

Marvin Connected Home

User Guide and Troubleshooting Instructions

How to Use this Guide

Marvin Connected Home includes Modern Automated Awning and Casement Windows, Modern Automated Multi-Slide Doors, Awaken Skylights and the CLiC™ Multi Channel Controller. This Guide provides:

- Illustrations and diagrams to help you identify parts and features
- Step-by-step directions for completing specific actions in the app
- Instructions on how to set up and personalize your experience
- Troubleshooting tips

For questions on service or maintenance not covered in this manual, please contact:

support@connectedhome.marvin.com or call 888-323-7107

IMPORTANT

For the best experience, please ensure all Marvin Connected Home products are updated to the latest firmware. Some features in this guide may only be available on the latest versions.

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Automated Casement and Awning User Guide

How to Onboard an Automated Casement or Awning

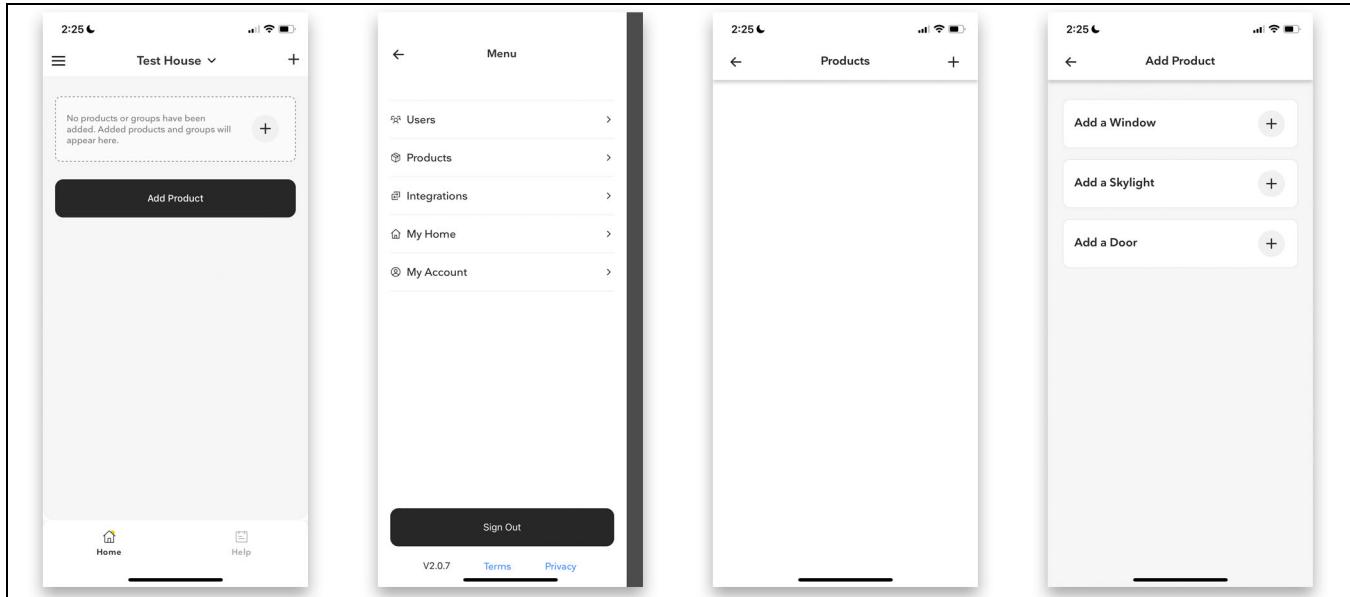


Figure 1

1. To add a Marvin casement or awning window to your home in the Marvin Home app, navigate to the Products screen in the hamburger menu, and press the plus in the top right corner of the screen. [See Figure 1](#)
2. Select “Add a Window” to view the window pairing instructions. Follow the instructions to put the window in pairing mode.
3. When the window is in pairing mode, click on the device displayed under ‘Products Found.’ Confirm the pairing request. [See Figure 2](#).
4. Name the window and continue following the setup steps in the app.
5. As part of the onboarding process, the Internet connection of the window will be tested. Once the connectivity test is complete, there will be a success message stating the window has connected to the Internet. If there is an error message, try again, or contact support.

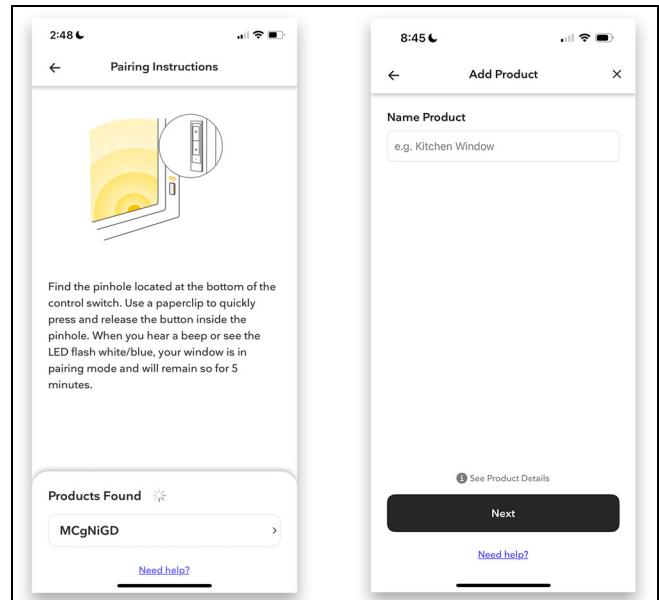


Figure 2

Instructions to Use On-Unit Controls

Marvin Connected Home casement and awning windows come with an on-unit control that allows users to open and close the window.

1. Pressing up once will open the window to 100%. Pressing down once will close and lock the window.

2. Pressing and holding the top or bottom button will open or close the window until the button is released.

NOTE: Obstruction detection will be less sensitive during this operation.

3. While the window is opening or closing, pressing the top or bottom button will stop the window in its current position.

4. Pressing the pinhole and bottom button at the same time will calibrate the lock and sash. Note that obstruction detection will be less sensitive during calibration.

Egress

1. If your Marvin Connected Home casement window is an egress window, you can manually unlock the window using the lock handle.

2. Push the sash out to access the small lever marked with a red dot. Push down on the lever and push the window out to open.

3. To operate the window using motorization again, manually pull the sash back in place to reengage the

motor. The motor can also be reengaged by pressing open on the on-unit control or in the app.

IMPORTANT

Ensure the actuator has reengaged with the sash linkage before closing the window.

Using the Lock

NOTE: The lock is automated but you can still operate it manually.

NOTE: Manual capable locks can be operated by just moving the tie bar.

NOTE: Non-manual capable locks require the user to use a slotted screwdriver to turn the lock motor shaft or to remove the lock motor to manually operate the lock.

NOTE: In the automated open and close processes, it takes about 30 seconds for the lock to lock or unlock.

1. The lock on Marvin Connected Home windows may be locked or unlocked manually or through the automated open and close processes.

2. If a window is closed and the lock is manually unlocked, the lock may be closed again via a close command in the app.

3. To manually actuate a non-manual capable lock, use a flat bladed screwdriver and insert it into the slot seen at the end of the lock actuator and rotate the

screwdriver. Eventually you will see the lock bar move so keep turning until the lock bar moves the cams far enough for the sash to open.

Rain Detection

1. Automated casement and awning windows feature a rain sensor, which is in the lower right- or left-hand corner of the sill, depending on the window type.
2. If the window is open and the sensor detects moisture, the window will automatically close and lock. If push notifications are enabled for the Marvin Home app on your phone, you will receive a push notification when this occurs.

3. Not all units will sense rain at the same time, so it is not unusual for multiple units to close at various times.

NOTE: You may disable a rain sensor from automatically closing an individual window via the Product Detail screen in the Marvin Home app.

Obstruction Detection (Pinch Detection)

1. Marvin Connected Home casement and awning windows have obstruction detection when operating. If an obstruction is detected, the window will stop movement and back off, then try again two more times.
2. If the unit is unable to overcome the obstruction, the sash will back off and wait for a new command. If the

unit is online, and push notifications are enabled for the Marvin Home app on your phone, you will receive a push notification when this occurs. Note that the detection sensitivity may vary based on the location of the obstruction.

Dry Contact Capabilities

Dry contacts may be used to connect a window to a wall switch or home automation system for product control. They may also be used to perform a few troubleshooting actions for products:

1. To enter pairing mode using the dry contacts of the window, hold the CLOSE dry contact for 5 seconds.
2. To reboot the window using dry contacts, hold the CLOSE dry contact for 10 seconds.
3. To recalibrate the window using dry contacts, hold the OPEN POSITION 3 dry contact for 10 seconds.
 - 1 beep indicates the HA has been held for 5 seconds.
 - 2 beeps indicate the HA has been held for 10 seconds.
 - 3 beeps indicate the HA has been held for 15 seconds, which is beyond the hold duration for all applicable commands. No commands will execute.

