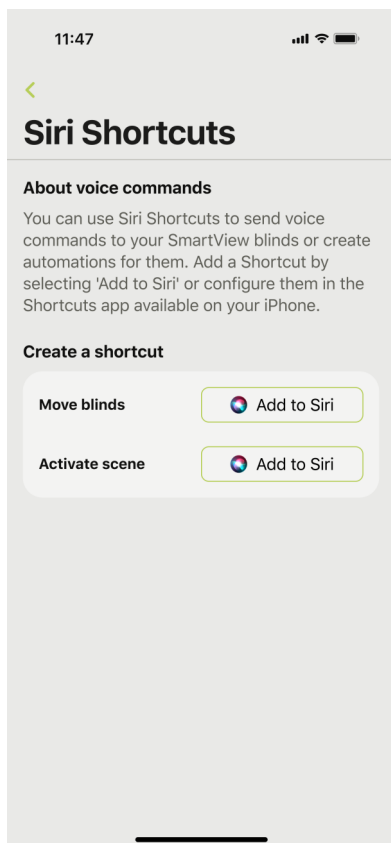
14 Siri Shortcuts



14.1 Creating a Shortcut for blind movement

14.1.3 Tap **'Add to Siri'** button next to 'Move blinds'.

14.1.4 Tap **'Record Phrase'** to enter voice command used with the Shortcut. Alternatively, manually type the voice activation command by tapping the screen below 'Hey Siri'.



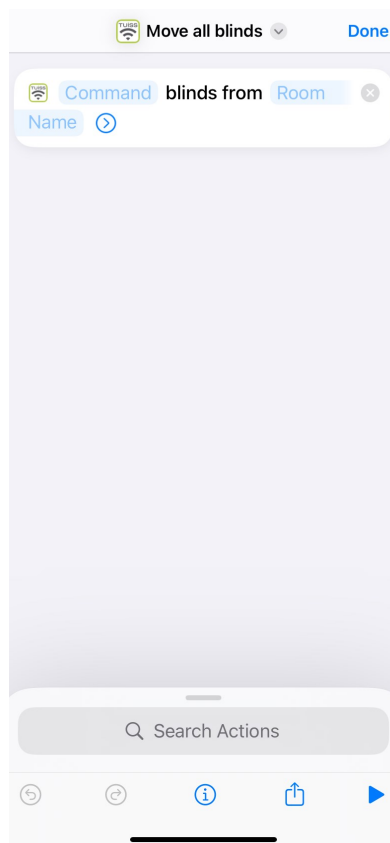
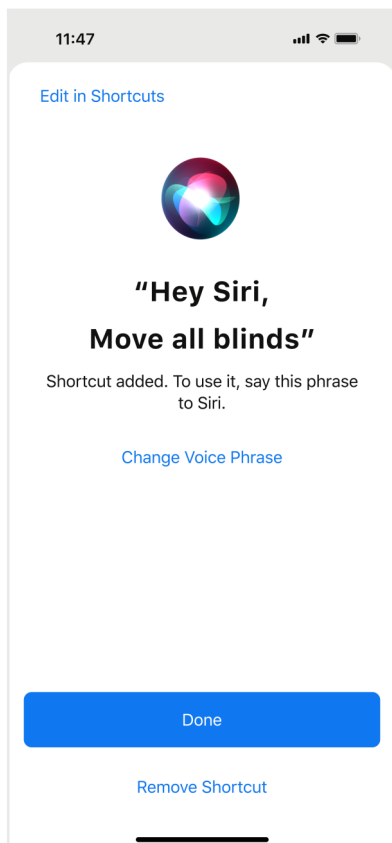
14 Siri Shortcuts



14.1 Creating a Shortcut for blind movement

14.1.5 Tap **'Edit in Shortcuts'**.

14.1.6 Tap **'Command'**.



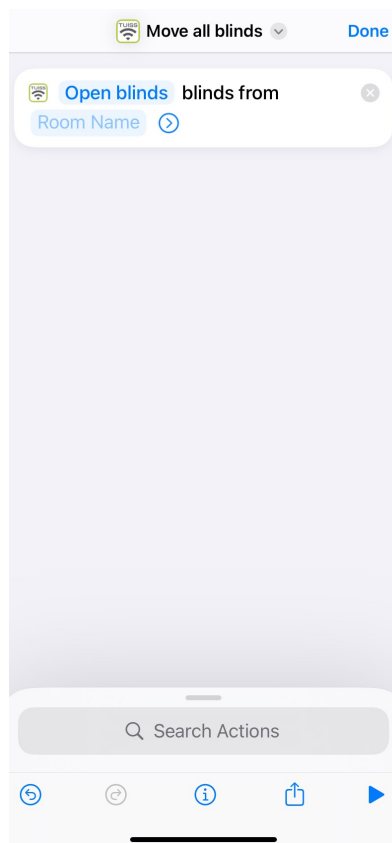
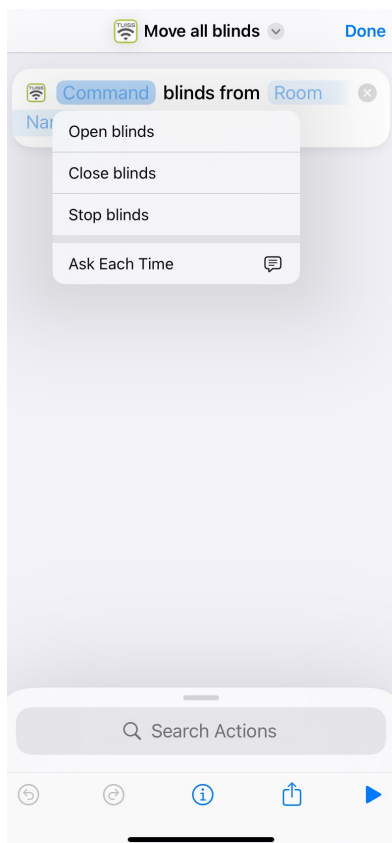
14 Siri Shortcuts



14.1 Creating a Shortcut for blind movement

14.1.7 Select an action name from the list (Open, Close, etc.).

14.1.8 Tap '**Room Name**'.



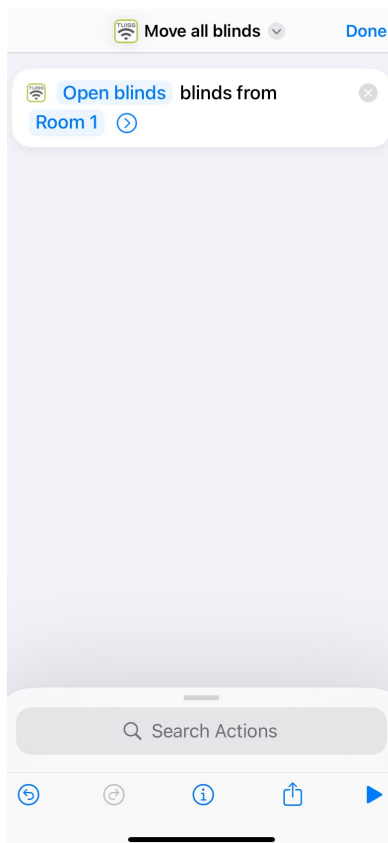
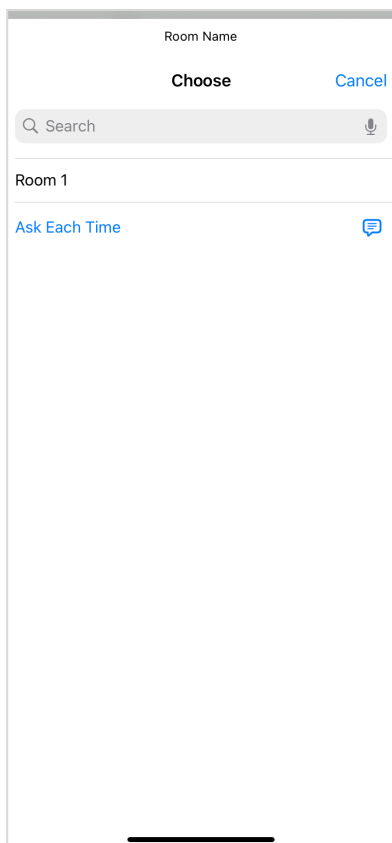
14 Siri Shortcuts



