Marvin Connected Home
User Guide and Troubleshooting Instructions

How to Use this Guide
Marvin Connected Home includes Modern Automated Awning and Casement Windows, Awaken Skylights and the Modern Automated Multi-Slide Door. This Guide provides:

- Illustrations and diagrams to help you identify parts and features

- Instructions on how to set up and personalize your experience

- Step-by-step directions for completing specific actions on the app

- Troubleshooting tips

For questions on service or maintenance not covered in this manual, please contact:
support@connectedhome.marvin.com or call 888-323-7107.

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Automated Casement and Awning User Guide

How to Onboard an Automated Casement or Awning

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.

2. Select "Add a Window" to view the window pairing instructions. Follow the instructions to put the window in pairing mode.
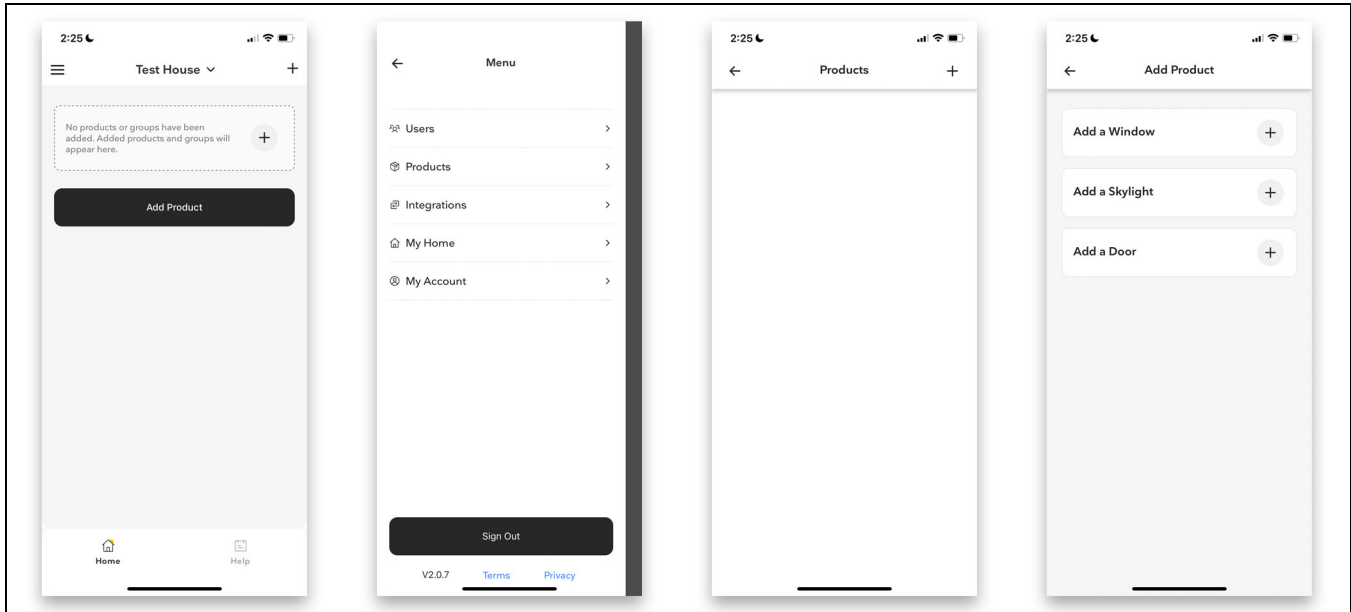

Figure 1

3. When the window is in pairing mode, click on the device displayed under 'Products Found.' Confirm the pairing request.

4. Enter Wi-Fi credentials and submit. The window will be added to your home screen and be controllable within a few minutes.
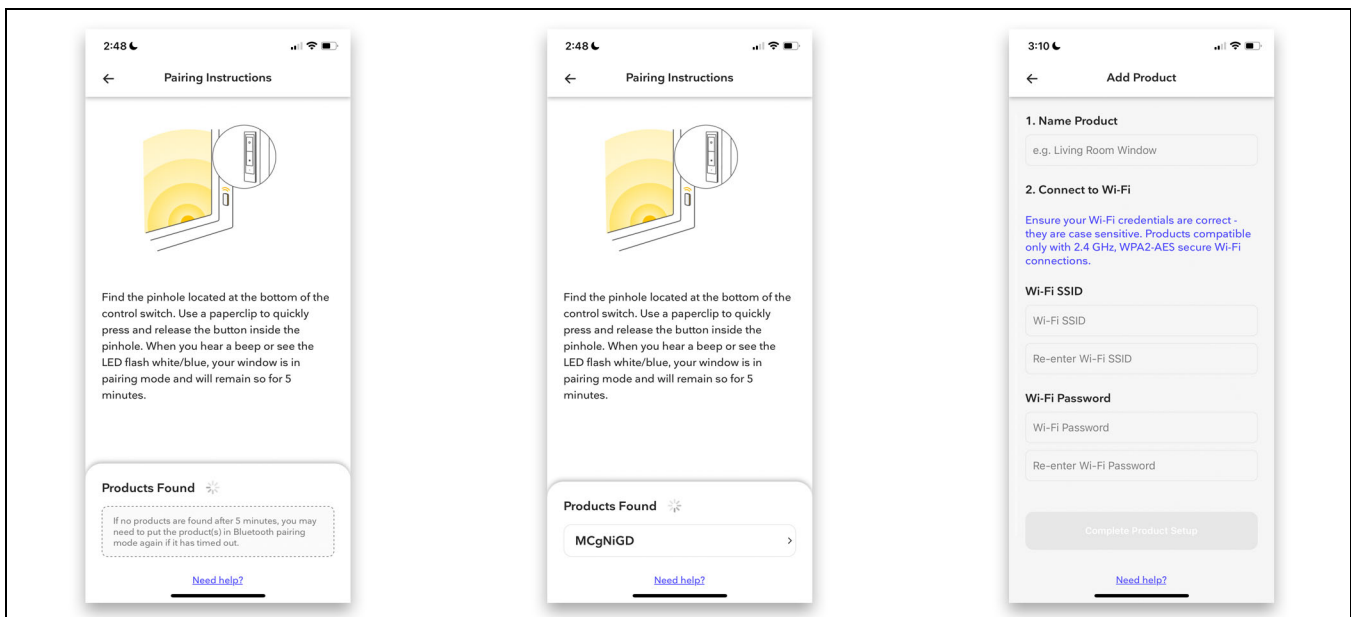

Figure 2

Instructions use On-Unit Controls

There are on unit controls on Marvin Connected Home casement and awning windows that allow open and close control.