NOTE: Dry contact open positions may be configured by grounding the contact to COM for 5 seconds with the sash in the desired position, or via the Product Detail screen of a window in the Marvin Home app.

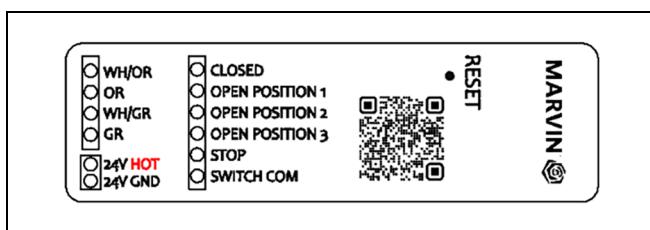


Figure 3

Table 1

| Action | Dry Contact Pins | | | | |
|--|---|--|--|---|----------------------------|
| | Close and Lock (short pin 6 to 1) | Open position 1 (short pin 6 to 2) | Open position 2 (short pin 6 to 3) | Open position 3 (short pin 6 to 4) | Stop (short pin 6 to 5) |
| Short Press | Close | Opens to position 1 (10 deg. default) | Opens to position 2 (20 deg. default) | Opens to position 3 (max open default) | Window Stops |
| Hold 5 sec. (window will beep once after 5 sec.) | Pairing mode (window beeps once again) | Sets position 1 to current position | Sets position 2 to current position | Sets position 3 to current position | No Action |
| Hold 10 sec. (window beeps once after 5 sec. and twice after 10 sec.) | Reboot (window beeps 4 times) | No Action | No Action | Recalibrate (window will open and close) | No Action |
| Hold 15 sec. (window beeps once after 5 sec., twice after 10 sec. and three after 15 sec.) | Cancel Action | Cancel Action | Cancel Action | Cancel Action | No Action |

On-Unit Control LEDs

On-unit control LED lights may be disabled via the Product Detail screen of a window in the Marvin Home app. Disabling LED lights will disable all light indications.

Table 2

| LED Lights Sequence | Indication |
|----------------------------|---|
| Blinking Green | Device is Updating or Checking for Update |
| Blinking Green (2X) | Successful Bluetooth Pair |
| Blinking Green (3X) | Successful Connection to the Router |
| Solid Green (3s) | Update Process is Complete OR Successful Cloud Connection |
| Alternating Green and Red | Device is Calibrating Lock and Sash |
| Blinking Red (3X) | Obstruction Detected |
| Solid Red | Powering from Super Cap* |
| Pulsing Yellow | Device is Homing Lock and Sash |
| Pulsing Blue Dimly | Rain Detected |
| Pulsing White | Device is Operating Lock and Sash |
| Alternating Blue and White | Pairing Mode |

*This occurs to signify that the line power is out or disconnected from the unit, so it is sourcing from the backup super-capacitor.

On-Unit Control Beeps

Windows will occasionally make a sound to indicate the initiation of key events, such as entering pairing mode or starting a firmware update. These sound indications may be disabled for individual windows via the Product Detail screen of the Marvin Home app.

Power Loss

When the line power to an automated casement or awning window is lost, the window will automatically close and lock. The on-unit control LED will show solid red to indicate it is sourcing power from the super capacitor. If power loss push notifications are enabled for the window in your Marvin Home app, you will receive a push notification when this occurs.

Air Algorithm

Marvin Connected Home Casement and Awning windows are included in the Air Algorithm, when enabled, in the Marvin Home app. At least once per hour, the Air Algorithm checks the weather conditions of the zip code set for your home and compares this data with the preferences set for the home in the Automations tab of the app. If outdoor weather in your home's location meets the conditions set to open or close, a command will be sent to the window to do so. If you have push notifications enabled for the Marvin Home app, you will receive a push notification when an open or close event occurs. To enable or disable the Air Algorithm, toggle the 'Auto air' switch on the home screen.

Speed

Marvin Connected Home Casement and Awning locks move at different speeds depending on the source of the open or close command. If a window is opened or closed via the on-unit control or dry contacts, then the lock will move at a quicker speed. If a window is opened or closed via the cloud (Alexa, the Marvin Home app, the Air Algorithm, Control4, Crestron Home), then the lock will move at a slower speed.

Cloud Connectivity

You are not required to connect your Marvin Connected Home Casement or Awning window to the internet or the Marvin Home app, but it is highly recommended. You may choose to control your window solely by the on-unit control or dry contacts. However, Alexa integrations will not be possible without Internet connectivity and the Marvin Home app. Additionally, you will not be able to receive firmware updates for your window if it is not connected to the Internet.

IMPORTANT

Verify outbound TCP port 8883 is open. Ensure the port isn't being blocked by your router or a firewall product. If this port is not open, the window will be unable to establish a connection with the Marvin cloud and app controls and configurations will not be possible.

Ethernet

Windows that are Ethernet capable have the option to connect the product with Ethernet or 2.4 GHz Wi-Fi in product setup. Ethernet is recommended. To ensure your window is set up for an Ethernet connection, follow the steps in this [wiring guide](#). Ensure the following steps are taken before adding the window to the Marvin Home app:

- Ethernet runs from the window to the router.
- The router is powered on and has an internet connection.
- If planning to use a static IP address, ensure the IP address is not already in use with your router.

When all of those are verified, follow the "Add Product" instructions in the Marvin Home app. If any issues are encountered, contact support.

Multi-Slide Door (MSD) User Guide

How to Onboard a Multi-Slide Door

1. To add a door to your home in the Marvin Home app, navigate to the Products screen in the hamburger menu, and press the plus in the top right corner of the screen.

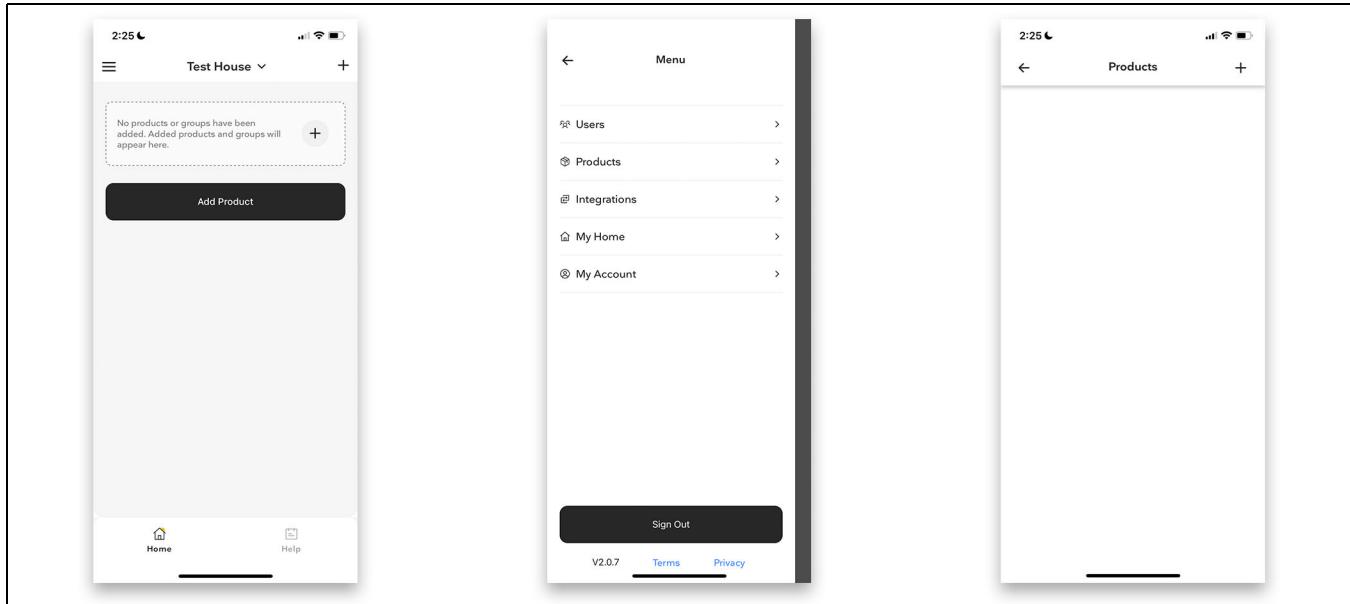


Figure 4

2. Select 'Add a Door' to view the door pairing instructions and put the door in pairing mode. When the device is in pairing mode, click on the device displayed under 'Products Found.' Confirm the pairing request. Name the door and continue following the setup steps in the app.