14.1 Creating a Shortcut for blind movement

14.1.9 Select room name from the list.

14.1.10 Shortcut created. Tap **Done**.

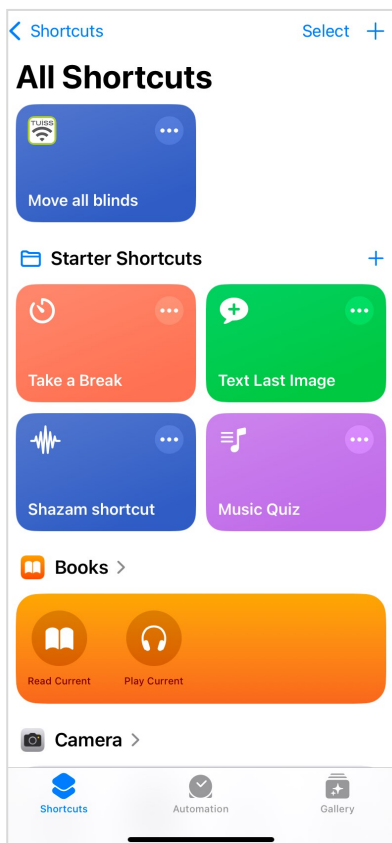


14 Siri Shortcuts



14.1 Creating a Shortcut for blind movement

14.1.11 Shortcut added to the Shortcuts app.



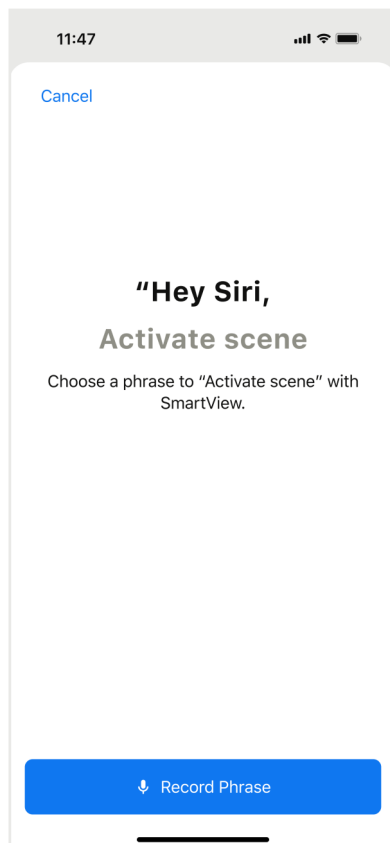
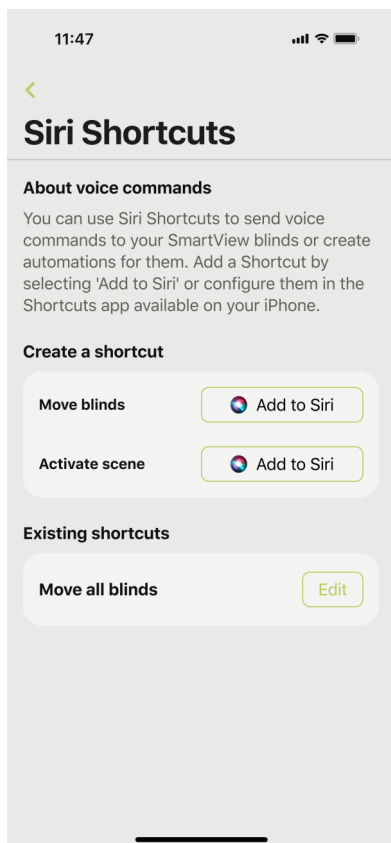
14 Siri Shortcuts



14.2 Creating a Shortcut for scene movement

14.2.1 Tap **'Add to Siri'** button next to 'Activate scene'.

14.2.2 Tap **'Record Phrase'** to enter voice command used with the Shortcut. Alternatively, manually type the voice activation command by tapping the screen below 'Hey Siri'.



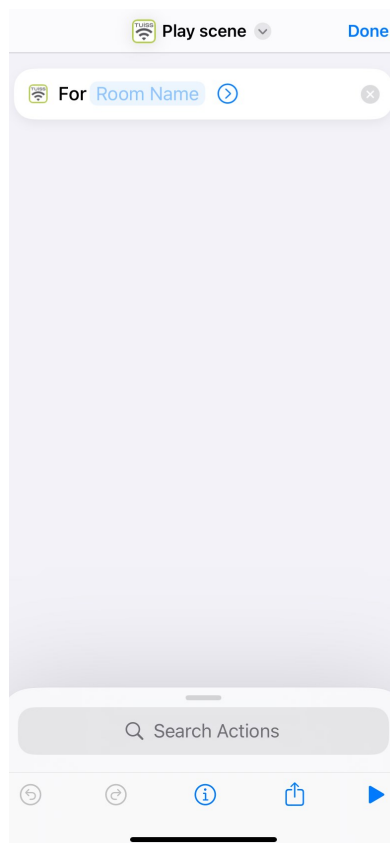
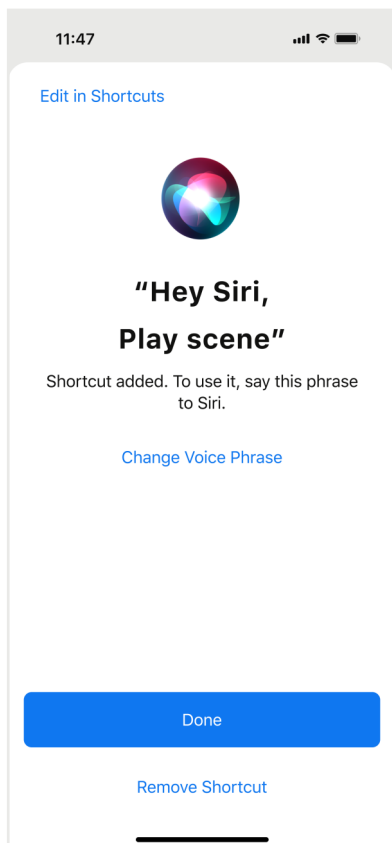
14 Siri Shortcuts



14.2 Creating a Shortcut for scene movement

14.2.3 Tap **'Edit in Shortcuts'**.

14.2.4 Tap **'Room Name'**.



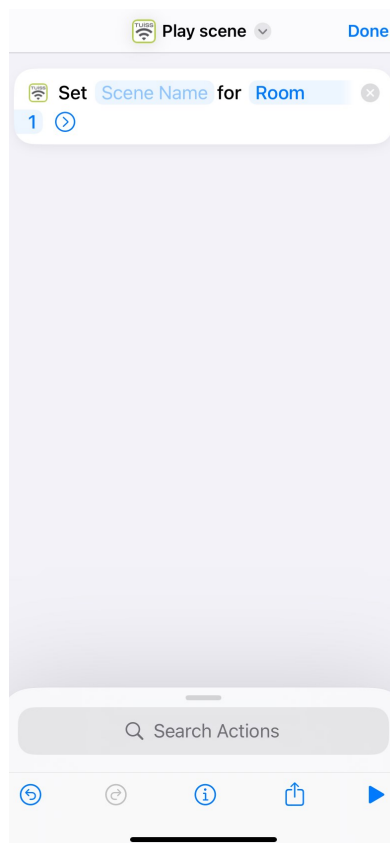
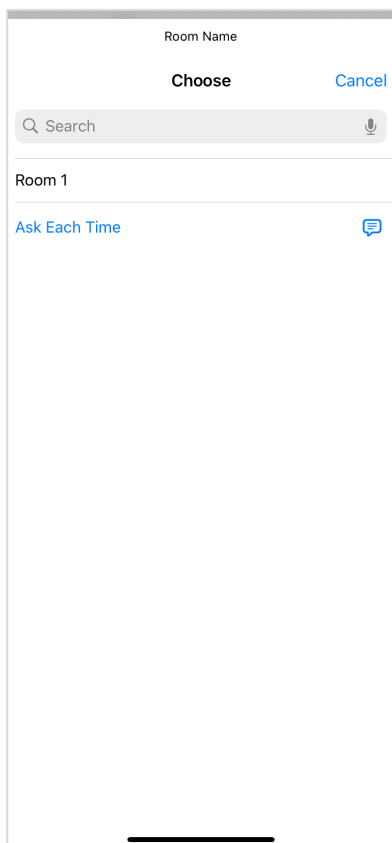
14 Siri Shortcuts