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.

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 use the window with the Marvin Home app again, put it back into place by manually pulling the sash back

in place or use the app or on unit control to open the sash.

IMPORTANT

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

Using the Lock

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

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

1. There is a lock on Marvin Connected Home windows that may be manually locked and unlocked or may be locked and unlocked in the motorized 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 the 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.

4. If necessary, the lock actuator can be removed by unscrewing the two #2 Philips head screws seen. Once removed the lock bar can then be moved. When replacing the lock actuator, ensure the studs on the lock bar are in the same place they were when the actuator was removed. Short locks have a single stud that engages in the hole seen on the lead screw truck. Longer locks have two studs and the truck should ride between those two studs.

Rain Detection

1. Motorized casement and awning windows feature a rain sensor, which is located in the lower right or left

hand corner, beneath the "On-Unit" control.

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.

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. The detection sensitivity may vary based on the location of the obstruction.

On-Unit Switch LED Sequence Guide

Led Lights	Indication
Alternating Green and Red	Device is calibrating Lock and Sash
Pulsing White	Device is Operating Lock and Sash
Alternating Blue and White	Pairing Mode
Blinking Green (2X)	Successful Bluetooth Pair
Pulsing Blue Dimly	Rain Detected
Blinking Red (3X)	Obstruction Detected
Solid Red	Powering from Super Cap*
*This occurs to signify that the line power is out or disconnected from the unit, so it is sourcing from the backup super-capacitor.	

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 windows 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 it 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 it will move at a slower speed.

Cloud Connectivity

You are not required to connect your Marvin Connected Home Casement or Awning window to Wi-Fi 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, Control4, Crestron Home, and Alexa integrations will not be possible without Wi-Fi 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 Wi-Fi. The window will remain on the same firmware version and will not receive new feature functionality or other improvements.

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.
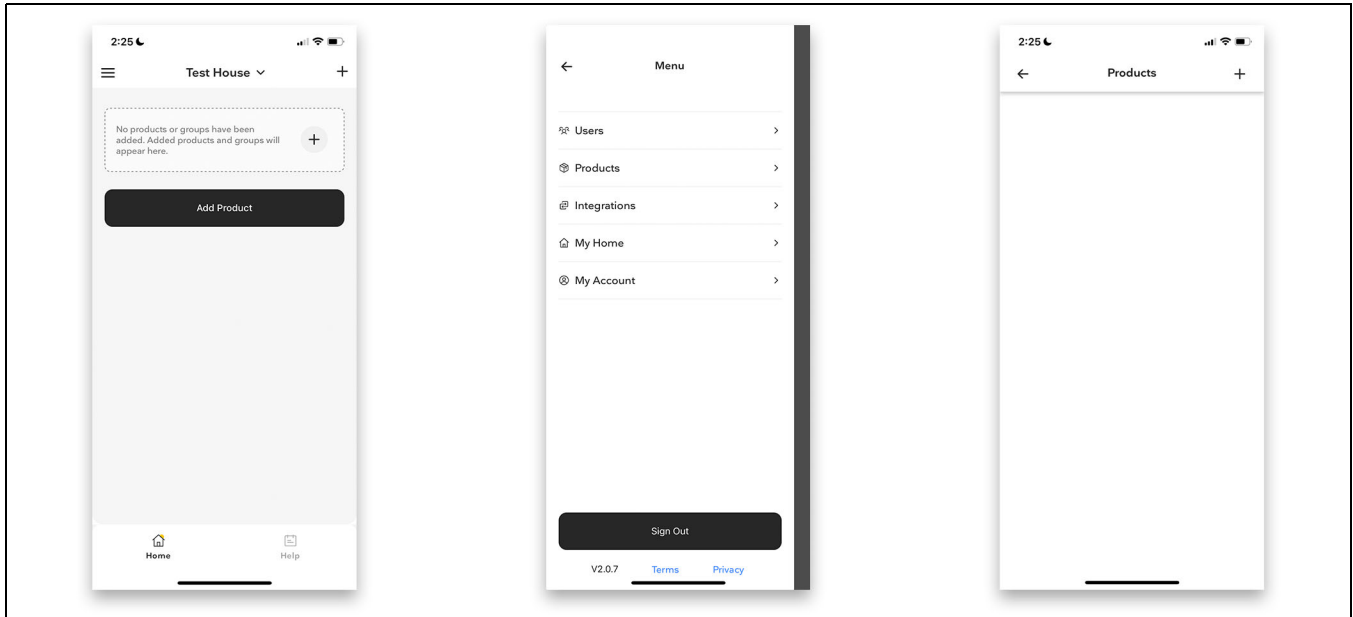

