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Product Manual

Crestron ONE[®] App

Mobile Room Control App for iPhone[®]
and iPad[®] Devices

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Crestron ONE® App

The [Crestron ONE® mobile app for iPhone® and iPad® devices](#) provides a personalized room control experience from a mobile device.¹ The app connects directly to a Crestron control system, allowing [Crestron HTML5 User Interface](#) projects created using Crestron Construct™ configuration software ([SW-CRESTRON CONSTRUCT IDE](#)) to be deployed to the mobile device. Crestron HTML5 User Interface technology enables custom user interfaces to be reused across devices without requiring separate projects, delivering a consistent and optimized control experience.

Note:

1. The Crestron ONE® App is licensed under Crestron's Mobile Apps Terms of Use, available at www.crestron.com/Legal/mobile-apps-tos-privacy.

Configuration

The [Crestron ONE® mobile app for iPhone® and iPad® devices](#) provides various user control solutions for an Apple® mobile device. The Crestron ONE app enables custom Crestron HTML5 User Interface and Crestron Construct™ IDE projects to be loaded into the application, creating a personalized user control experience for the home or office.

This document describes how to configure and load a Crestron HTML5 User Interface project into the app.

NOTE: The term "mobile device" is used within this document to refer to an Apple mobile device unless specified otherwise.

Install the App

This section provides instructions for downloading and installing the app from the App Store® online store on a supported Apple mobile device.

Prerequisites

Ensure the following prerequisites are met prior to downloading the Crestron ONE app.

- Ensure Apple iOS® version 15 (or later) is running on the iPhone or iPad device.
- Create an Apple Account if necessary. Refer to <https://support.apple.com/HT204316> for more information about creating an Apple Account.

Download and Install the App

To download the Crestron One app from the App Store online store:

1. Open the **App Store** app  on the iPhone or iPad device.
2. Enter "Crestron One" in the search text field.
3. Select the **Crestron One** app  in the search results.
4. Follow the prompts to download and install the app to the device.

Load the SIMPL Program

A custom SIMPL program must be loaded to a Crestron control system before the Crestron HTML5 User Interface project can be configured on the mobile device. For more information on how to create the SIMPL program, refer to the [Crestron HTML5 User Interface Developer Microsite](#).

To load to the SIMPL program to a control system, refer to the following documentation:

- To load the SIMPL program to a 3-Series® control system, refer to the [3-Series Control Systems Reference Guide](#).
- To load the SIMPL program to a 4-Series® control system, refer to the [4-Series Control Systems Product Manual](#).
- To load the SIMPL program to a Crestron Virtual Control (VC-4) control system, refer to the [Crestron Virtual Control Server Software Product Manual](#).

Deploy the Mobile Project

The Crestron HTML5 User Interface mobile project can be saved as a CH5 archive file (.ch5z), which is used to deploy the project onto a control system and the mobile device.

For more information on how to create a CH5 archive file for the project, refer to the [Crestron HTML5 User Interface Developer Microsite](#). This documentation also provides the script command that must be added to the project package.json file when deploying from an IDE (Integrated Development Environment).

To load the CH5 mobile project to the control system:

NOTE: For Crestron Virtual Control (VC-4) installations, the .ch5z archive utility is loaded directly to the control system along with the SIMPL program using the **XPanel (Web)** option. For more information, refer to the [Crestron Virtual Control Server Software Product Manual](#).

1. Open Crestron Toolbox™ software.
2. Select the **EasyConfig** tool.
3. Connect to the control system as described in its documentation.

4. Select **Functions > Web Pages and Mobility Projects**. The **Web Pages and Mobility Projects** window is displayed.

Web Pages and Mobility Projects - auto CP4N-01

WEB SERVER MANAGEMENT

Enable Web Server Enable User Page Authentication Set User Password...

LOAD PROJECT

Project Format
 Archived File Folder

Project File: [Dropdown] Select File...

Project Name: [Text Field] Send

Storage Location
 Removable Media Internal Flash

Load Project As
 CH5 Mobile CH5 XPanel Both

PROJECT MANAGEMENT

Project Name	Type	Drive	Location	Default
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Delete Delete All Projects Refresh List

OK Cancel Apply

5. Verify that **Enable Web Server** is checked.
6. Under **Project Format**, select **Archived File**.
7. Browse for and select the project .ch5z archive file.
8. Under **Load Project As**, select **CH5 Mobile**.
9. Select **Send**, and then select **OK**.