14.2 Creating a Shortcut for scene movement

14.2.5 Select room name from the list.

14.2.6 Tap '**Scene Name**'.



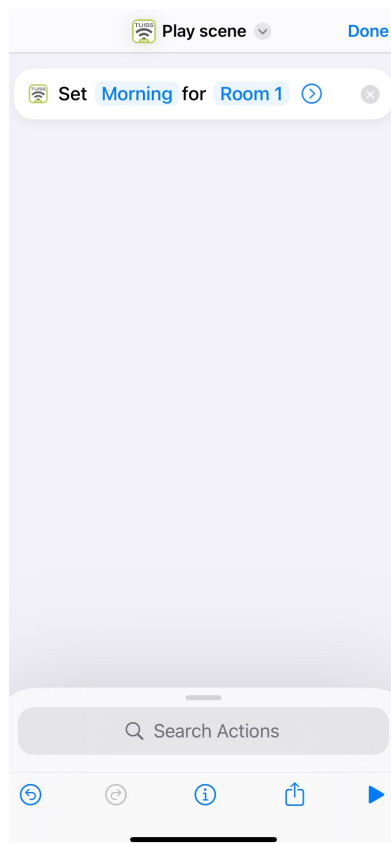
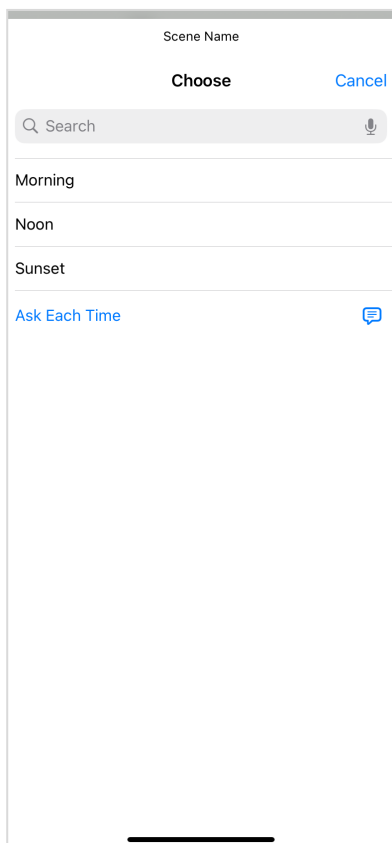
14 Siri Shortcuts



14.2 Creating a Shortcut for scene movement

14.2.7 Select scene name from the list.

14.2.8 Shortcut created. Tap **Done**.

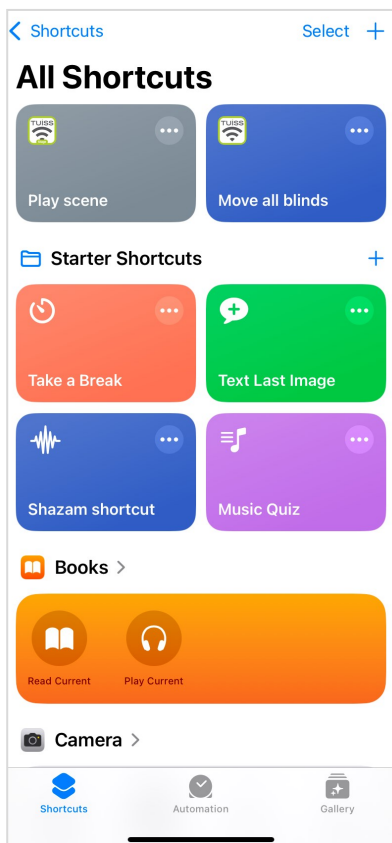


14 Siri Shortcuts



14.2 Creating a Shortcut for scene movement

14.2.9 Shortcut added to the Shortcuts app.

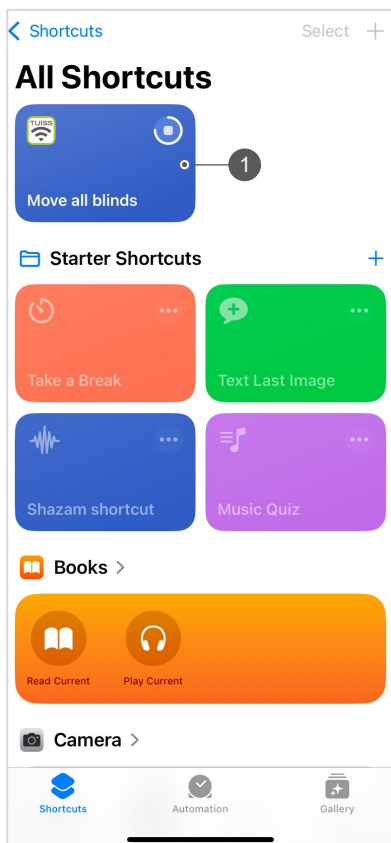


14 Siri Shortcuts



14.3 Operating Shortcuts - manual control

14.3.1 Open Shortcuts app. Tap Shortcut name 1.



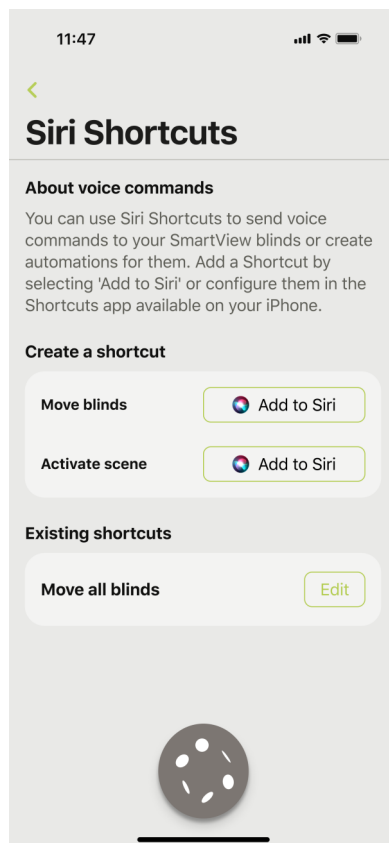
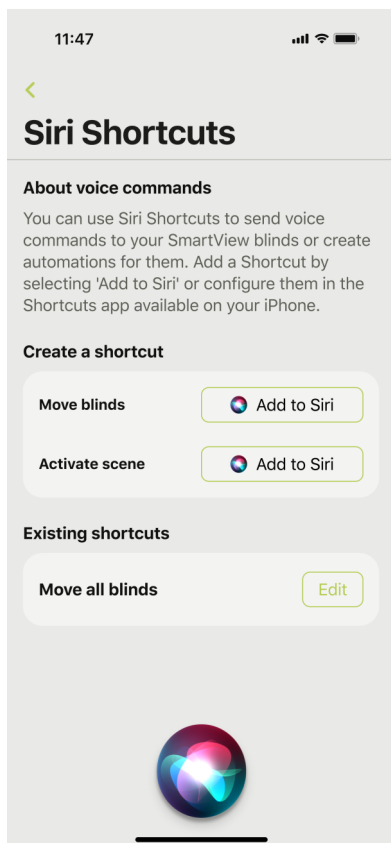
14 Siri Shortcuts



14.4 Operating Shortcuts - voice control

14.4.1 Say “Hey Siri...” and then Shortcut name created (e.g. “Move all blinds”).

14.4.2 Connection is made and blinds will move to the command position entered for the Shortcut.



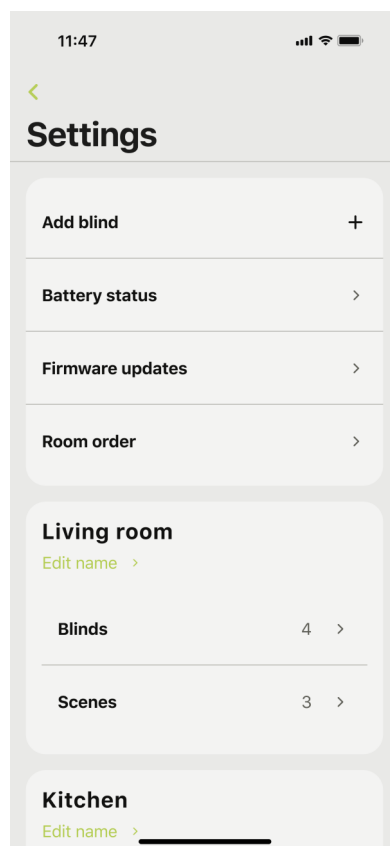
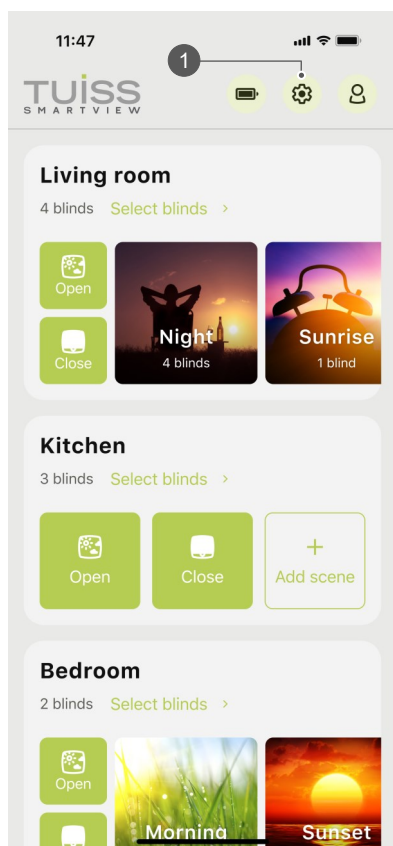
15 Deleting and resetting