Figure 3

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. Enter Wi-Fi credentials and submit. The door will be added to your home screen and be controllable within a few minutes.
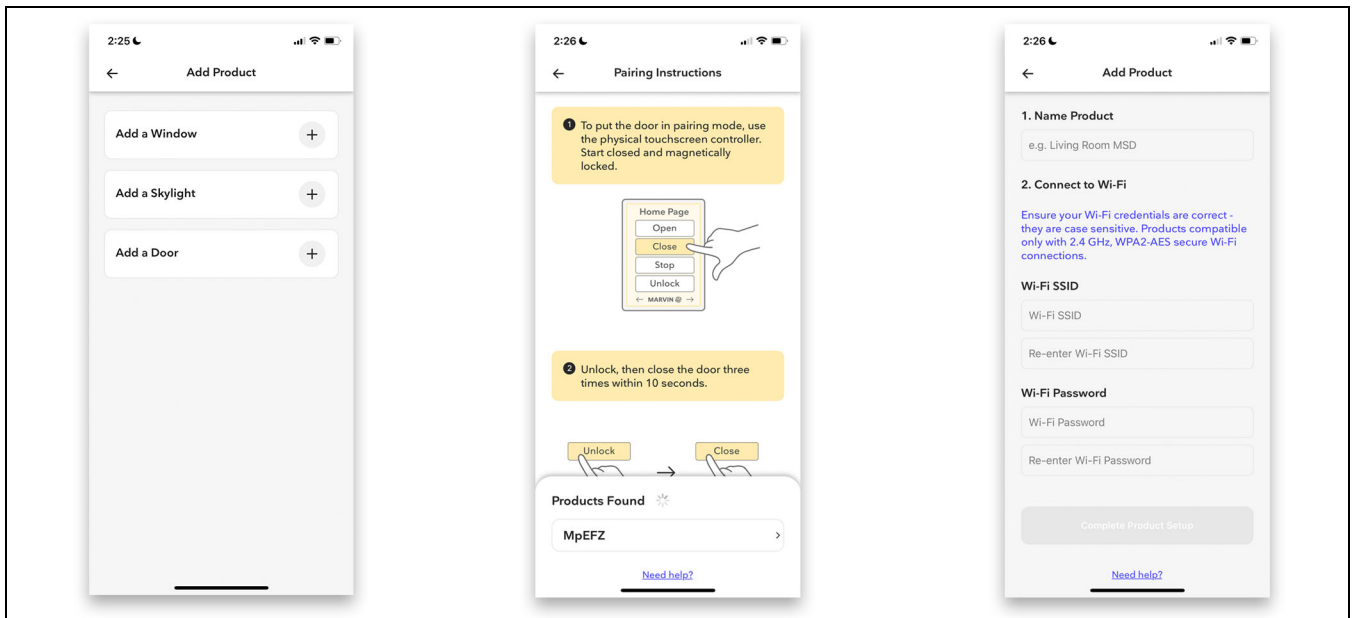

Figure 4

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.
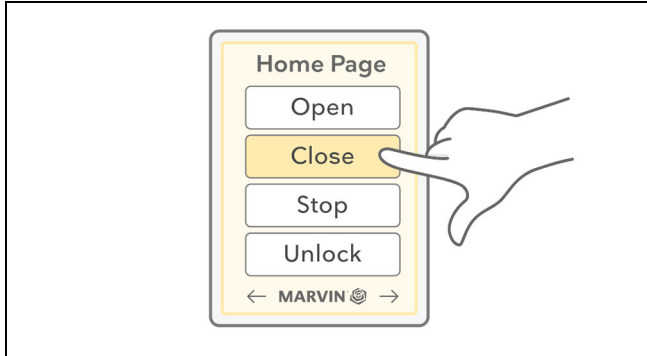

Figure 5

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.

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 Casement or Awning window to Wi-Fi 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, Control4, Crestron Home, and Alexa integrations will not be possible without Wi-Fi 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 Wi-Fi. The window will remain on the same firmware version and will not receive new feature functionality or other improvements.

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.
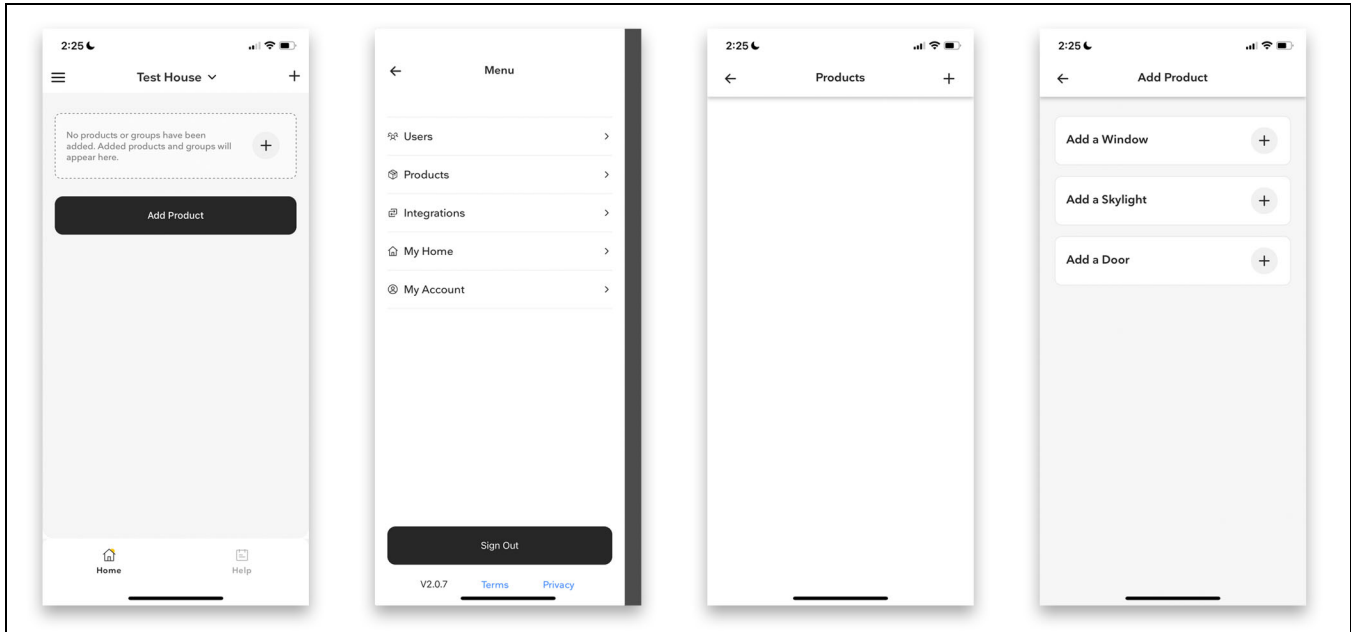