3. As part of the onboarding process, the Internet connection of the door will be tested. Once the connectivity test is complete, there will be a success message stating the door has connected to the Internet. If there is an error message, try again, or contact support.

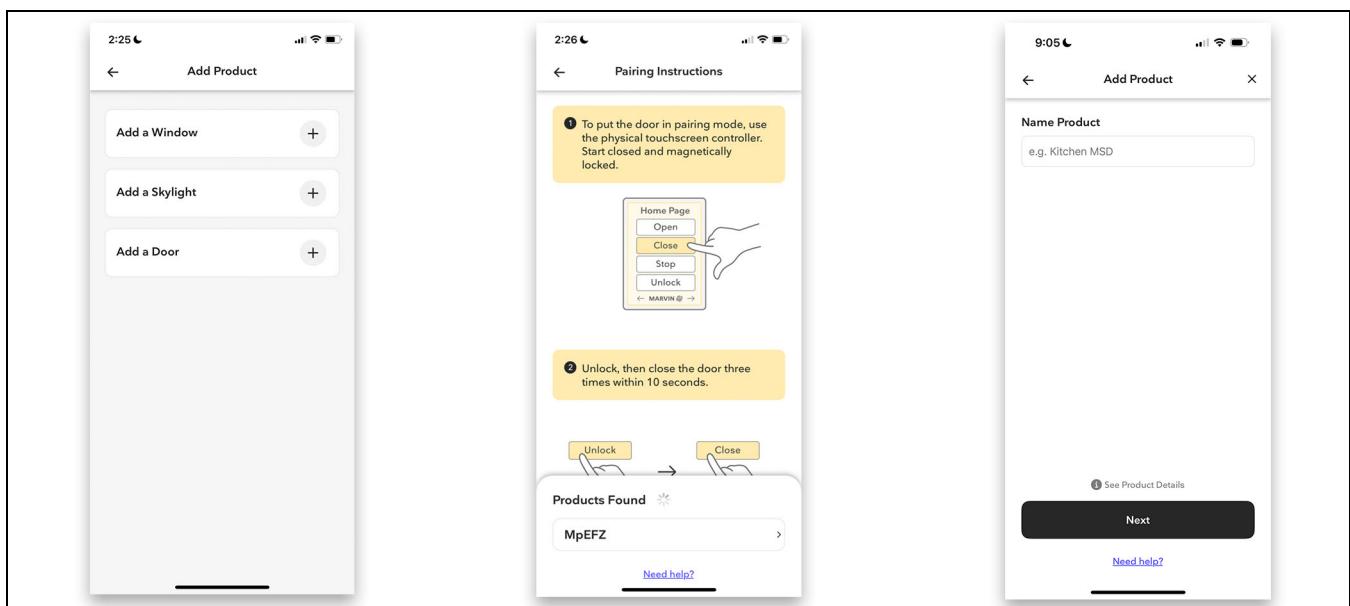


Figure 5

Instructions to Use the Wall Switch

1. The wall switch connected to the door may be used with or instead of the app to operate it. It has the ability to open, close, unlock, and stop the door, as the app does.

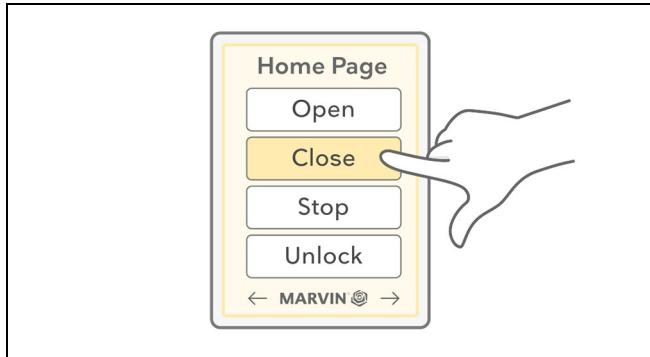


Figure 6

2. OPEN: When the open command is sent from the wall switch or the Marvin Home app, there is a confirmation pop-up that must be confirmed before the action is performed. The door will open to the position the door has been configured to open to, unless obstructed while moving. The door will not open if the manual lock is engaged. The app will inform the user that the manual lock must be unlocked before the door may be opened. If the manual lock is unlocked and the magnetic lock is locked, the magnetic lock will be unlocked as part of the open process.

3. CLOSE: When the close command is sent from the wall switch or the Marvin Home app, there is a confirmation pop-up that must be confirmed before the action is performed. The door will completely close and lock, unless obstructed while moving. After a door has closed, the door will magnetically lock. The manual lock will not automatically lock, this must be manually engaged.

4. UNLOCK: When the unlock command is sent from the wall switch or the Marvin Home app, the magnetic lock will unlock. This lock is only ever engaged when the door is in the closed position. If the door is open or already unlocked, the door will do nothing.

ATTENTION

After a change is made to the state of the door due to manual movement or action from the wall switch, the app will be updated with these changes.

5. AUTO-CLOSE: The wall switch can be used to put the door into auto-close mode. When activated, the

door will automatically close and engage the magnetic lock 5 seconds after opening. Auto-close mode can be enabled using the touch screen menu (9 in 1) or by holding open and unlock until the keypad flashes. The same combination is used to deactivate auto-close. A timer can also be assigned to end the mode after the selected amount of time using the wall switch. Auto-close can only be enabled via the wall switch and is not in the Marvin Home app.

6. AUTO-OPEN: The wall switch can be used to put the door into auto-open mode. When activated, the door will use the proximity sensors in the wall switch and mounted to the door to automatically open. 5 seconds after opening, the door will automatically close and engage the magnetic lock. Auto-open can be enabled using the touchscreen menu (9-in-1) or by holding stop and unlock until the keypad flashes. The same combination is used to deactivate auto-open. A timer can also be assigned to end the mode after the selected amount of time using the wall switch. Auto-open can only be enabled via the wall switch and is not in the Marvin Home app.

7. The position to which the door opens can automatically be adjusted. With auto-open mode engaged, use one of the proximity sensors to trigger the door to open. Once open, manually move the door panel(s) to the desired opening width. After 5 seconds, the door will automatically close and will now open to the newly set position the next time it is triggered to open.

8. OBSTRUCTION DETECTION: The door will detect an obstruction when something is blocking its movement. When this is detected, the door will stop movement, and back off by a few inches. The door will not continue executing its command. A new command must be executed for the door to begin moving again.

Door Beeps

Doors will occasionally make a sound to indicate the initiation of key events, such as entering pairing mode or starting a firmware update. These sound indications may be disabled for individual doors via the Product Detail screen of the Marvin Home app.

Air Algorithm

Multi-Slide Doors are not included in the air algorithm. They will not open or close automatically due to weather conditions.

Locks

Marvin Connected Home Multi-Slide Doors have two different locks: a manual lock and a magnetic lock. Although both locks may be engaged at the same time, only one of the locks needs to be engaged to consider the door locked. The manual lock needs to be manually engaged and disengaged and cannot be controlled by any wall switch or app operations. The manual lock must be unlocked before the door can physically open from the closed position. The magnetic lock will automatically unlock when the door receives an open command. The magnetic lock will also automatically lock when the door fully closes due to a close command. To manually operate the door, the magnetic lock must be disengaged using the wall switch, dry contacts, or the app. The magnetic lock will not automatically re-engage if the door is manually closed. To re-engage the magnetic lock, a close command must be sent from the wall switch, dry contacts, or the app.

Cloud Connectivity

You are not required to connect your Marvin Connected Home Multi-Slide Door to the internet or the Marvin Home app, but it is highly recommended. You may choose to control your door solely by the wall switch or dry contacts. However, Alexa integrations will not be possible without internet connectivity and the Marvin Home app. Additionally, you will not be able to receive firmware updates for your door if it is not connected to the Internet.

IMPORTANT

Verify outbound TCP port 8883 is open. Ensure the port isn't being blocked by your router or a firewall product. If this port is not open, the door will be unable to establish a connection with the Marvin cloud and app controls and configurations will not be possible.

Ethernet

Doors that are Ethernet capable have the option to connect the product with Ethernet or 2.4 GHz Wi-Fi in product setup. Ethernet is recommended. Ensure the following steps are taken before adding the door to the Marvin Home app:

- Ethernet runs from the door to the router.
- The router is powered on and has an internet connection.
- If planning to use a static IP address, ensure the IP address is not already in use with your router.

When all of those are verified, follow the "Add Product" instructions in the Marvin Home app. If any issues are encountered, contact support.