15.1 Deleting a remote control

15.1.1 Tap the settings gear icon ①.

15.1.2 Tap '**Blinds**' in room name wanting remote control deleted.



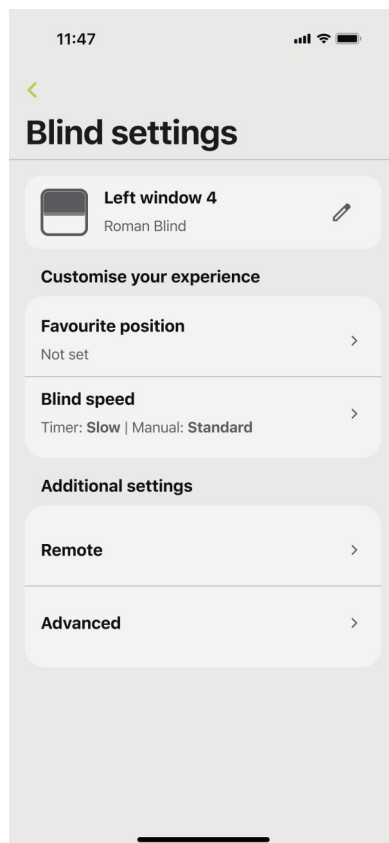
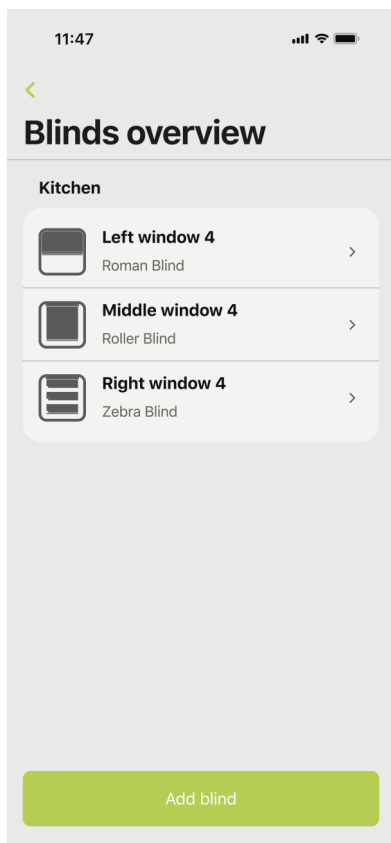
15 Deleting and resetting



15.1 Deleting a remote control

15.1.3 Tap blind name.

15.1.4 Tap '**Remote**'.



15 Deleting and resetting

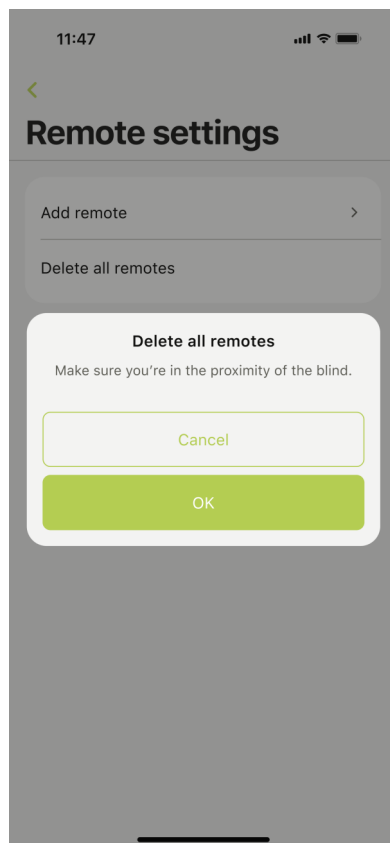
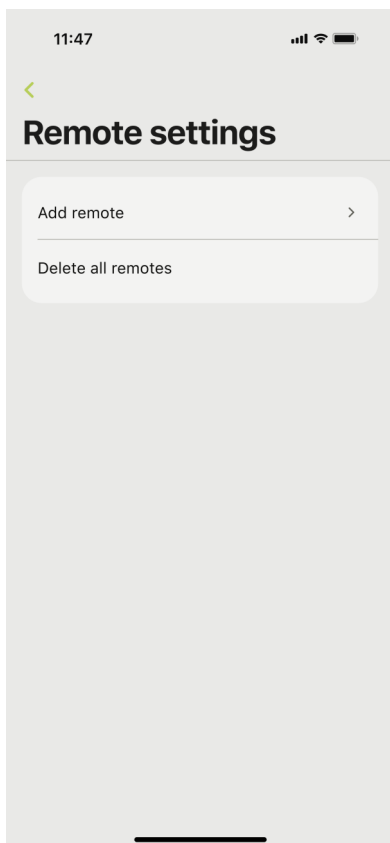


15.1 Deleting a remote control

15.1.5 Tap '**Delete all remotes**'.¹

15.1.6 Tap '**OK**'.

¹ All remotes paired to the blind will be deleted.



15 Deleting and resetting

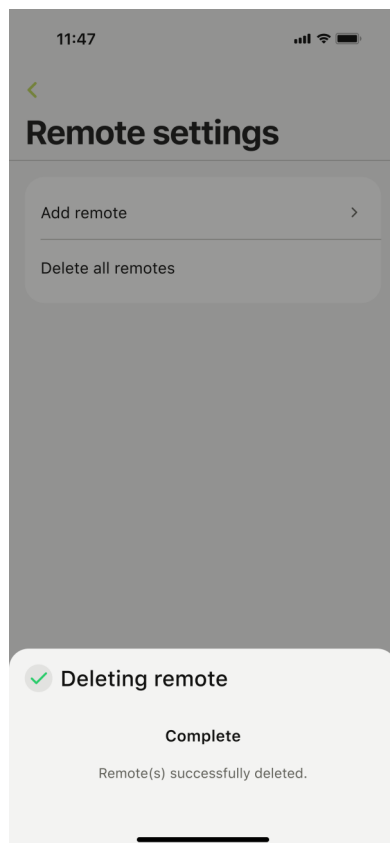
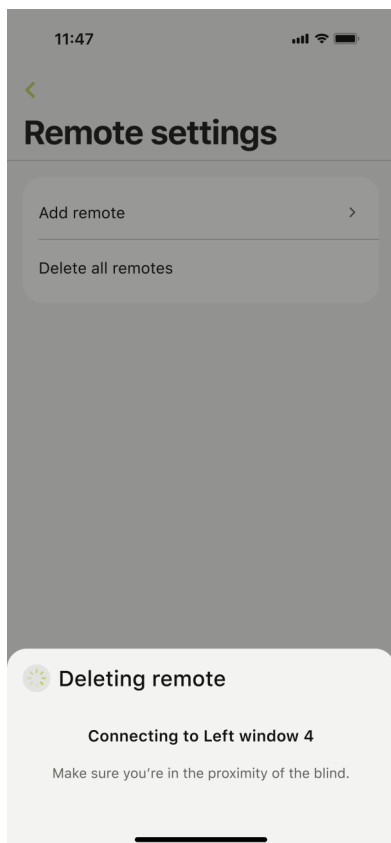


15.1 Deleting a remote control

15.1.7 App will connect to the blind.

15.1.8 Motor will jog (Gen 1 / Gen 2) plus buzzer noise and 4x green LED (Gen 2). All remotes deleted from the blind.¹

¹ If no motor jog or buzzer noise / green LED, remote control is not deleted.