Figure 6

2. When the skylight is in pairing mode, click on the product displayed under 'Products Found.' Confirm the pairing request. Enter Wi-Fi credentials and submit. The skylight will be added to your home screen and be controllable within a few minutes. LEDs on the top half of the remote will animate up or down to show an approximate level or position for that feature.
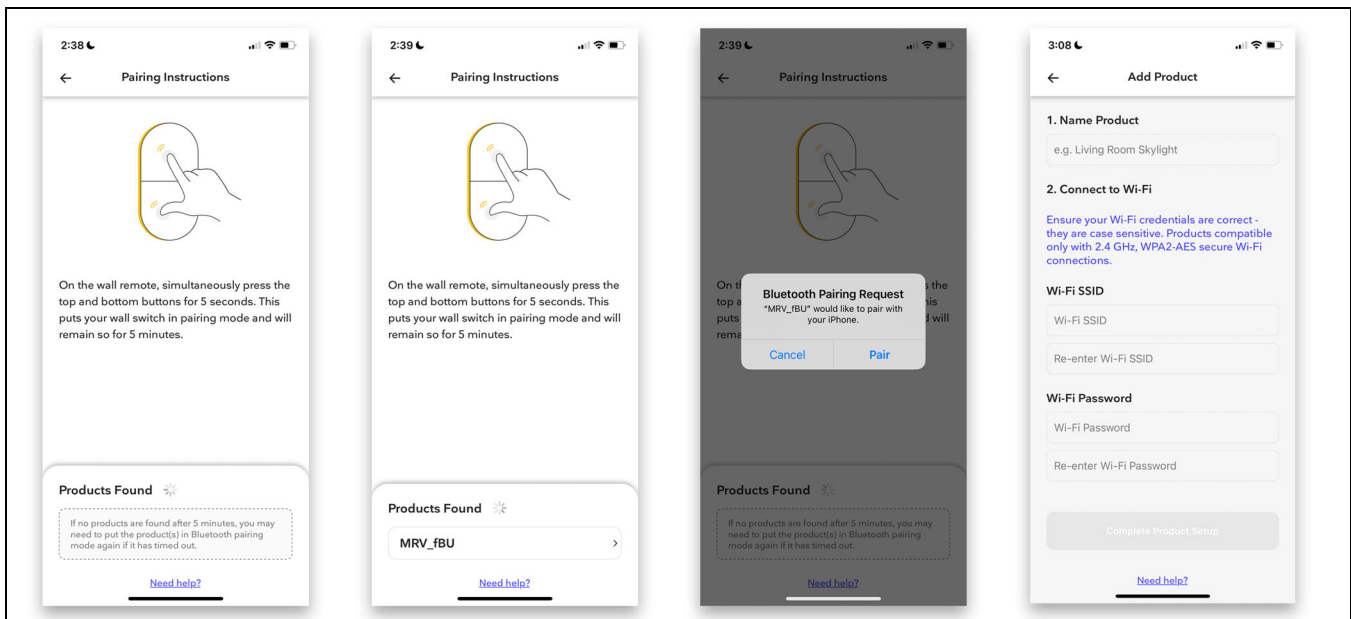

Figure 7

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.

Pairing a Wall Switch with the Control Board

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

○ **H i n t**

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.

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 Wi-Fi or the Marvin Home app, but it is highly recommended. You may choose to control your skylight solely by wall switches. However, Control4 and Crestron Home and Alexa integrations will not be possible without Wi-Fi 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 Wi-Fi. The skylight will remain on the same firmware version and will not receive new feature functionality or other improvements

Automated Casement and Awning Troubleshooting

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.
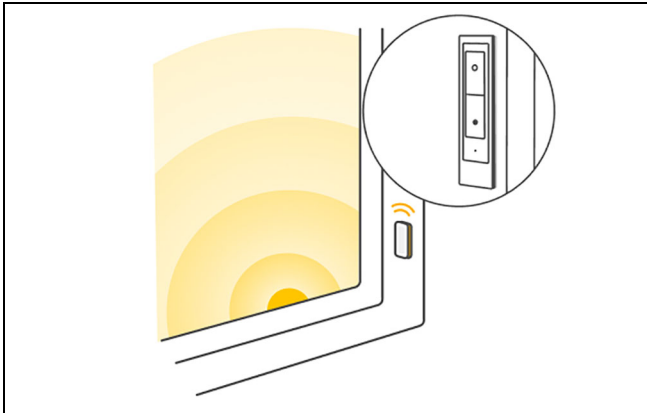

Figure 8

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 Reboot

1. Reboot the unit with the on-unit switch. A reboot will fix many issues including Wi-Fi connectivity problems.
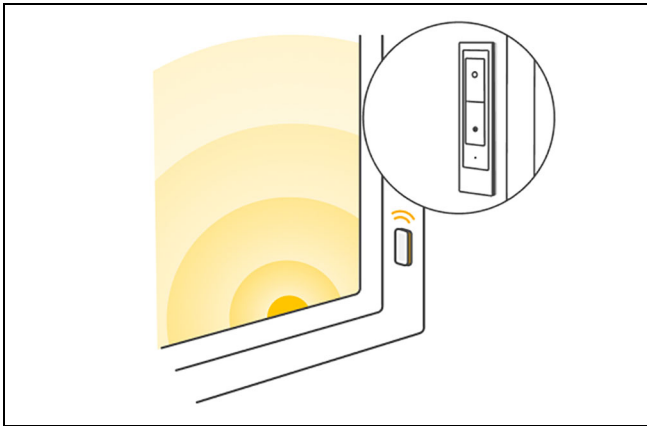
Figure 9

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.

- After rebooting, 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.

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

- You will hear 3 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 actuate.

> 💡 **T i p**

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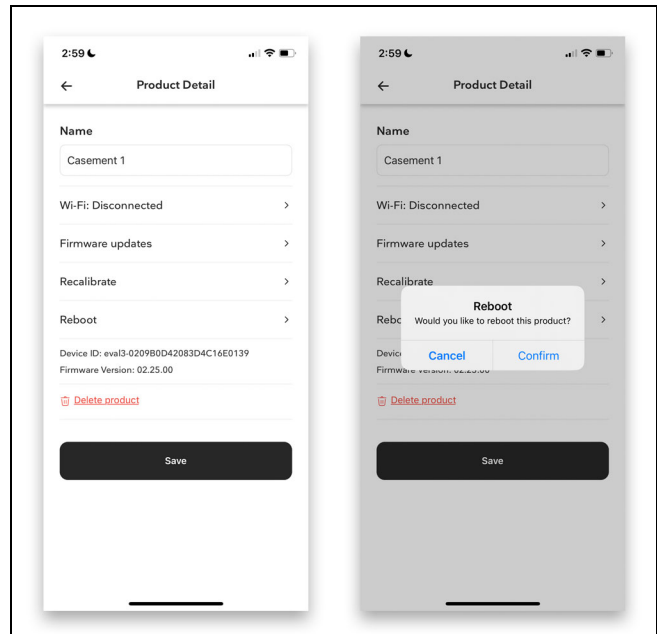

Figure 10

Window Recalibration

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

- After the buttons are pressed, the lock will begin moving, followed by the sash.