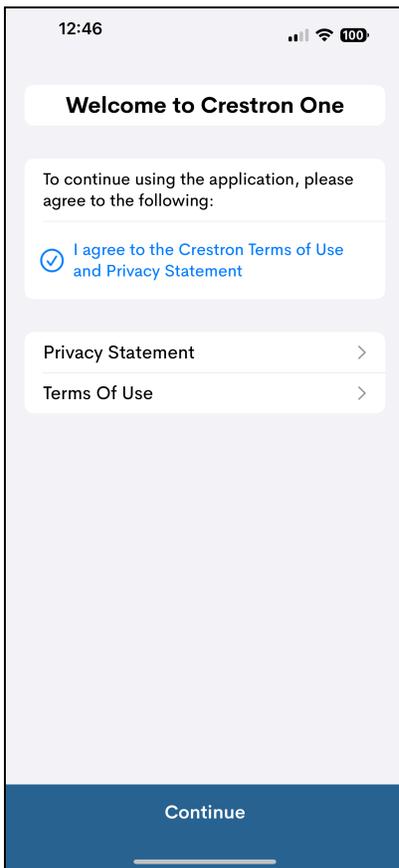
Connect to the Control System

The Crestron ONE app must be connected to the control system that contains the loaded Crestron HTM5 User Interface mobile project.

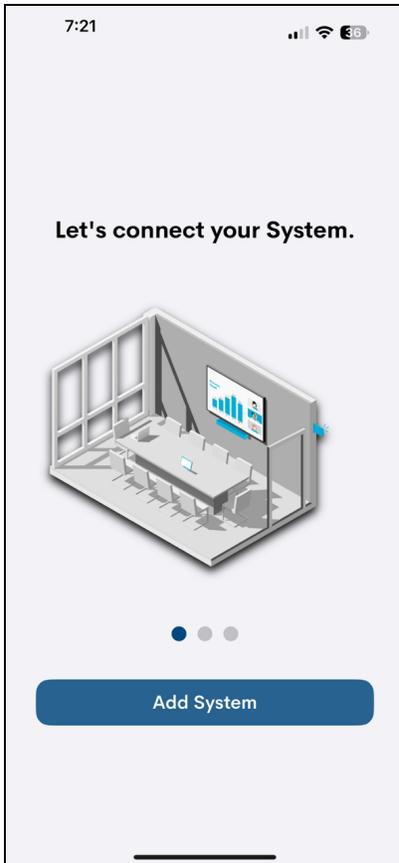
Prior to configuring a connection in the app, the control system must be configured on the network. If the control system and mobile device are not on the same network, TCP control ports (CIP and web port) also must be mapped to the control system from the router. For more information, refer to the [4-Series Control Systems Product Manual](#).

NOTE: To use the app with a cellular data connection, a DNS hostname must be obtained from the customer's ISP or a service such as MyCrestron.com. For information on setting up a hostname, refer to [Knowledge Article 5779](#).

1. Open the **Crestron ONE** app  on the mobile device.
2. If opening the app for the first time, tap the radio button to indicate you have reviewed the terms of use and privacy statement, then select **Continue**.



A screen for configuring a new control system connection is displayed.



3. Select **Add System**. The **Add New System** screen is displayed.

The screenshot shows the 'Add New System' screen in the Crestron ONE App. At the top, the time is 12:47 and the battery is at 99%. The screen has a back arrow and the title 'Add New System'. Below the title, there is a subtitle: 'Enter details about your system and tap Connect to get started.' The form is divided into three sections: 'SYSTEM NAME' with a text input field containing 'System Name'; 'LOCAL' with five text input fields: 'Host Name/IP Address', 'HTTP Port' (with the value '80'), 'IP ID', 'CIP Port' (with the value '41794'), and 'Room ID'; and 'REMOTE ACCESS' with a toggle switch for 'Enable Remote Access'. At the bottom of the screen is a blue 'Connect' button.

4. Enter a name for the control system or its location in the **System Name** field. This name is for user reference only and is not the device hostname.
5. Enter the following information for the control system connection under **LOCAL**:
 - **Hostname/IP Address:** Enter the control system hostname or IP address. If the control system uses DHCP, enter its hostname, as its IP address may change periodically.
 - **HTTP Port:** Enter the HTTP(S) port used by the control system. 443 is assigned by default.
 - **CIP Port:** Enter the CIP value used by the control system. 41796 is assigned by default.
 - **IP ID:** Enter the IP ID used to connect the mobile device to the control system. The IP ID must match the one assigned in the SIMPL program.
 - **Room ID:** (Crestron Virtual Control connections only) Enter the room ID of the Crestron Virtual Control room that is running the SIMPL program.