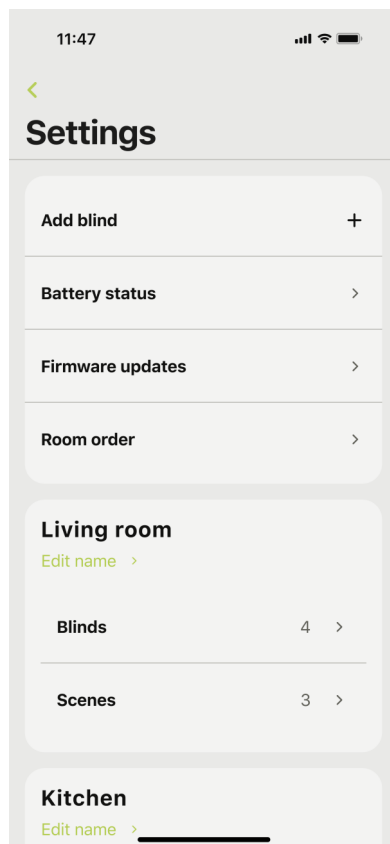
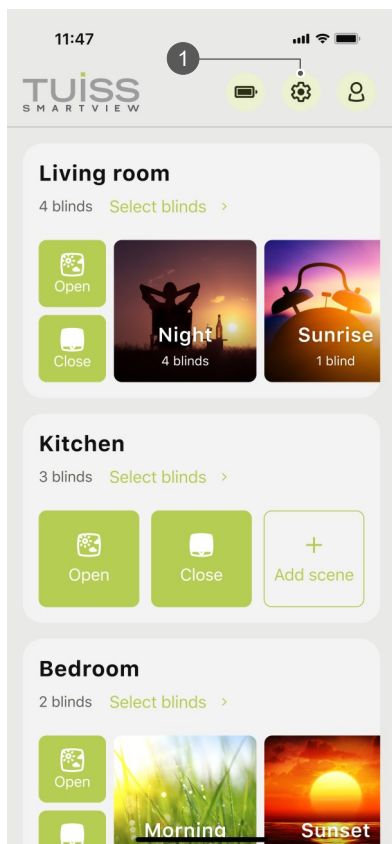
15 Deleting and resetting



15.2 Deleting blinds

15.2.1 Tap the settings gear icon ①.

15.2.2 Tap '**Blinds**' in room name wanting blind deleted.



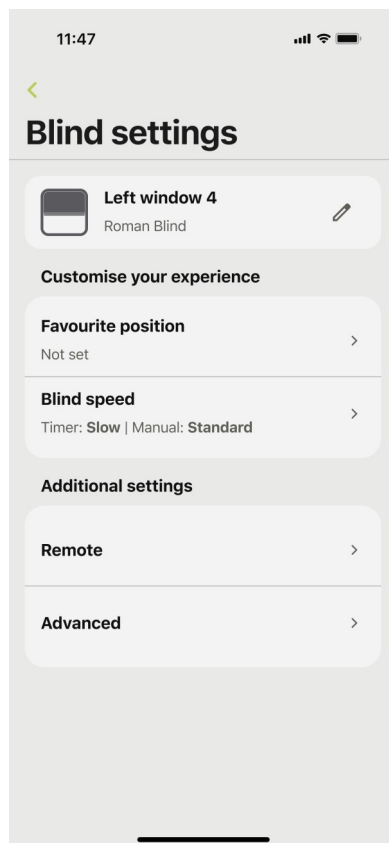
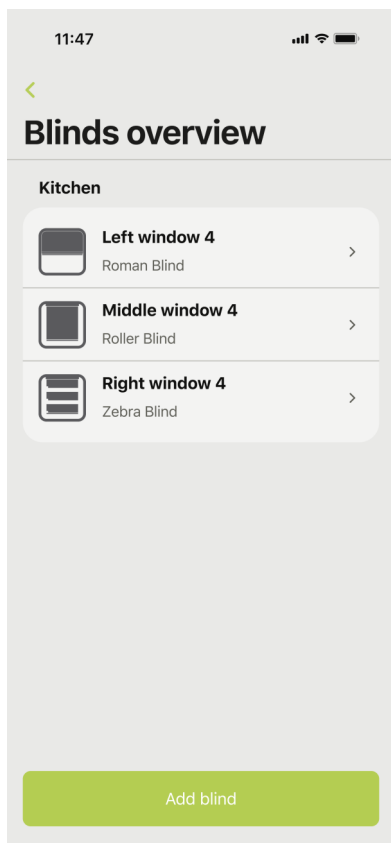
15 Deleting and resetting



15.2 Deleting blinds

15.2.3 Tap blind name.

15.2.4 Tap '**Advanced**'.



15 Deleting and resetting

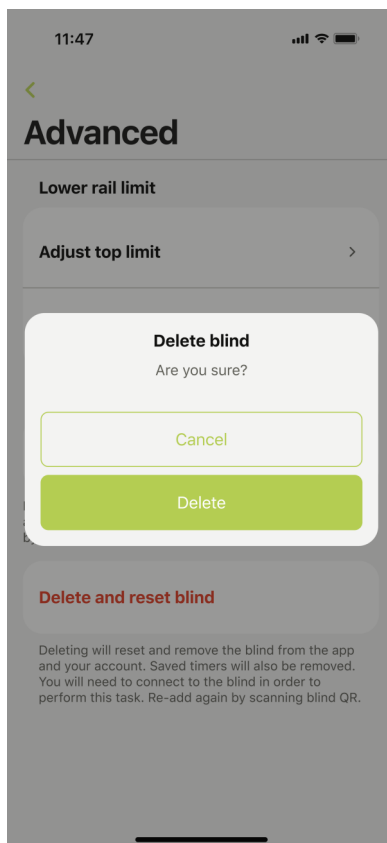
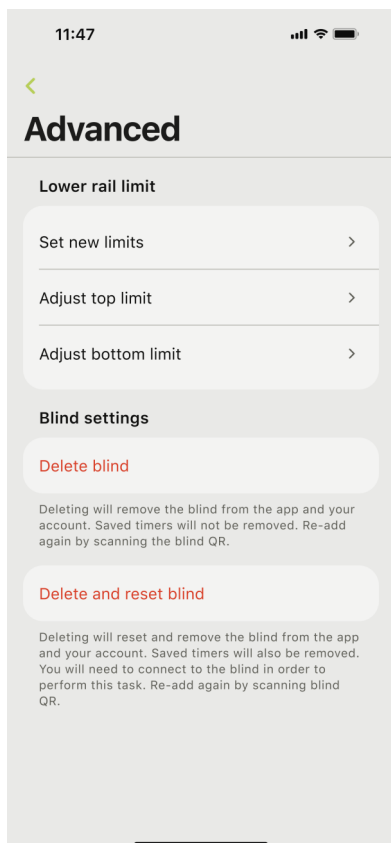


15.2 Deleting blinds

15.2.5 Tap '**Delete blind**'.

15.2.6 Tap '**Delete**'. Blind will be deleted from the app and account being used.¹

¹ Deleting will remove the blind from the app and your account. Saved timers will not be removed. Re-add again by scanning the blind QR.



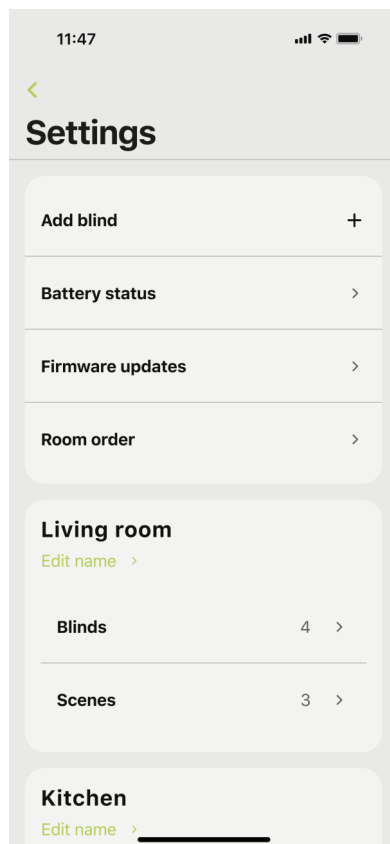
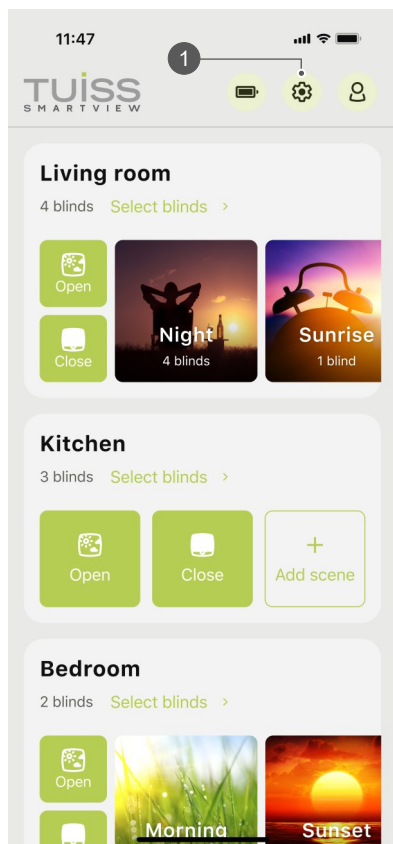
15 Deleting and resetting