- Pinch detection is less sensitive during calibration.

💡 T i p

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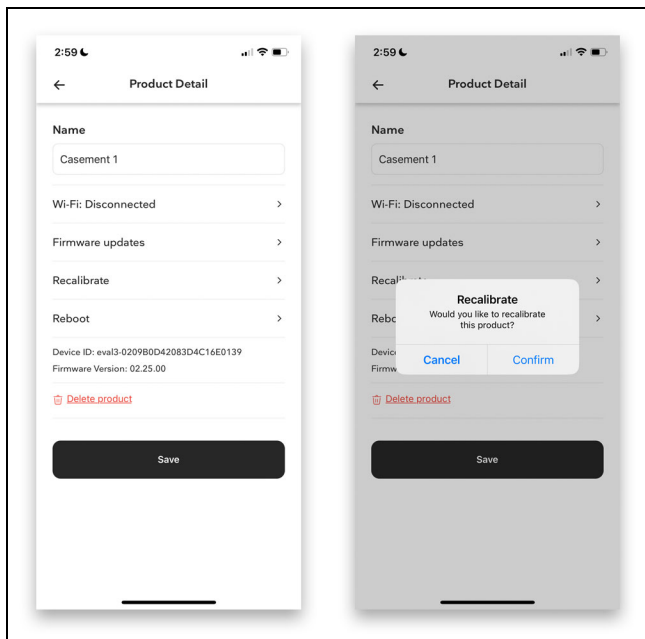

Figure 11

Reconnect to Wi-Fi

1. Navigate to the Products screen in the hamburger menu and select the window you would like to reconnect to Wi-Fi.

2. Press "Wi-Fi: Disconnected".
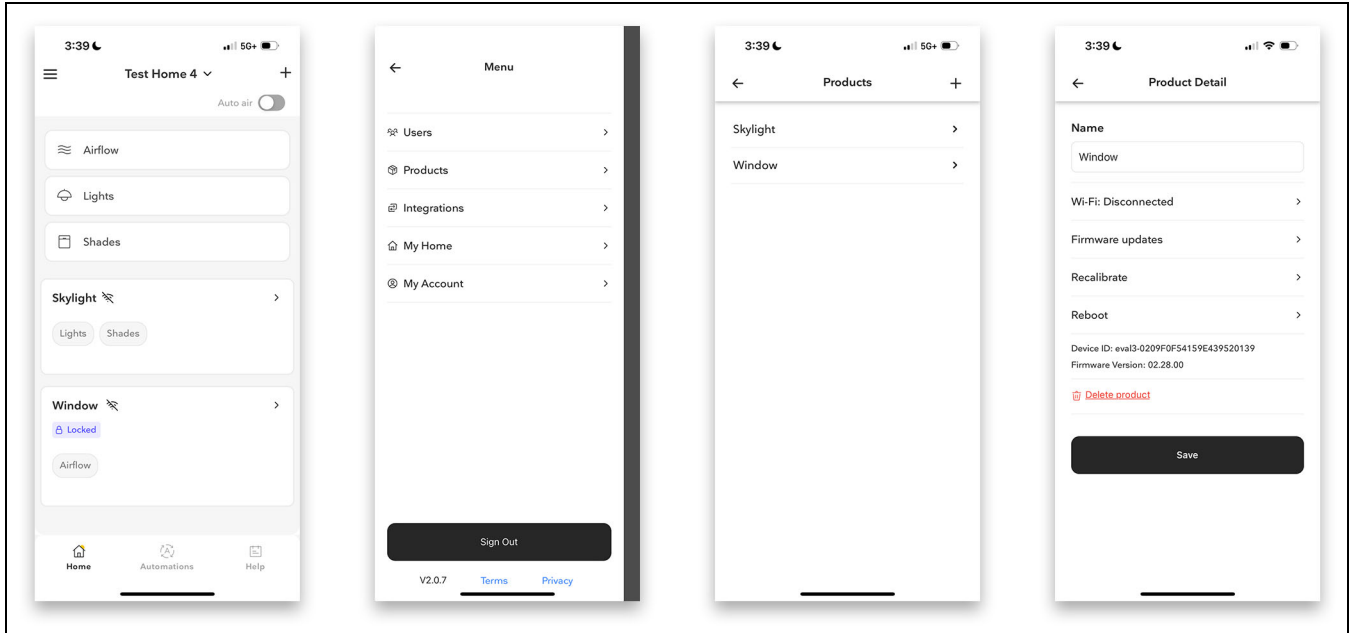
Figure 12

3. Press "Connect to New Wi-Fi".

4. Put the window into pairing mode.

5. Enter the new Wi-Fi credentials and press 'Submit'.

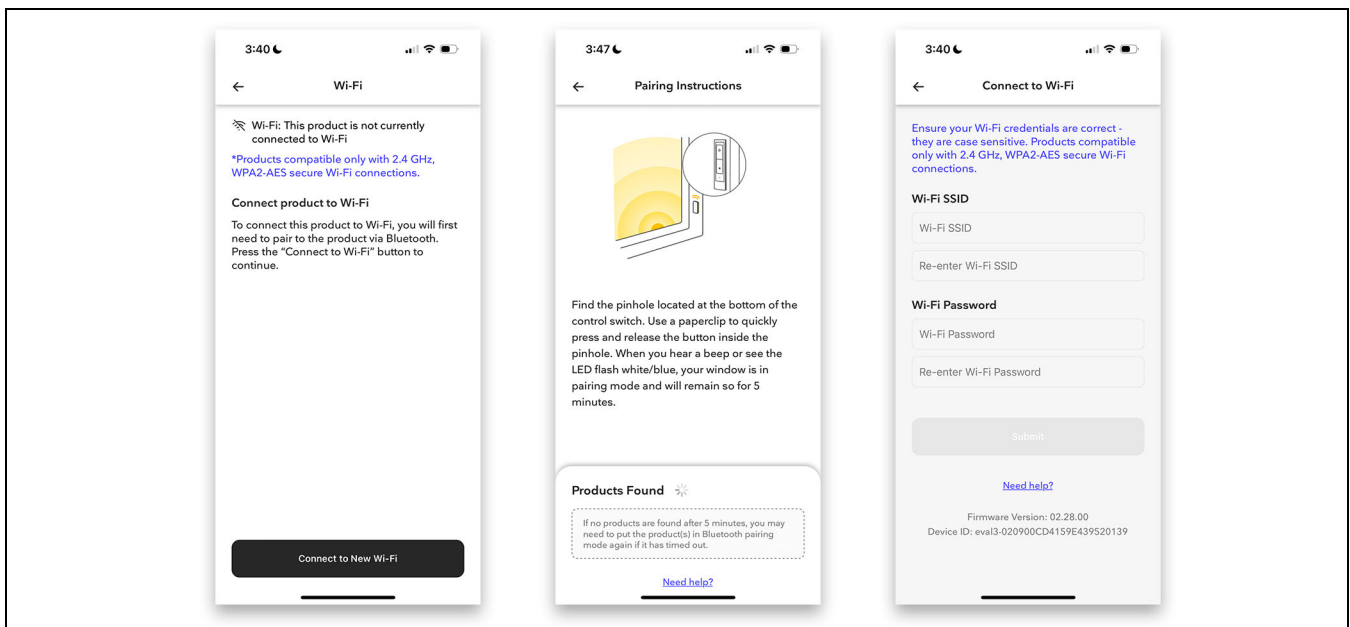*NOTE: The screen will load, and you will see a success message letting you know the door has reconnected.If you see an error message, try again, or contact support.*