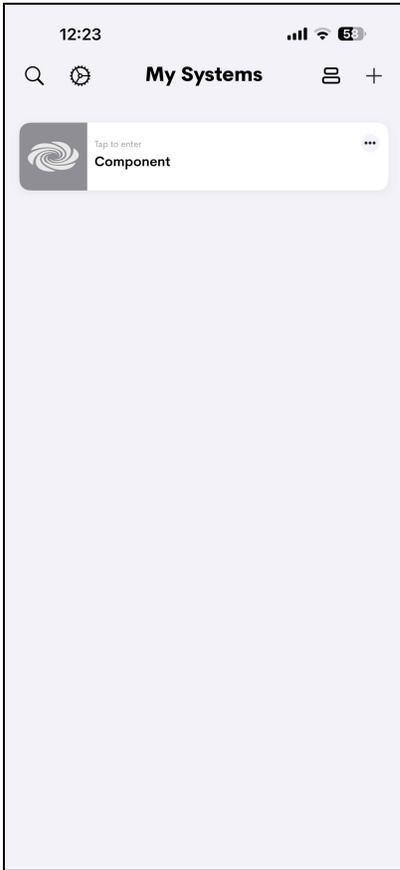
6. If required, turn on the **Enable Remote Access** toggle, and then enter the following information for the mobile (cellular) connection under **REMOTE ACCESS**:

NOTE: REMOTE ACCESS is used to connect to a control system behind a firewall. Two TCP ports (CIP and web port) must be forwarded to the control system from the customer's router, and the external values for these ports should be entered in the fields below.

The screenshot shows the 'Add New System' screen in the Crestron ONE App. At the top, the time is 12:47 and the battery is at 99%. The screen is titled 'Add New System' and has a back arrow on the left. Below the title, there are two input fields: the first contains '443' and the second contains '41796'. Below these is the 'AUTHENTICATION' section, which includes a toggle for 'Enable Authentication' (turned on), a 'Username' field, and a 'Password' field with an eye icon. Below that is the 'ALTERNATE PROJECT LOCATION' section, which includes a toggle for 'Enable Project Location' (turned on), a 'Project Location' field, a 'Username' field, and a 'Password' field with an eye icon. At the bottom of the screen is a blue 'Connect' button.

- **Hostname/IP Address:** Enter the control system hostname or IP address. If the control system uses DHCP, enter its hostname, as its IP address may change periodically
 - **HTTP Port:** Enter the HTTP(S) port used by the control system. 443 is assigned by default.
 - **CIP Port:** Enter the CIP value used by the control system. 41796 is assigned by default.
7. Turn on the **Enable Authentication** toggle. Most control systems have authentication (SSL/TLS) enabled by default, which requires this toggle to be turned on to establish a connection.
 8. Enter the admin username and password for the control system in the **Username** and **Password** fields under **AUTHENTICATION**.
 9. If the Crestron HTML5 User Interface project is being hosted somewhere other than the control system, turn on the **Enable Project Locations** toggle, and then enter the required information regarding the project location in the **ALTERNATIVE PROJECT LOCATION** section.

10. Select **Connect** to save the configuration and connect to the control system. If the connection is successful, the added system is shown in the **My Systems** screen.