15.3 Deleting and resetting blinds

15.3.1 Tap the settings gear icon ①.

15.3.2 Tap '**Blinds**' in room name wanting blind deleted.



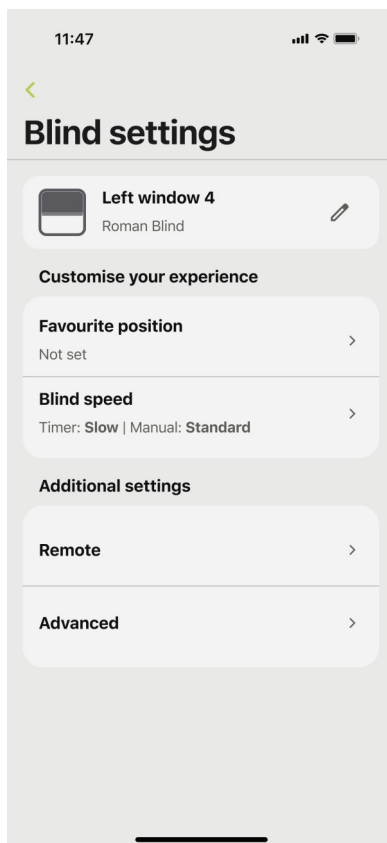
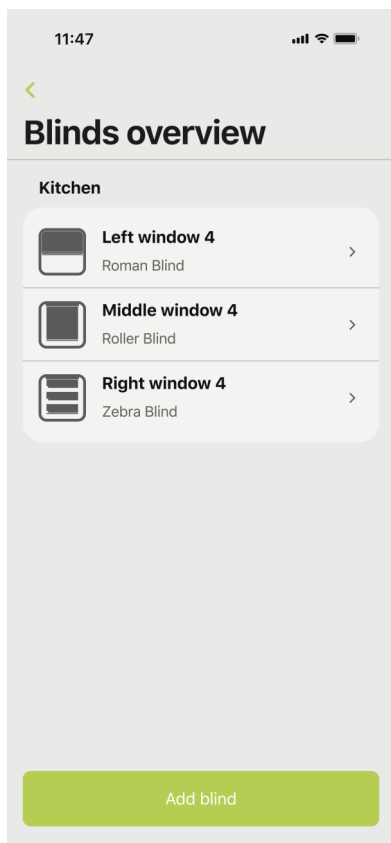
15 Deleting and resetting



15.3 Deleting and resetting blinds

15.3.3 Tap blind name.

15.3.4 Tap **'Advanced'**.



15 Deleting and resetting

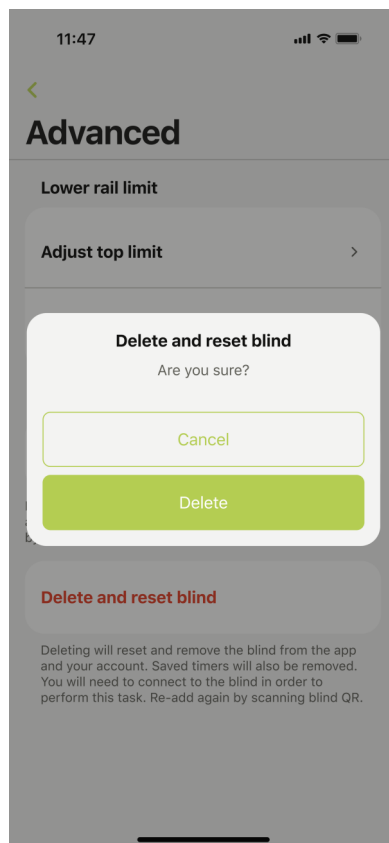
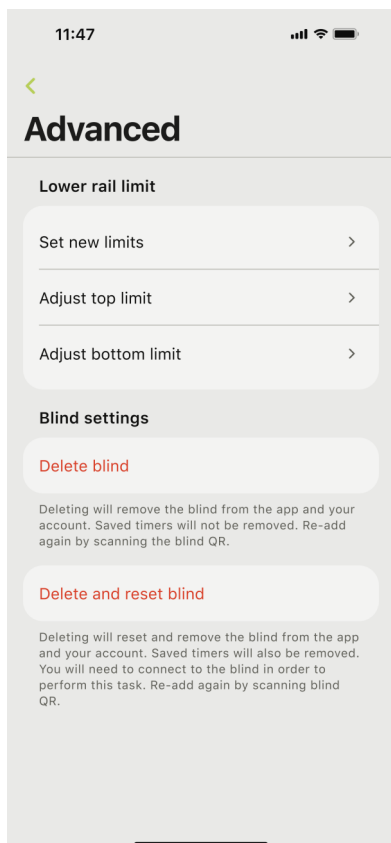


15.3 Deleting and resetting blinds

15.3.5 Tap 'Delete and reset blind'.

15.3.6 Tap 'Delete'. Blind will be reset and deleted from the app and account being used. Motor will jog (Gen 1 / Gen 2) plus buzzer noise and 4x green LED (Gen 2).¹

¹ Deleting will reset and remove the blind from the app and your account. Saved timers will also be removed. You will need to connect to the blind in order to perform this task. Re-add again by scanning blind QR.



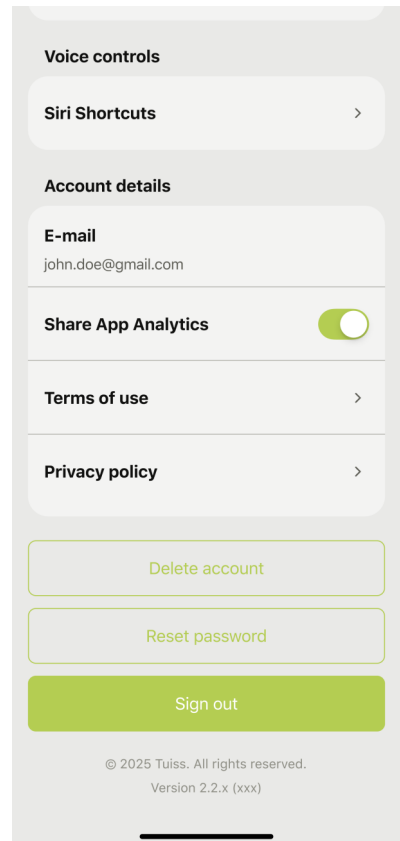
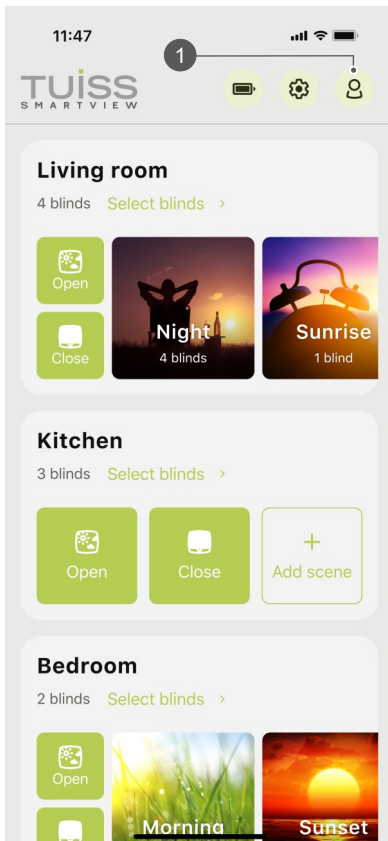
15 Deleting and resetting



15.4 Reset account password

15.4.1 Tap the profile icon 1.

15.4.2 Tap **'Reset password'**.



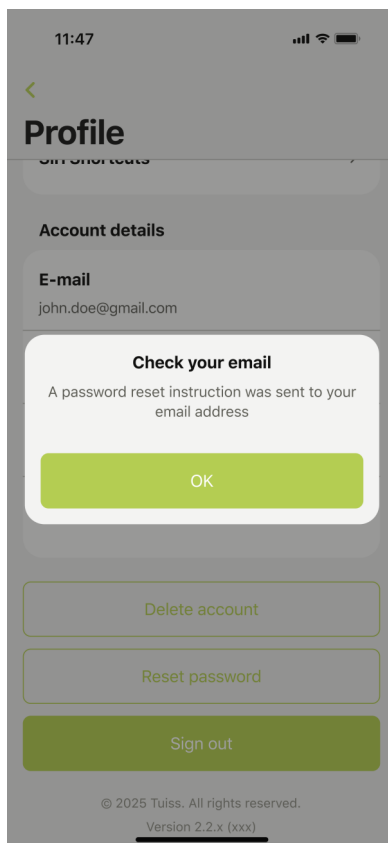
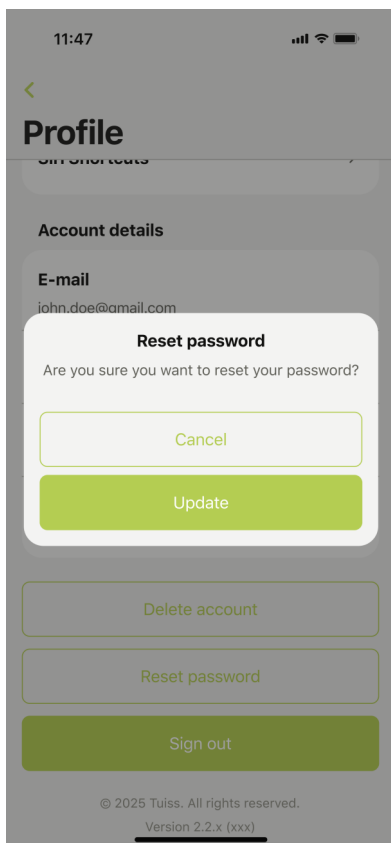
15 Deleting and resetting



15.4 Reset account password

15.4.3 Tap **'Update'**.

15.4.4 Tap **'OK'**. Follow the email instructions to change account password. App will sign the user out of the account.