Figure 13

Multi-Slide (MSD) Troubleshooting Instructions

Door Pairing Mode

To put the door in pairing mode, use the physical touch-screen controller.
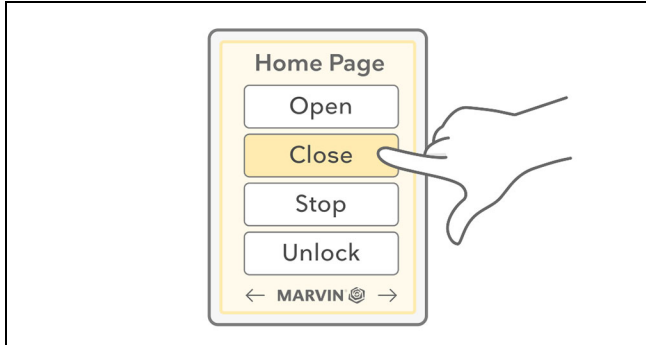
Figure 14

1. Start with the door closed and magnetically locked.

2. Unlock, then close the door three times (3X) within 10 seconds.

Door Reboot
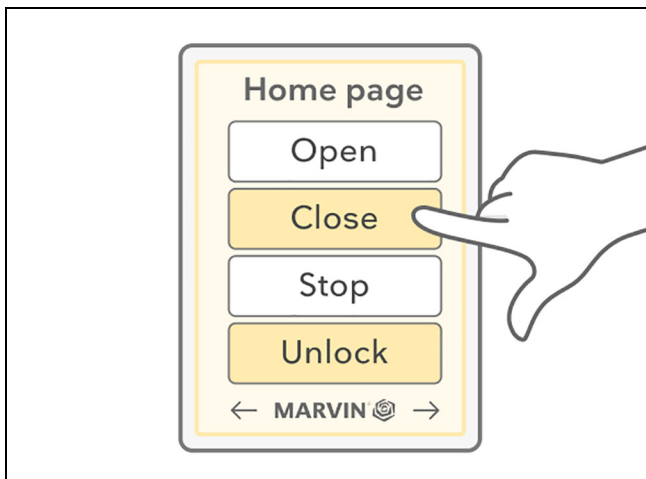
To reboot the door, use the physical touchscreen controller.

Figure 15

1. Start with the door closed and magnetically locked.

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

> 💡 **Hint**

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

Reconnect to Wi-Fi

1. Navigate to the Products screen in the hamburger menu and select the door you would like to reconnect to Wi-Fi.
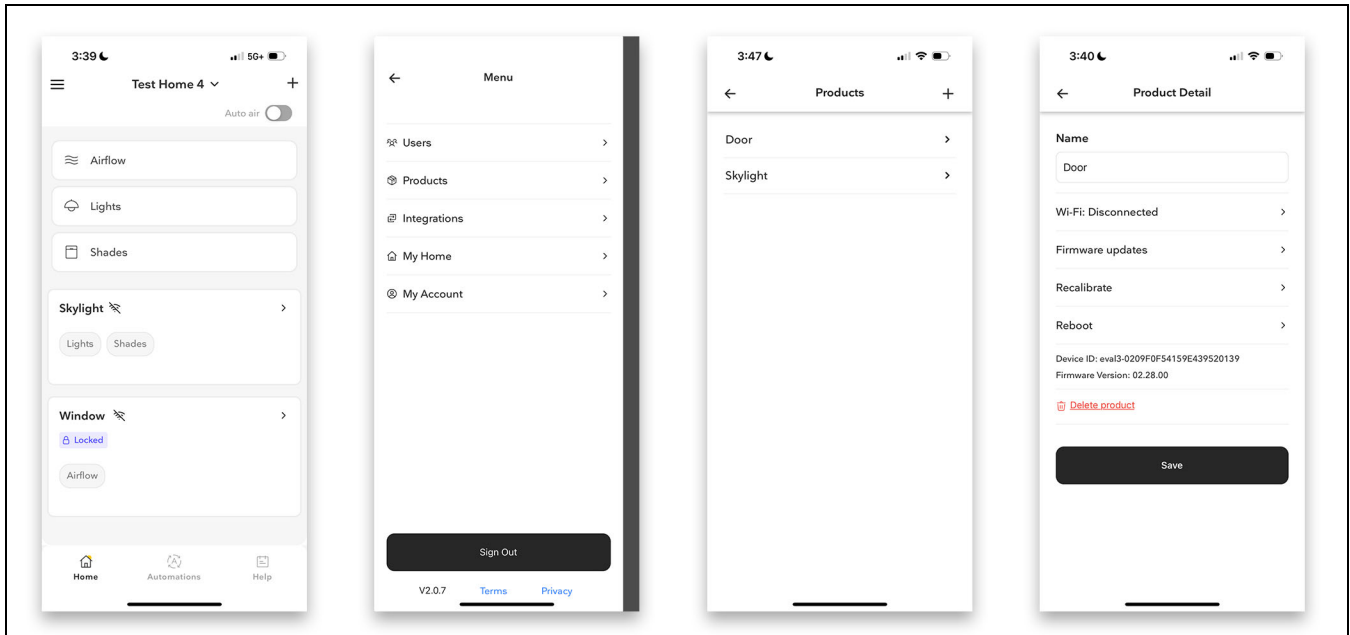
2. Press "Wi-Fi: Disconnected".