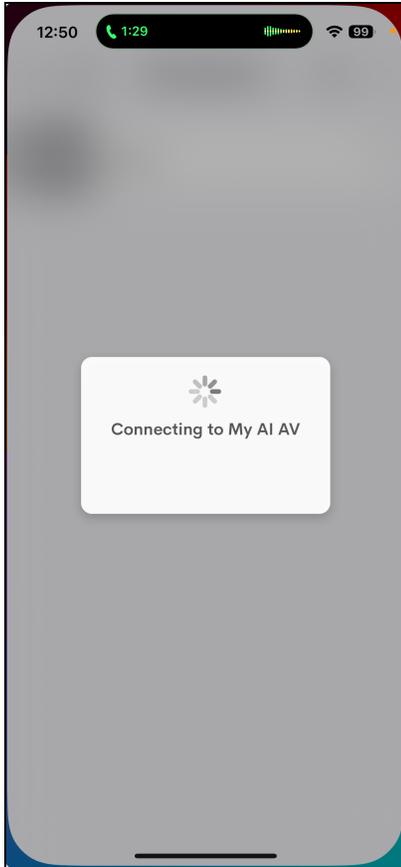


Select a System

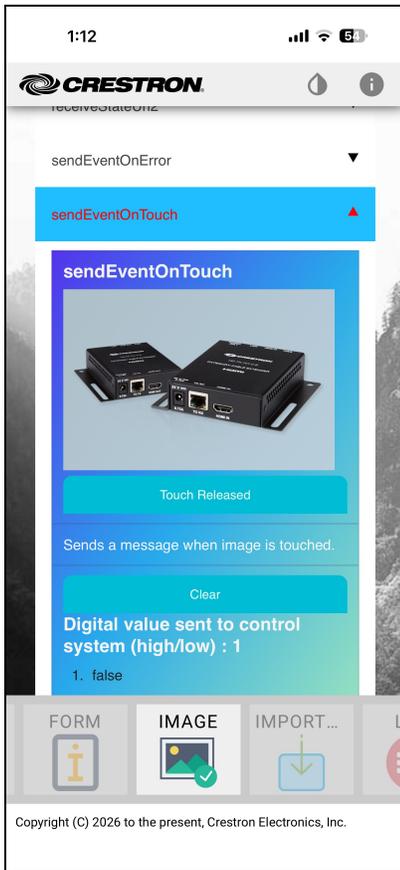
Once a system has been added to the Crestron ONE app, it can be selected from the list of connected systems on the **My Systems** screen.

NOTE: The following assumes that either a system has only been configured on the device (not connected to it), or that the **Auto Reconnect** function (described in [Configure App Settings on page 15](#)) has been turned off.

Tap the desired system to be used. A pop-up window is displayed showing the connection status.



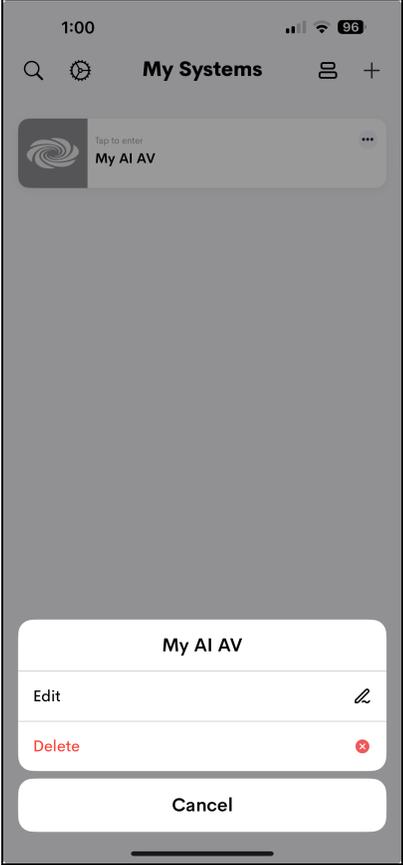
Upon successful connection, the Crestron HTML5 User Interface project is loaded, and the mobile device is ready to be used for Crestron system control.



NOTE: When multiple control systems are configured, the systems are displayed in a list. When the app is restarted, it connects to the last connected control system automatically (the default setting). To allow the customer to select a system from the list when the app is restarted, ensure that **Auto Reconnect** is turned off as described in [Configure App Settings on page 15](#).

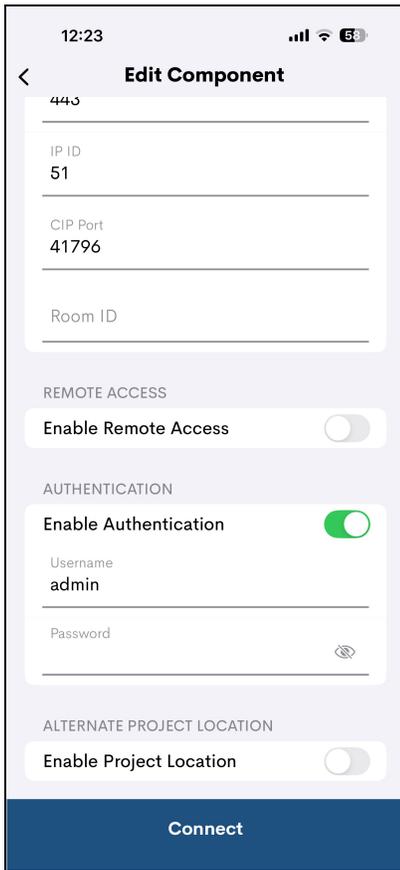
Edit or Delete a System

A system can be edited or deleted by tapping its context menu button on the **My Systems** screen.