Awaken User Guide

How to Onboard an Awaken Skylight

1. To add an Awaken skylight to your home in the Marvin Home app, navigate to the Products screen in the hamburger menu, and press the plus in the top right corner of the screen. Select “Add a Skylight” to view the skylight pairing instructions. Follow the instructions to put the skylight in pairing mode.

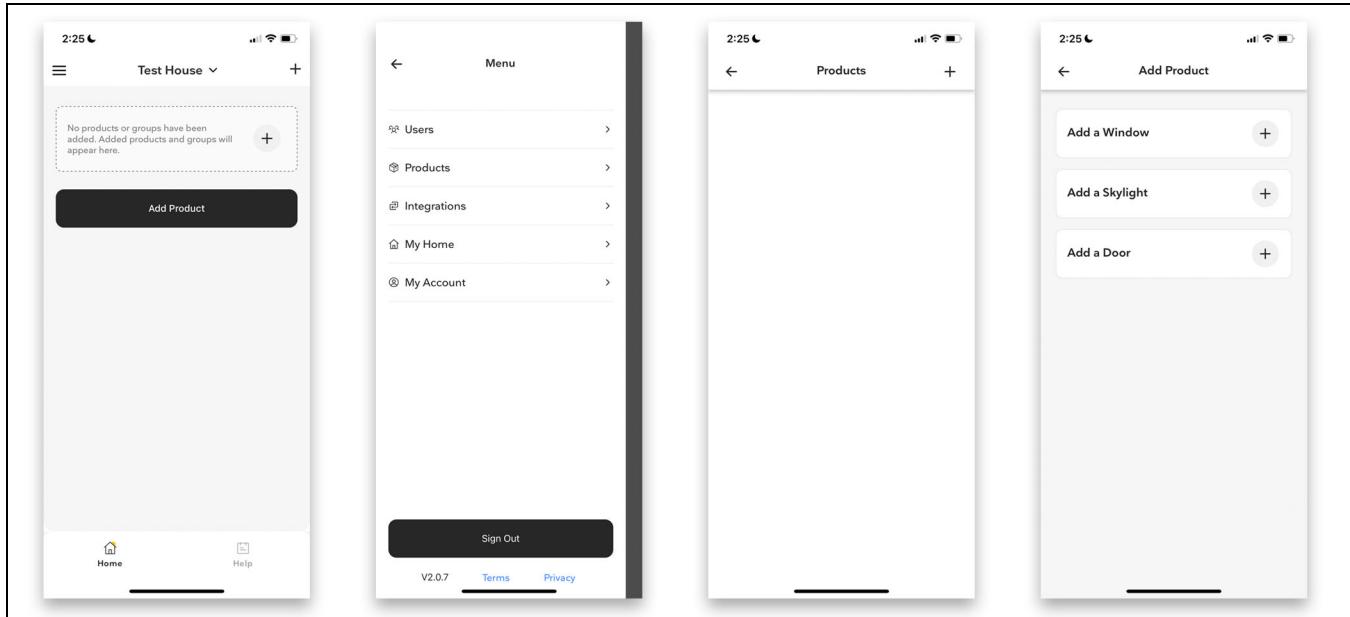


Figure 7

2. When the skylight is in pairing mode, click on the product displayed under 'Products Found.' Confirm the pairing request. Name the skylight and continue following the setup steps in the app (continue to [step 3 on page 12](#)).

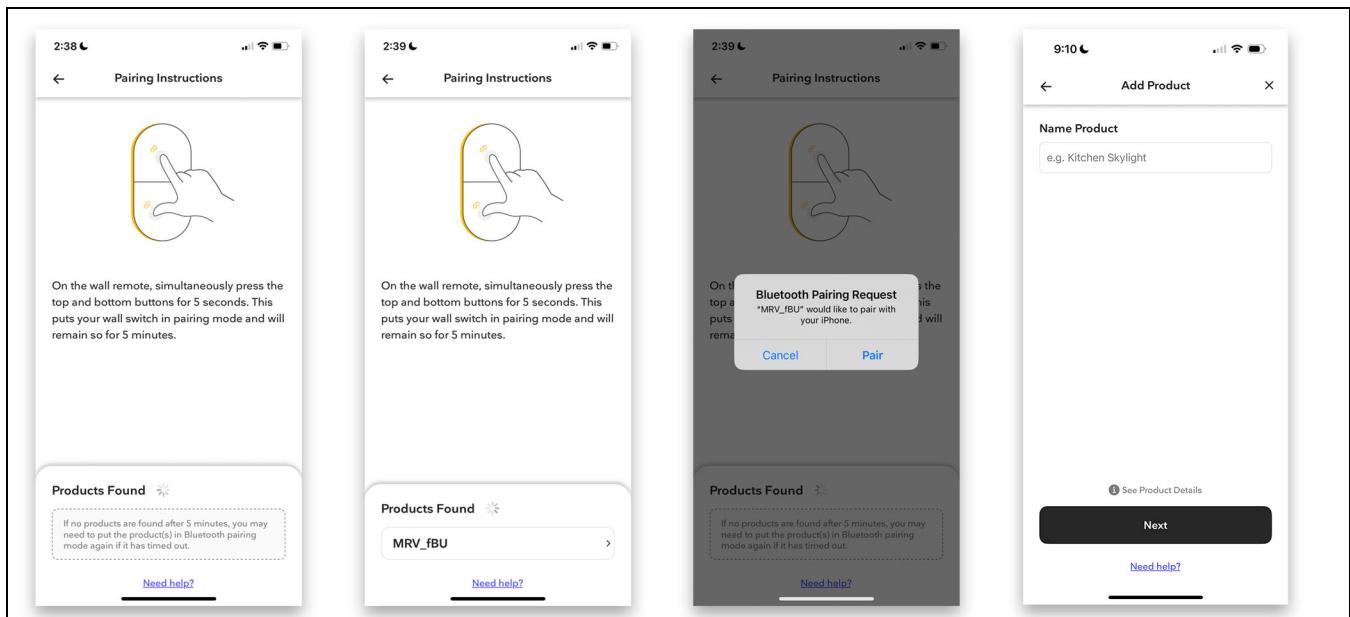


Figure 8

3. As part of the onboarding process, the Internet connection of the skylight will be tested. Once the connectivity test is complete, there will be a success message stating the skylight has connected to the Internet. If there is an error message, try again, or contact support.

Using Wall Switches

Wall switches may be used to control Awaken skylight airflow, lights, and shades.

1. One button press up on a remote will turn on lights, close shades, or open the skylight, depending on that remote's capabilities.
2. One press down will do the inverse of that action – lights will turn off, shades will open, skylights will close.
3. Pressing and holding up on a shades or lights remote will gradually turn on the lights or close the shades. When the button is released, the lights and shades will remain where they are. This enables more finite control of lights or shades states.
4. Pressing and holding down will do the inverse of that action – lights will gradually turn off and shades will gradually open. Releasing the button will stop the lights and shades in the state they are currently in.

NOTE: A single wall switch may be paired to multiple skylights. This enables group control.

NOTE: Pressing up or down on a wall switch while lights are transitioning or shades are moving will stop the lights and shades in their current state.

Pairing a Wall Switch with the Control Board

1. Remove the LH (Left Hand from exterior) jamb cover.



Hint

Venting units have two small holes toward the bottom of that jamb cover. The inner-most hole has a button in it that can be pressed with a paperclip and that will put the unit into pairing mode. In rare cases that button may be located in the outer-most hole so if no button can be felt in one access hole, try the other.

2. Press the red button on the control board, unit will beep once.
3. Remove the battery cover from the wall switch and press the black "pair" button.
4. The unit will produce 2 beeps on successful pair. 3 beeps indicates an un-pair. Repeat all steps again to re-pair.

Pairing Additional Wall Switches

This is for pairing additional wall switches from an already paired switch.

1. On the paired wall switch, press and hold the top and bottom buttons for about 6 seconds until the Awaken beeps.
2. On the non-paired wall switch, remove the battery cover. Then press the black "pair" button.
3. The unit will produce 2 beeps on a successful pair. 3 beeps indicates an un-pair. Repeat all steps to re-pair.

How Rain Detection Works

When an Awaken skylight detects rain or moisture on the rain sensor, the skylight will automatically close. If push notifications are enabled for the Marvin Home app on your phone, you will receive a push notification when this occurs. Not all units will sense rain at the same time, so it is not unusual for multiple units to close at various times.

Power Loss

When the line power to a venting Awaken skylight is lost, the skylight will automatically close if it is connected to a super capacitor. No notifications are sent for skylight power loss.