15 Deleting and resetting



15.4 Reset account password

15.4.5 Enter and confirm new password. Tap **'Save'**.

15.4.6 Tap **'Sign In'**. Enter account name and newly changed password to sign back in again.

Reset password

New password

Please enter a password with more than 8 characters.

Confirm password

Please enter a password with more than 8 characters.

Save

11:47

TUISS
SMARTVIEW

Create a SmartView account to enable full control of your blinds on other devices. A backup of your settings will be stored in the Tuiss cloud.

Sign In

Create Account

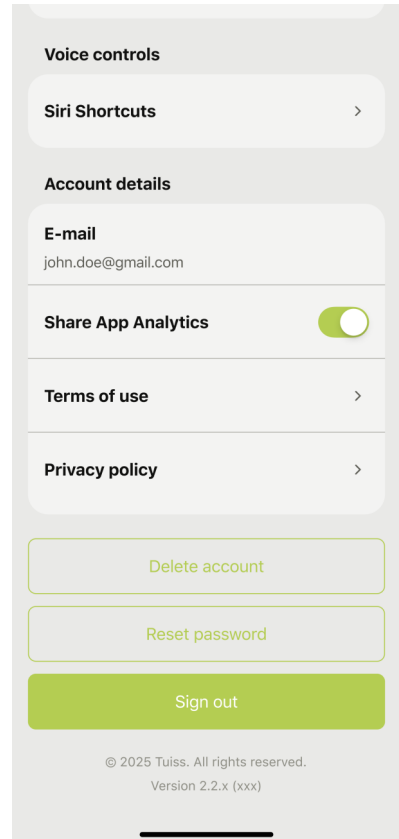
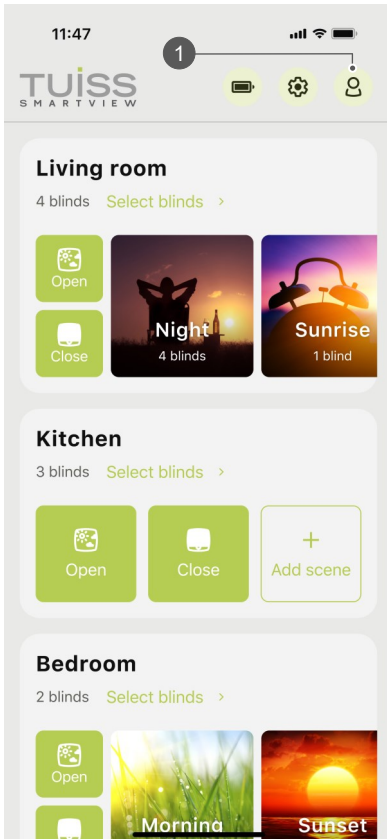
15 Deleting and resetting



15.5 Delete account

15.5.1 Tap the profile icon **1**.

15.5.2 Tap **'Delete account'**.



15 Deleting and resetting

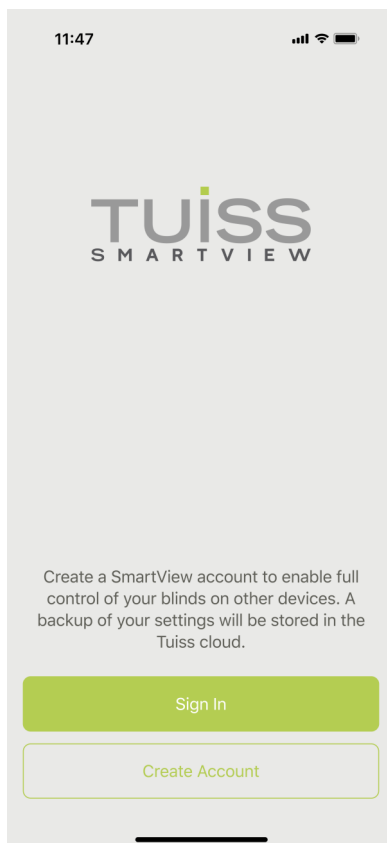
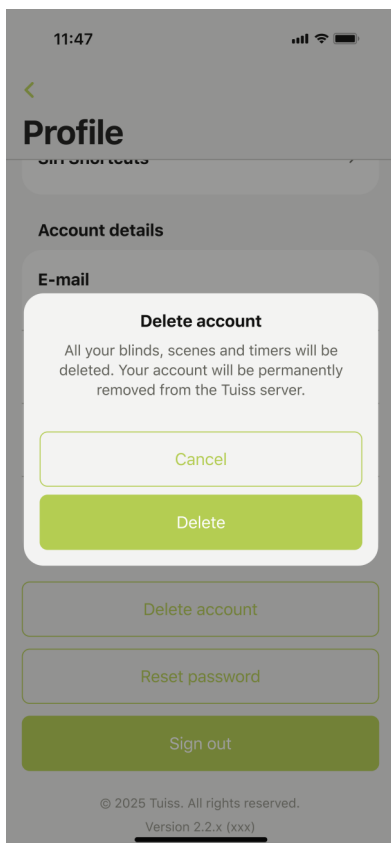


15.5 Delete account

15.5.3 Tap **'Delete'**.

15.5.4 App will return user to the Sign In screen.¹

¹ A previously deleted email address can be used again when creating a new account.



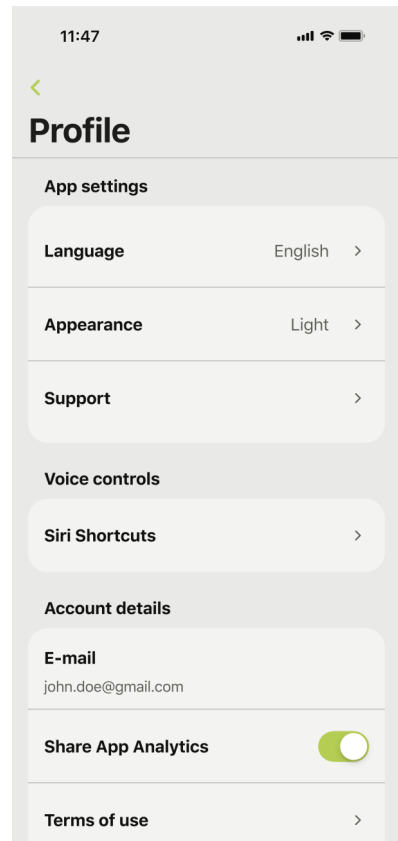
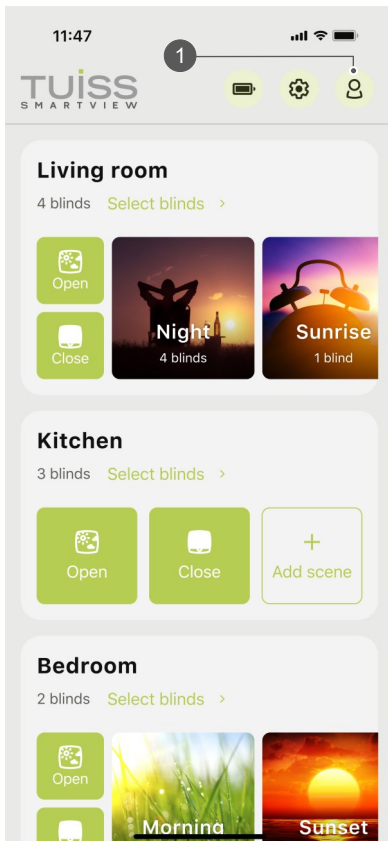
16 Support & troubleshooting