Figure 16

3. Press "Connect to New Wi-Fi".

4. Put the door into pairing mode.

5. Enter the new Wi-Fi credentials and press 'Submit'.

NOTE: The screen will load, and you will see a success message letting you know the door has reconnected.If you see an error message, try again, or contact support
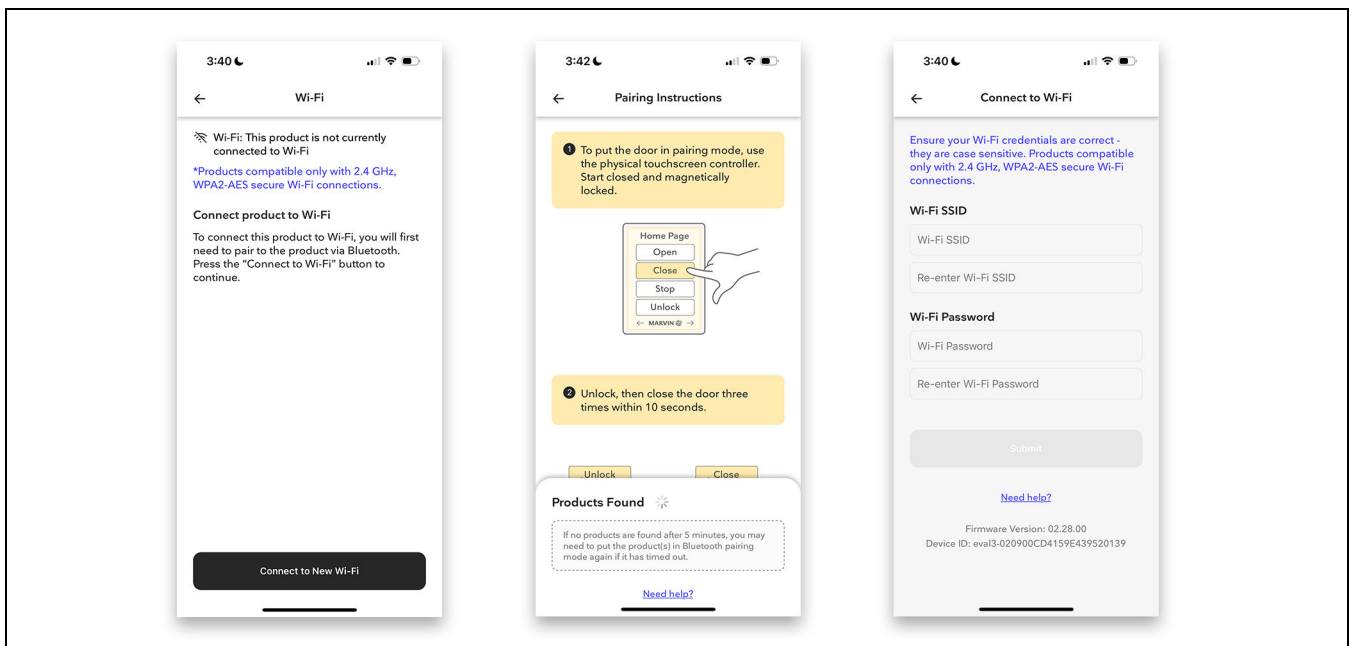

Figure 17

Awaken Troubleshooting Instructions

Awaken Skylight Pairing Mode

1. Use the wall switch to put the Awaken Skylight into pairing mode.

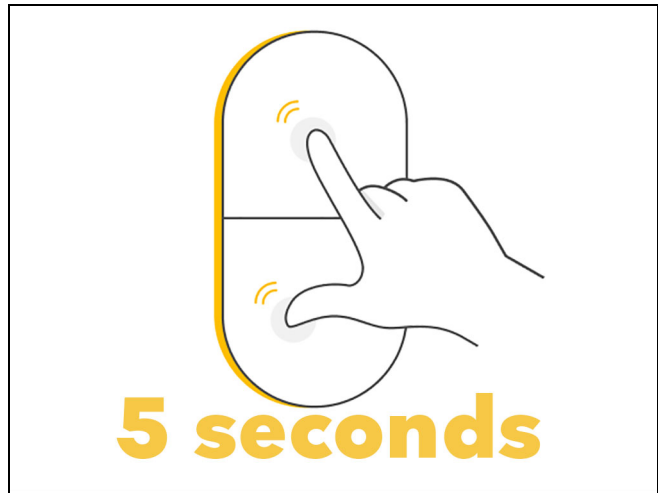**2.** Simultaneously press the top and bottom buttons for 5 seconds.

Figure 18

Awaken Skylight Reboot

💡 **Tip**

This procedure will reboot the control board and often solves Wi-Fi connectivity problems.

1. Use the wall switch to reboot the Awaken Skylight. A reboot will fix many issues. 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.
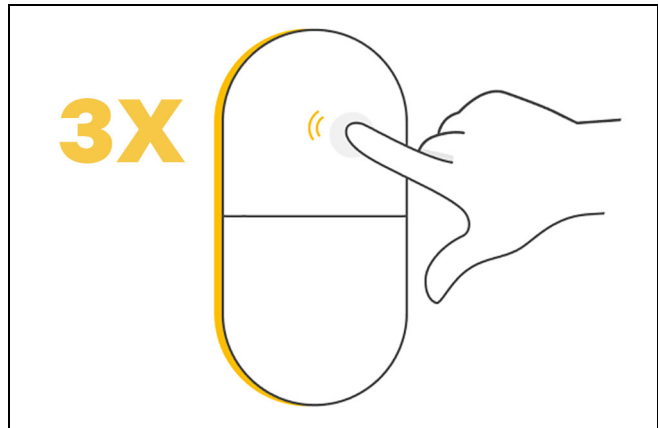

Figure 19

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

Awaken Skylight -Reconnect to Wi-Fi

1. When a skylight has disconnected from Wi-Fi, or the Wi-Fi credentials have changed, you may reconnect the skylight to Wi-Fi using the Marvin Home app.