Awaken Remote Wall Switch LED Guide

- **No Lights when Button Pressed:** Dead, backwards, or no battery.
- **Top and Bottom LED Blink:** Signal sent but switch did not get confirmation back from Awaken. Move closer to the unit or pair/re-pair the switch.
- **Red LED:** Low battery, replace (CR2450)

Air Algorithm

Marvin Connected Home Awaken skylights are included in the Air Algorithm, when enabled, in the Marvin Home app. At least once per hour, the Air Algorithm checks the weather conditions of the zip code set for your home and compares this data with the preferences set for the home in the Automations tab of the app. If outdoor weather in your home's location meets the conditions set to open or close, a command will be sent to the skylight to do so. If you have push notifications enabled for the Marvin Home app, you will receive a push notification when an open or close event occurs. To enable or disable the Air Algorithm, toggle the 'Auto air' switch on the home screen.

Cloud Connectivity

You are not required to connect your Marvin Connected Home Awaken skylight to the internet or the Marvin Home app, but it is highly recommended. You may choose to control your skylight solely by wall switches. However, Alexa integrations will not be possible without internet connectivity and the Marvin Home app. Additionally, you will not be able to receive firmware updates for your skylight if it is not connected to the internet. Skylight lights LED color control is also not possible without internet connectivity and the Marvin Home app.

IMPORTANT

Verify outbound TCP port 8883 is open. Ensure the port isn't being blocked by your router or a firewall product. If this port is not open, the skylight will be unable to establish a connection with the Marvin cloud and app controls and configurations will not be possible.

Ethernet

Awaken skylights are not compatible with Ethernet. They can only connect to the internet via 2.4 GHz Wi-Fi. If static IP setup is desired, it must be configured through your router. This is not configurable in the Marvin Home app.

CLiC™ Multi Channel Controller (HC-108) User Guide

How to Onboard Privacy Glass

1. To add privacy glass to your home in the Marvin Home app, navigate to the Products screen in the menu, and press the plus in the top right corner of the screen.
2. Select 'Add Privacy Glass' to view the setup instructions. Continue and scan the QR code or enter the device ID of the CLiC Multi Channel Controller.
3. Select the channel the pane of glass being onboarded is wired up to, name the privacy glass, and continue following the setup steps in the app.

4. As part of the onboarding process, the internet connection of the CLiC Multi Channel Controller will be tested. Once the connectivity test is complete, there will be a success message stating that the privacy glass has connected to the internet and has been added to the home. If there is an error message, check the ethernet connection between the controller and router and try again. If error persists, please contact support.

NOTE: The CLiC Multi Channel Controller's device ID is located on the label to the side of the touchscreen. If the label is damaged or illegible, contact support.

Dry Contacts

Privacy glass can be controlled by dry contact switches wired up to the CLiC Multi Channel Controller.

Power Loss

If the privacy glass controller loses power, the privacy glass will turn frosted, and the app will show the privacy glass is offline within 30 minutes

Cloud Connectivity

You are not required to connect your CLiC Multi Channel Controller to the internet or the Marvin Home app, but it is highly recommended. You may choose to control your privacy glass solely by dry contacts. Additionally, you will not be able to receive firmware updates for your controller if it's not connected to the internet.

The network settings of the CLiC Multi Channel Controller can be configured on the 'Settings' screen of the touch-screen. Network settings cannot be configured in the Marvin Home app.

Verify that outbound TCP port 8883 is open. Ensure the port isn't blocked by your router or a firewall product. If this port is not open, the controller will not be able to establish a connection with the Marvin cloud, and app controls and configurations will not be possible.

Error State

When privacy glass is in error state, there is an error with the controller or a specific channel of the controller. The CLiC Multi Channel Controller touch screen will indicate when there is an error present. Privacy glass control via the app will not be possible when the product is in error state. As long as a connection is maintained between the controller and the cloud, the app will still report the correct frosted or clear status of the privacy glass while the controller is in error state.

NOTE: There is no indication in the app when privacy glass is in error state.

Global Override

The CLiC Multi Channel Controller has a global override contact which, when enabled, will transition all enabled channels to the preset state. This command will override all other command inputs.

As long as a connection is maintained between the controller and the cloud, the app will still report the correct frosted or clear status of the privacy glass while in a global override state.

Global override may be set up in a home as an “away mode” or for assured privacy, as it cannot be overridden by other inputs.

NOTE: There is no indication in the app when privacy glass is in a global override state.

Local Lockout

Each channel of the CLiC Multi Channel Controller may be put into a local lockout state which forces the channel into the frosted state. The only command that can override local lockout state is a global override command.

As long as a connection is maintained between the controller and the cloud, the app will still report the frosted status of the privacy glass while in a local lockout state.

Local lockout may be set up in a home as an “away mode” or for assured privacy, as it cannot be overridden by any inputs other than global override.

NOTE: There is no indication in the app when privacy glass is in a local lockout state.

Automated Casement and Awning Troubleshooting Instructions

IMPORTANT

Ensure all Marvin Connected Home products are on the latest firmware before attempting any additional troubleshooting steps. The latest features and functionality may only be available on the most recent firmware version. To update a product's firmware, locate the firmware updates troubleshooting instructions for the product in the document below.

Window Pairing Mode

1. To put the window in pairing mode, use the on-unit control. Press the pinhole on the on-unit control for one second, then you should hear a beep.

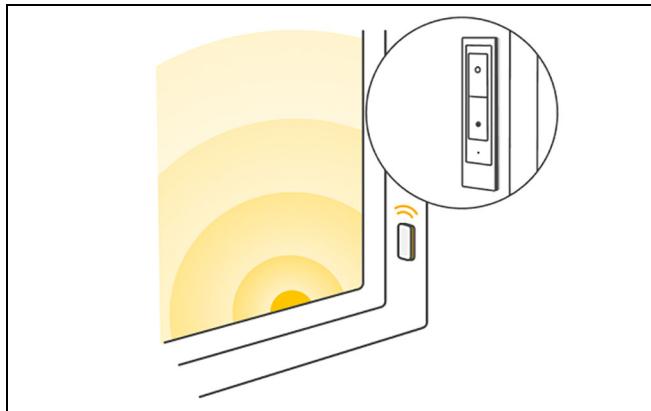


Figure 9

NOTE: After successful pairing, you should hear a beep and the LED will blink green two times. When in pairing mode, the LED colors will alternate between white and blue.

NOTE: Windows will remain in pairing mode for 5 minutes or until a device pairs to it.

Window Reset

1. To restore network configurations to their default settings, press and hold the on-unit control pinhole for 8 seconds.

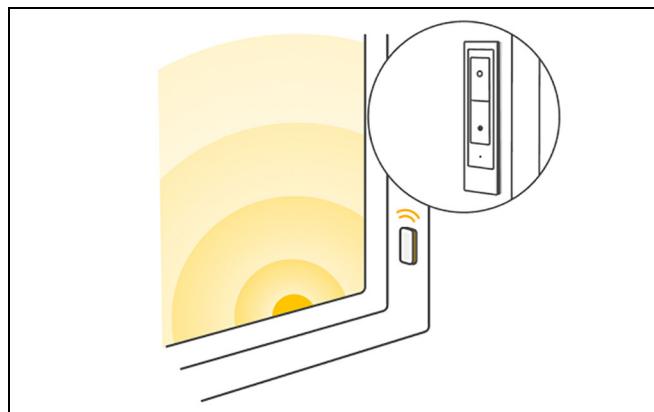


Figure 10

2. There will be 3 beeps when the reset begins. The window may reboot as part of the reset process.

Window Reboot

1. Reboot the unit with the on-unit control. A reboot may fix many issues including internet connectivity problems.

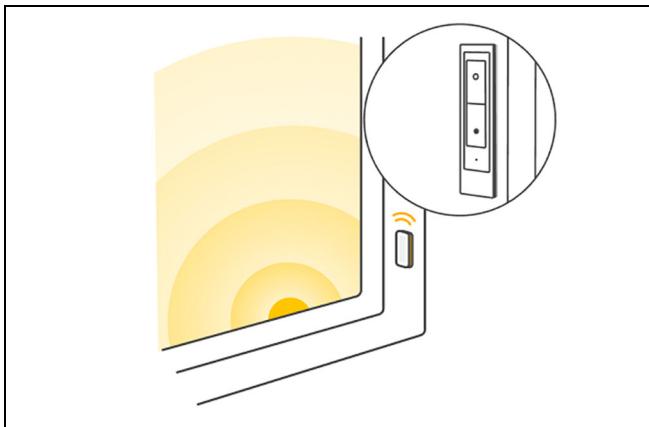


Figure 11

2. Press the top button three times, then the bottom button three times within 8 seconds. The window will beep once prior to rebooting. There will be a pause for a couple seconds, and then the reboot will begin.