16.1 FAQs

16.1.1 Tap the profile icon **1**.

16.1.2 Tap 'Support'.



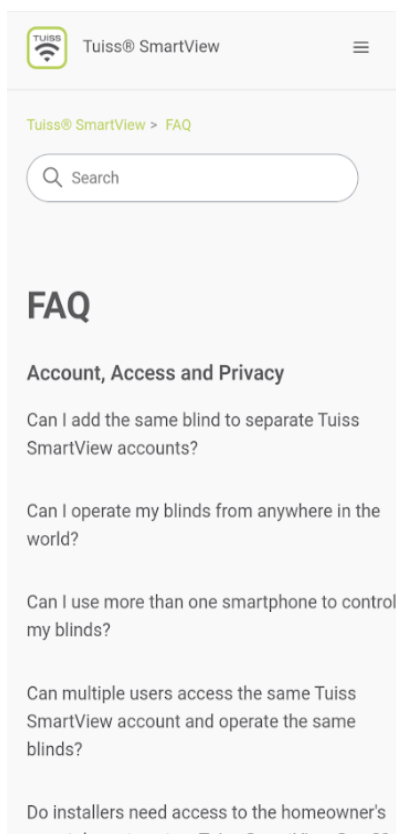
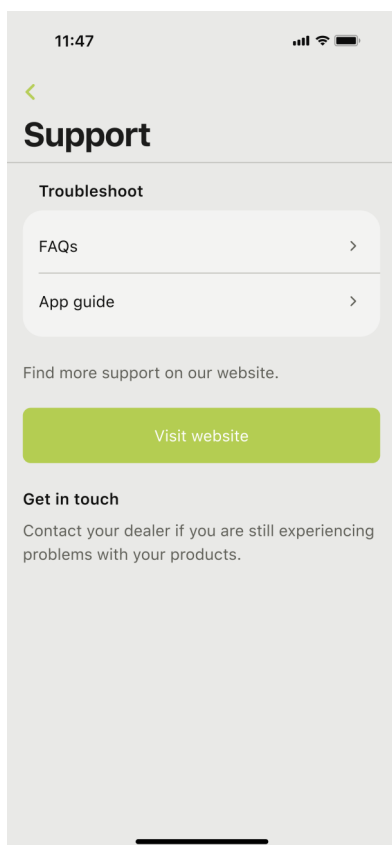
16 Support & troubleshooting



16.1 FAQs

16.1.3 Tap 'FAQs'.

16.1.4 App will direct user to SmartView FAQ pages including general questions, troubleshooting, accounts, motors, remotes etc.



16 Support & troubleshooting



16.1 FAQs

16.1.5 **Can I add Gen 1 and Gen 2 into the same Room in the app?**

Yes, there are no restrictions to adding both generations of blinds into a Room within the app.

Can I add the same blind to more than one Room using the app?

No. A blind can only be added to one Room in the app.

Can I move a blind from one Room to another using the app?

No. It is not possible to relocate a blind from one room to another in the app.

Can I adjust blind settings without being at home?

No. The app requires the user to be at home and in close proximity to the blind to change settings with an active Bluetooth connection from the smartphone to blind.

Can two different blinds have the same name in the app?

No. Each blind will need to have its own unique name.

How long will it take for the blind to activate / move when using the app?

It will take approx. 1 second for the blind to move, after receiving the command from the app.

16 Support & troubleshooting



16.1 FAQs

16.1.5 How many timers can each blind have?

The maximum number of timers that can be added to an individual blind is 16.

How many timers can each scene have?

Each scene can have one timer.

Do I need to install and power on my blinds one at a time, or can I install and power on all blinds at the same time?

You can power on all blinds at the same time, and use the guided setup process to add blinds to the app as desired. We do recommend installing blinds into the app one room at a time and be within proximity of your blinds to set them up.

Is an internet connection required for using the app?

Yes, an internet connection is required for both account setup and operation of the blinds, using the app.

For more information and FAQs, visit:

<https://hdesmartview.zendesk.com>



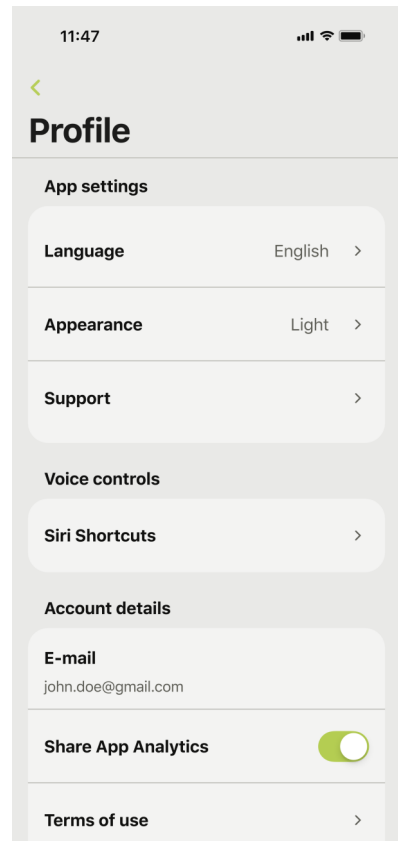
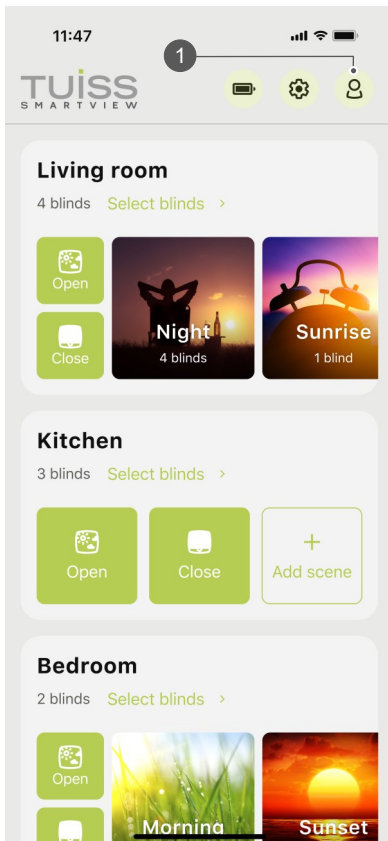
16 Support & troubleshooting



16.2 App guide

16.2.1 Tap the profile icon **1**.

16.2.2 Tap 'Support'.



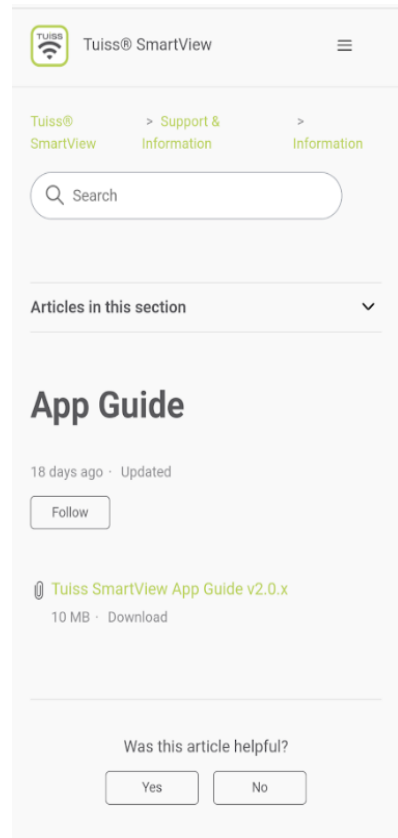
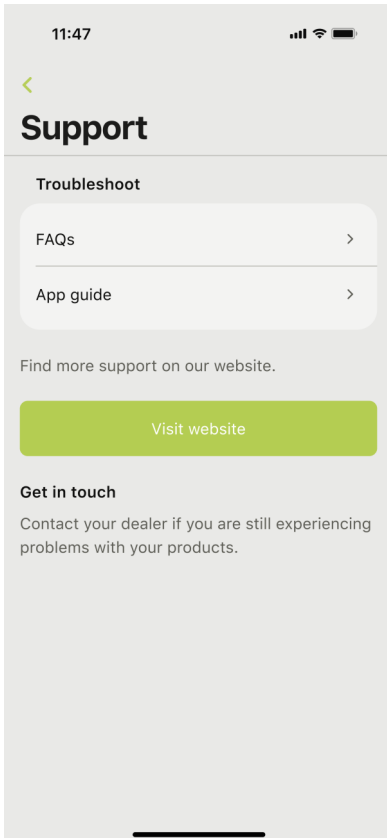
16 Support & troubleshooting



16.2 App guide

16.2.3 Tap 'App guide'.

16.2.4 App will direct user to the SmartView App guide that can be downloaded for future reference.



To download the app, scan the
below QR code.



TUiss
SMARTVIEW

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