Edit a System

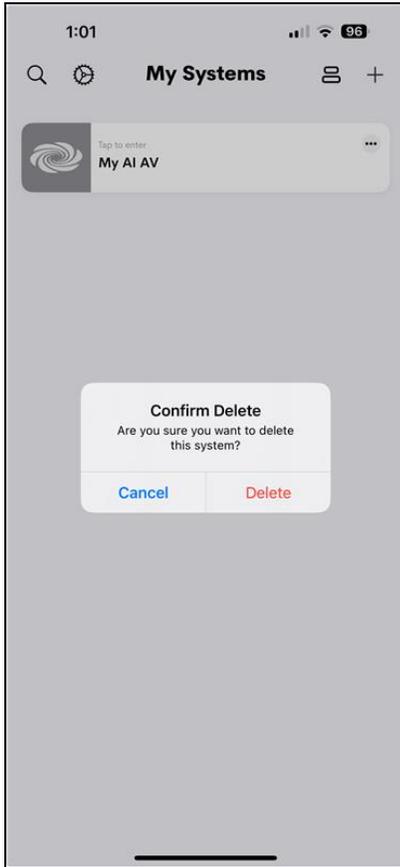
To edit a system, open its context menu and then tap **Edit**. A screen for editing the system is displayed.



Make any necessary changes, then select **Connect** to save the configuration and connect to the control system.

Delete a System

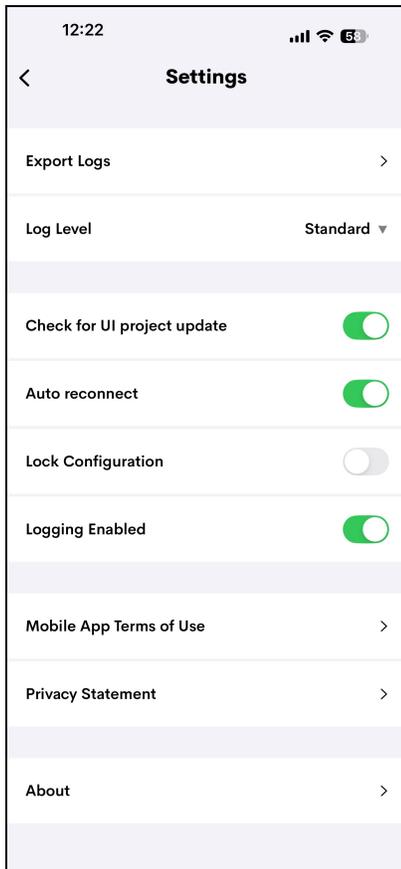
To delete a system, open its context menu and then tap **Delete**. A dialog box is displayed confirming the deletion.



Tap **Delete** to delete the system or **Cancel** to cancel.

Configure App Settings

Tap the gear icon on the **My Systems** screen to display the **Settings** screen, which is used to configure app settings.



- **Export Logs:** If **Logging Enabled** is turned on, tap to export the zipped log files as an email attachment.
- **Log Level:** If **Logging Enabled** is turned on, use the drop-down menu to select the logging level (**Standard**, **Detailed**, or **Enhanced**) that should be used.
- **Check for UI project update:** Turn on the toggle to have the app check the control system for an updated version of the Crestron HTML5 User Interface project upon start up (the default setting). If an updated project is found, the project is loaded to the device automatically. If the function is disabled, the app uses the last project that was loaded.

NOTE: While developing and testing projects, ensure that **Check for UI project update** function is turned on so that project changes can be viewed after a new version has been uploaded.

- **Auto Reconnect:** Turn on the toggle to use auto reconnect behavior for the app (the default setting), where the app will reconnect automatically to the last connected system when opened.

NOTE: Auto Reconnect should be turned off when multiple systems are configured, as this allows the customer to select a system to connect to upon opening the app.

- **Lock Configuration:** Turn on the toggle to prevent any changes to the current control system configuration. When **Lock Configuration** is turned on, no control system connections can be added, edited, or deleted.
- **Logging Enabled:** Turn on the toggle to enable logging for the app (the default setting).

The terms of use and privacy statement can also be viewed under **Settings**, as well as information about the app version.

Resources

The following resources are provided for the Crestron ONE® App.

NOTE: You may need to provide your Crestron.com web account credentials when prompted to access some of the following resources.

Crestron Support and Training

- [Crestron True Blue Support](#)
- [Crestron Resource Library](#)
- [Crestron Community](#)
- [Crestron Technical Institute \(CTI\) Portal](#)

Programmer and Developer Resources

- help.crestron.com: Provides help files for Crestron programming tools such as SIMPL, SIMPL#, and Crestron Toolbox™ software
- developer.crestron.com: Provides developer documentation for Crestron APIs, SDKs, and other development tools

Related Documentation

- [Crestron Technical Documentation](#)