NOTE: Press buttons in a consistent cadence about one press per second. Multiple attempts may be needed. Try slightly faster or slower cadences.

- You will hear 4 beeps after pressing the buttons if a successful reboot is achieved.
- The lock motor will re-home after a successful reboot. You may hear the lock motor actuating.



Tip

Alternative way to reboot: If the device is connected to the internet, the reboot command may be sent from the Product Detail screen in the app for the product.

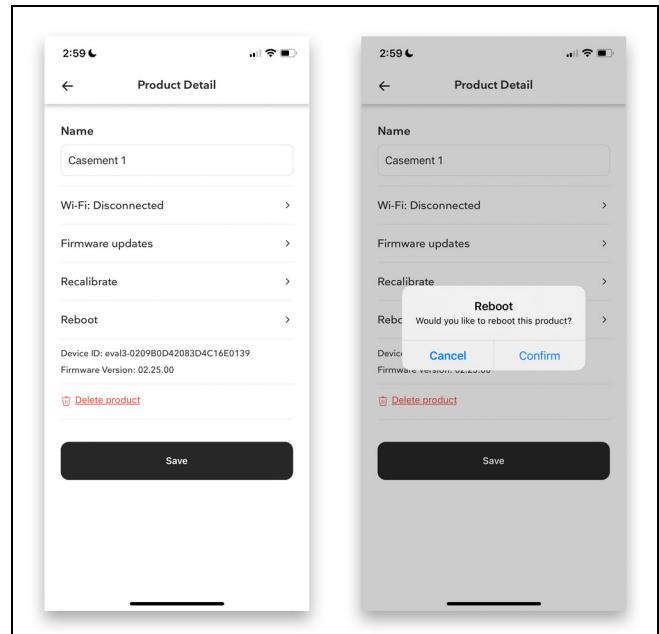


Figure 12

Window Recalibration

1. Press the bottom button and pinhole once for about one second.

- After the buttons are pressed, the on-unit control LED alternate red and green if successful. Then, the lock will begin moving, followed by the sash.
- Pinch detection is less sensitive during calibration.



Tip

Alternative way to recalibrate: If the device is connected to the internet, the reboot command may be sent from the Product Detail screen in the app for the product.

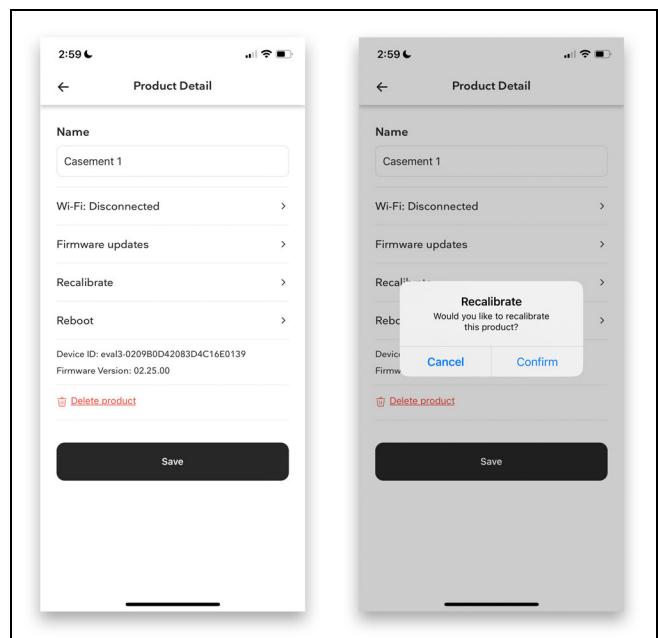


Figure 13

Window Firmware Updates

1. To update firmware from the Marvin Home app, navigate to the Product Detail screen for the window, tap the 'Firmware updates' button, tap the 'Update Firmware' button, and confirm.

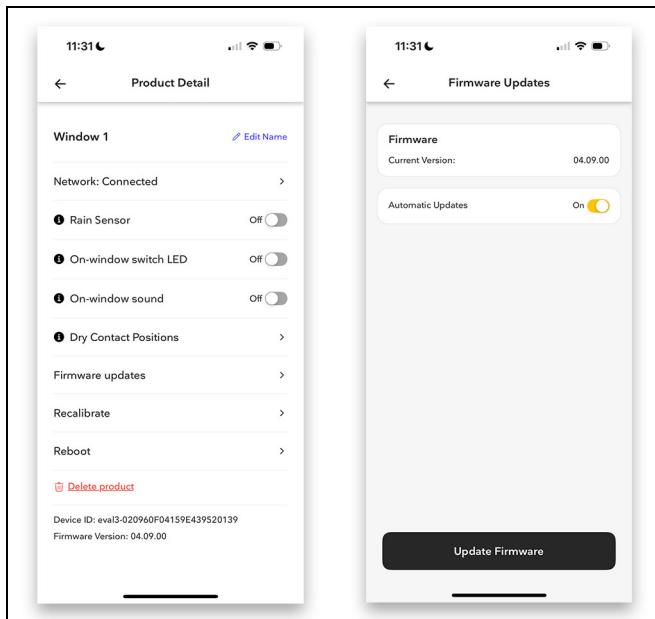


Figure 14

2. After the update request is sent, the on-unit control LED may blink green and there will be two short beeps.

3. The update may take 2-3 minutes to complete. During the update, the window will only be manually operable, and the on-unit control LED may blink green.

4. When the update is complete, the LED may turn solid green for 3 seconds. The lock will cycle, and the LED will pulse yellow. Verify the firmware version listed on the Product Detail screen of the app has updated. If the firmware version did not update, try again or contact support.



Tip

Alternative way to recalibrate: If the device is connected to the internet, the recalibrate command may be sent from the Product Detail screen in the app for the product.

NOTE: If automatic updates are enabled for a window, the firmware will automatically update when new firmware becomes available. This setting can be configured on the Firmware Updates screen in the Marvin Home app.

Reconnect to the Internet

1. Navigate to the Products screen in the menu and select the window you would like to reconnect to the internet.

2. Press 'Network: Disconnected'.

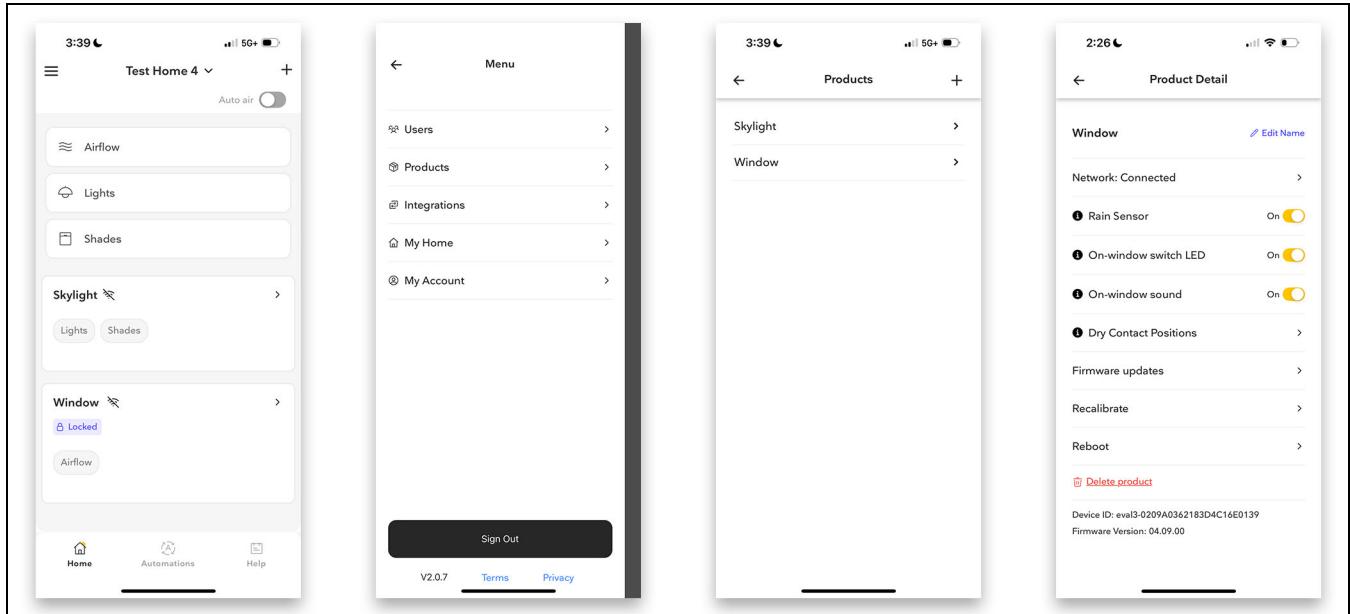


Figure 15

3. Press 'Update Network Settings'.
4. Put the window into pairing mode and pair with it.
5. Choose between Wi-Fi or Ethernet configuration (if applicable). Press the update settings button for the chosen connectivity method.
6. Choose Quick or Advanced setup, enter the required credentials, and press 'Test Connection'.