2. Navigate to the Products screen in the hamburger menu and select the skylight you would like to reconnect to Wi-Fi.
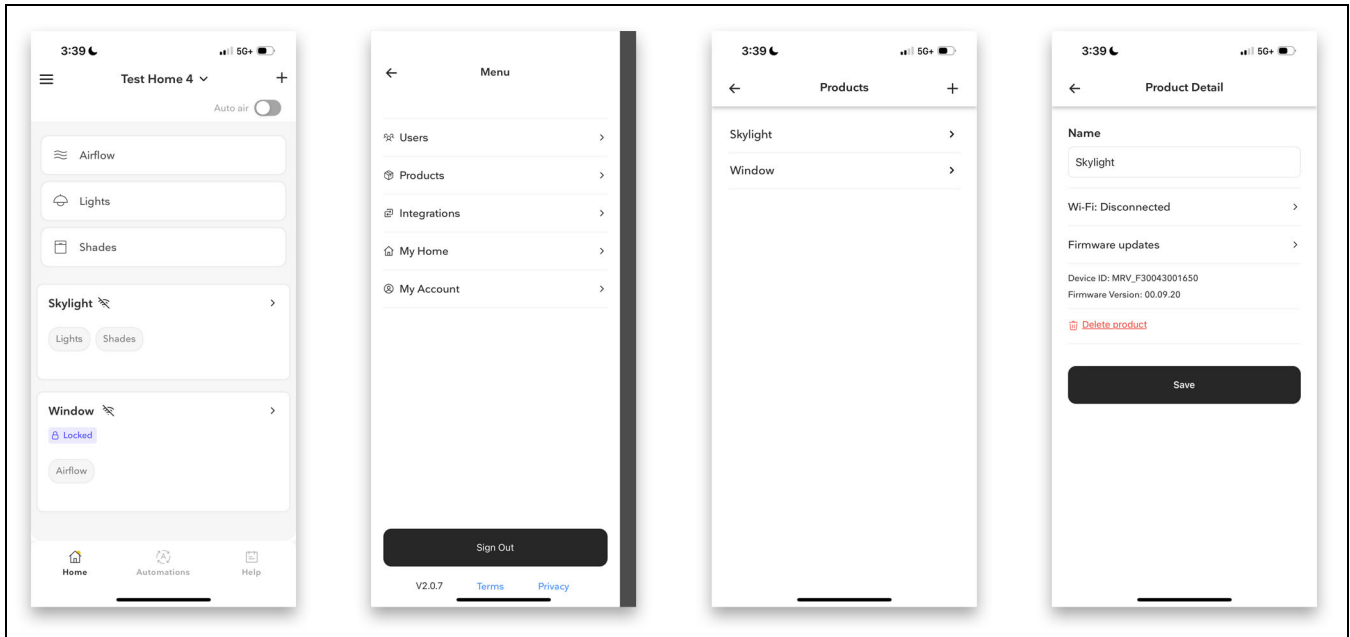
3. Press "Wi-Fi: Disconnected".

Figure 20

4. Press "Connect to New Wi-Fi".

5. Put the skylight into pairing mode.

6. Enter the new Wi-Fi credentials and press "Submit".

NOTE: The screen will load, and you will see a success message letting you know the skylight has reconnected. If you see an error message, try again, or contact support.
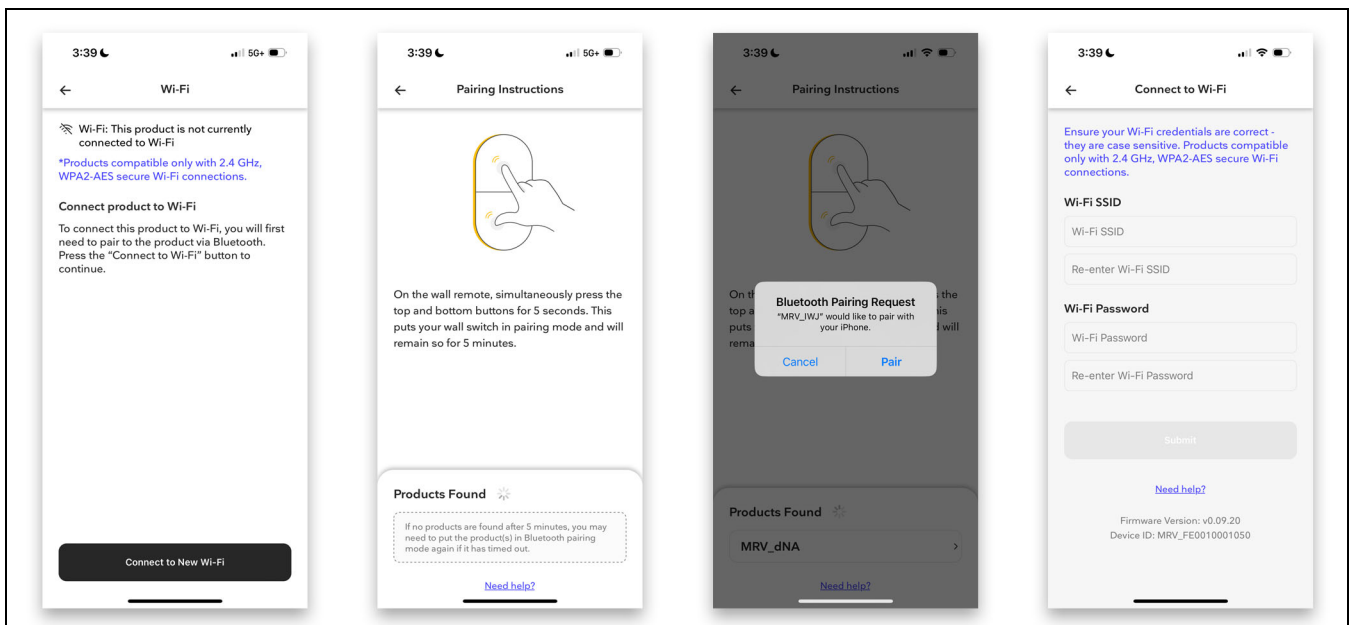

Figure 21