NOTE: Once the connectivity test is complete, there will be a success message stating the window has re-connected. If there is an error message, try again, or contact support.

Multi-Slide Door (MSD) Troubleshooting Instructions

IMPORTANT

Ensure all Marvin Connected Home products are on the latest firmware before attempting any additional troubleshooting steps. The latest features and functionality may only be available on the most recent firmware version. To update a product's firmware, locate the firmware updates troubleshooting instructions for the product in the document below.

Door Pairing Mode

To put the door in pairing mode, use the physical touchscreen controller.

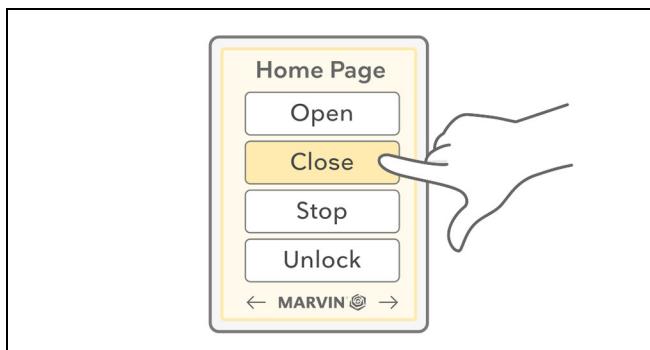


Figure 16

1. Start with the door closed and magnetically locked.
2. Unlock, then close the door three times (3X) within 10 seconds.

Door Reboot

To reboot the door, use the physical touchscreen controller.

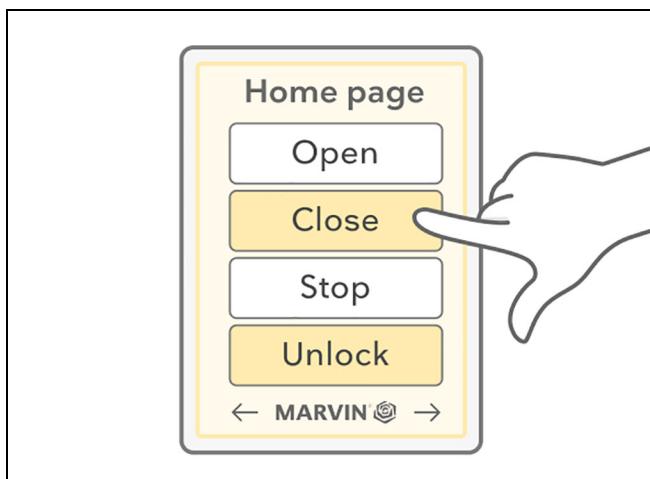


Figure 17

1. Start with the door closed and magnetically locked.

2. Unlock, then close the door six times (6X) within 10 seconds.



An alternative way to reboot: turn off the power on the control box using the red and green switches.

Door Firmware Updates

1. To update firmware from the Marvin Home app, navigate to the Product Detail screen for the door, tap the 'Firmware updates' button, tap the 'Update Firmware' button, and confirm.

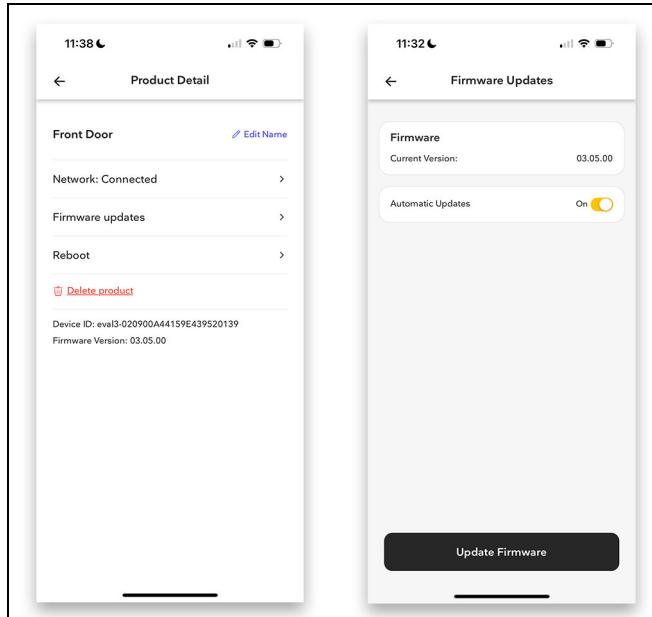


Figure 18

2. After the update request is sent, there will be two short beeps.
3. The update may take 2-3 minutes to complete. During the update, the door will only be manually operable.
4. After a couple minutes, verify the firmware version listed on the Product Detail screen of the app has updated. If the firmware version did not update, try again or contact support.

NOTE: *If automatic updates are enabled for a door, the firmware will automatically update when new firmware becomes available. This setting can be configured on the Firmware Updates screen in the Marvin Home app.*

Reconnect to the Internet

1. Navigate to the Products screen in the menu and select the door you would like to reconnect to the internet.

2. Press 'Network: Disconnected'.

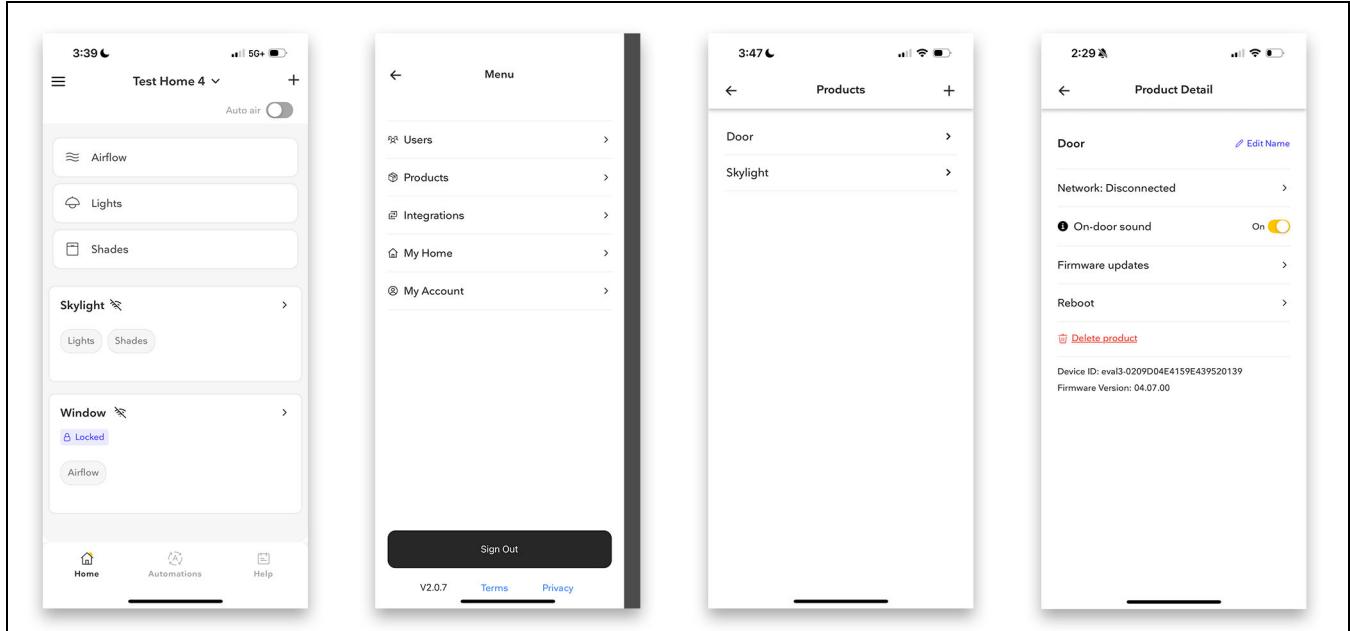


Figure 19

3. Press 'Update Network Settings'.
4. Put the door into pairing mode and pair with it.
5. Choose between Wi-Fi or Ethernet configuration (if applicable). Press the update settings button for the chosen connectivity method.
6. Choose Quick or Advanced setup, enter the required credentials, and press 'Test Connection'.

NOTE: Once the connectivity test is complete, there will be a success message stating the door has reconnected. If there is an error message, try again, or contact support.

Awaken Troubleshooting Instructions

Awaken Skylight Pairing Mode

1. Use the wall switch to put the Awaken Skylight into pairing mode.
2. Simultaneously press the top and bottom buttons for 6 seconds or until the skylight beeps.

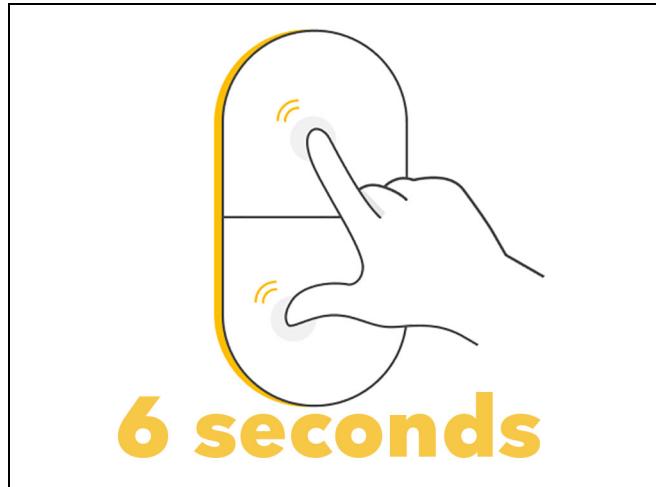


Figure 20

Awaken Skylight Reboot



Tip

This procedure will reboot the control board and often solves internet connectivity problems.

1. Ensure the remote you're about to use for reboot is paired to the unit. A switch paired to multiple Awakens will reboot all units.
2. Press up three times (3x) and then down three times (3x) at a cadence of one press per second. A successful reboot will result in 4 beeps from the Awaken control board. Multiple attempts needed to reboot is not unusual, try slightly increasing or decreasing the rate of button presses.



Figure 21

NOTE: If the Awaken is equipped with LEDs, turn on the LEDs before rebooting. As an indication of success, LEDs will turn off quickly upon rebooting.

IMPORTANT

Multiple attempts may be needed, try slightly faster or slower cadences. All units paired to that switch which receive the signal will reboot.

Reconnect to the Internet

1. Navigate to the Products screen in the menu and select the skylight you would like to reconnect to the internet.
2. Press 'Network: Disconnected'.
3. Press 'Update Network Settings'.

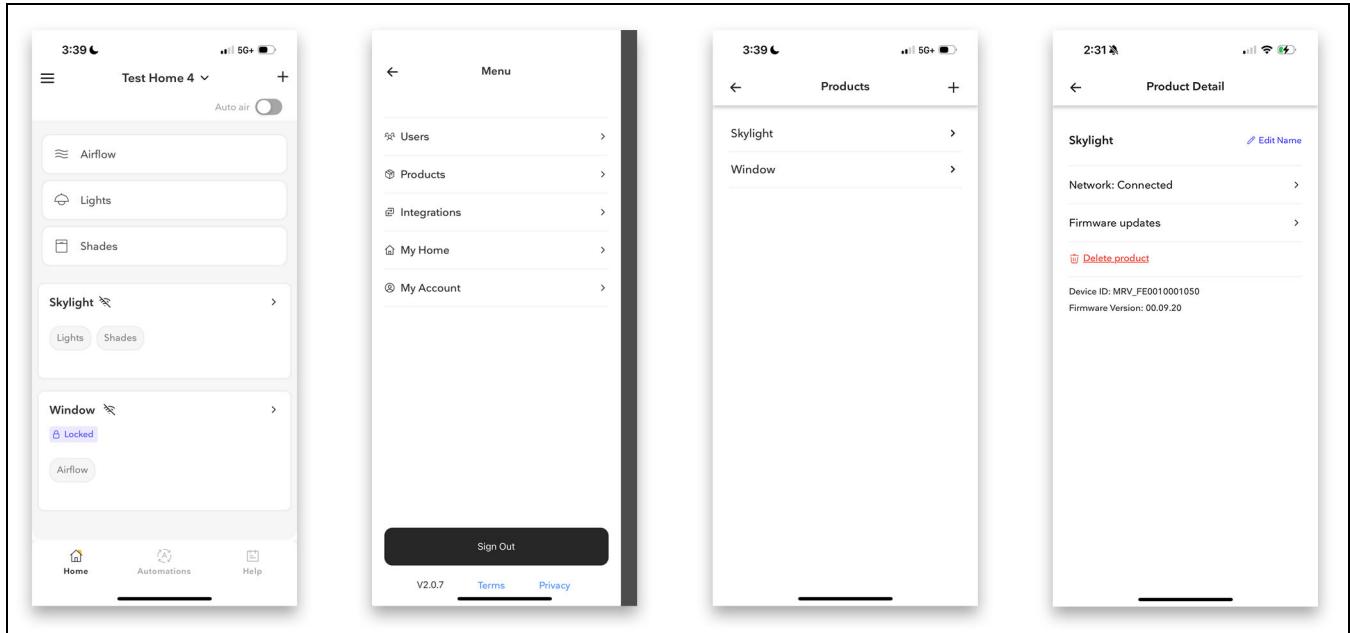


Figure 22

4. Put the skylight into pairing mode and pair with it.
5. Press 'Update Wi-Fi Settings'.
6. Choose Quick setup, enter Wi-Fi credentials, and press 'Test Connection'.

NOTE: Once the connectivity test is complete, there will be a success message stating the skylight has re-connected. If there is an error message, try again, or contact support.

CLiC™ Multi Channel Controller (HC-108) Troubleshooting Instructions

Lost Connectivity

If your privacy glass is appearing as offline in the Marvin Home app:

- Validate that the controller has power, and the ethernet cable is plugged in.
- Validate that the router is connected to the internet.
- Validate that the IP address for the privacy glass controller is not already in use.
- Contact Marvin support if the issue persists.

Privacy Glass Unresponsive to App Commands

If your privacy glass is not changing state due to commands sent in the Marvin Home app:

- Validate that the privacy glass is online in the Marvin Home app. If not, refer to the [Lost Connectivity](#) section of the user guide.
- Validate that global override is not enabled for the CLiC Multi Channel Controller. If it is, disable the [Global Override](#).
- Validate that local lockout is not enabled for any channels on the controller. If it is, disable the [Local Lockout](#).
- Validate that the controller nor any of its channels are in [Error State](#). If they are, contact Marvin support to resolve the issue.
- If the privacy glass is online and not in any of the above states, contact Marvin support.

Alexa User Guide

IMPORTANT

Alexa integrations support the control of Awaken Skylights, Automated Awning and Casement Windows, and Automated Multi-Slide Doors present in the Marvin Home app. Privacy glass does not integrate with Alexa.

Example Voice Commands

Awaken Airflow Commands

- Alexa, open [Skylight Name].
- Alexa, close [Skylight Name].

Awaken Shades Commands

- Alexa, open [Skylight Name] shades.
- Alexa, close [Skylight Name] shades.
- Alexa, open/close/set [Skylight Name] shades to x%.

Awaken Light Commands

- Alexa, turn on [Skylight Name] lights.
- Alexa, turn off [Skylight Name] lights.
- Alexa, set [Skylight Name] lights to x%.
- Alexa, set [Skylight Name] lights to cool/warm/2500.

Window Airflow Commands

- Alexa, open [Window Name].
- Alexa, close [Window Name].
- Alexa, open/close/set [Window Name] to x%

Door Panel Commands

- Alexa, open [Door Name] panels.
- Alexa, close [Door Name] panels.
- Alexa, stop [Door Name] panels.

NOTE: Alexa will only open the door if its already unlocked. If it is still locked Alexa will respond with "Okay" but will not open the door.

Door Lock Commands

- Alexa, unlock [Door Name] lock.

NOTE: You need to enable "unlock by voice" before this can be accomplished. Alexa will prompt you to set it up if you have not yet done so. If it has been set up, Alexa will respond by asking for your code. If the code is incorrect, Alexa will let you know and keep the door locked. Lock command is not supported.

Group Commands

- These are the same as individual product commands, but replace the product name with the group name.
- Doors cannot be included in groups.
- Groups can be created or augmented before or after the Alexa integration is set up. If groups are created, removed, or changed after the integration, you must tell Alexa to discover products again, or Alexa will be unaware of the new group configuration, and the commands may fail.

Whole Home Commands

These are the same as individual product commands, but replace the product name with the home name. There are a few new commands that work for whole home listed below.

- Alexa, open all my windows.
- Alexa, close all my windows.
- Alexa, open all my shades.
- Alexa, close all my shades.
- Alexa, turn on all my lights.
- Alexa, turn off all my lights.

NOTE: Doors are not included in whole home commands.