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Product Manual

Crestron Home® OS

Crestron Home® OS Setup and Operation

Crestron Electronics, Inc.

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Crestron Home® OS

This product manual covers the current version of Crestron Home (OS version 4.11 and later) with Configure Pro.

Crestron Home unlocks the full potential of a smart home. It provides the ability to deliver a simple and clean user interface that includes sophisticated page designs, dynamic room controls, and powerful features such as support for multiple homes, favorites, custom access, and room image customizations.

Configure Pro is a single, unified Crestron Home OS configuration platform that improves setup and management. Every step of the Crestron Home configuration has been redesigned with faster navigation, an intuitive interface, powerful no-programming tools, and productivity features for integrators.

For information on Crestron Home OS 4.10 or earlier and the Crestron Home Setup app, refer to the Legacy Crestron Home OS product manual.

Refer to Getting Started on page 8 for important information on using your product and this document.

What's New?

Updates to Crestron Home and this document are described below from newest to oldest.

For a complete list of updates, see the release note for the processor:

- CP4-R Release Notes
- DIN-AP4-R Release Notes
- MC4-R Release Notes

September 22, 2026

- **Crestron Home 4.12**
  - Added support for new devices. Refer to Works With Crestron Home on page 16 for a complete list.
    - DIN-4DIMU4 - Universal Dimmer, 4 Feeds, 4 Bridgeable Channels, DIN Rail Mount
    - DIN-8SWU8 - Universal Switch, 8 Feeds, up to 8 Switch Channels or 4 Motor Control Channels, DIN Rail Mount, 100-230VAC
    - TSW-1580 - 15 in. Wall Mounted Touch Screen
  - Added support for DM-NVX Multi-View. For details, refer to DM NVX Multiview on page 413.
  - Added new Events and Commands for Multi-View media. For details, refer to Multi-View on page 521.
  - Added visual themes to Configure Pro. For details, refer to Light and Dark Theme on page 37.
  - Added information on the new Video screens. For details, refer to Control Media on page 208.
  - Added information on BACnet thermostats. For details, refer to BACnet Thermostat Configuration on page 421
  - Refer to the release notes posting on the Crestron website for detailed information about this release.

June 30, 2026

- **Crestron Home 4.11 and Configure Pro Released**
  - Refer to the release notes posting on the Crestron website for detailed information about this release.

Previous Updates

- **Crestron Home 4.10 and Earlier**
  - Refer to the Legacy Crestron Home OS product manual.

Overview

This section contains the following information:

- Crestron Home Processors on page 4
- Crestron Home Software on page 5
- myCrestron Services on page 6
- Supported Devices on page 7

Crestron Home Processors

Crestron Home processors are the core of a Crestron Home system. They deliver remarkable speed and performance that is appropriate for homes of varying sizes.
The Crestron Home OS is controlled using CP4-R (Version 2), MC4-R (Version 2), and DIN-AP4-R control processors.

> For information on using legacy processors, refer to the Legacy Crestron Home OS product manual.

CP4-R Processor

The CP4-R is a rack-mountable control processor that is designed for larger Crestron Home systems such as large home automation, home theater, multiroom video, and MDU (multidwelling unit) applications.



DIN-AP4-R Processor

The DIN-AP4-R is a control processor that is designed specifically for DIN rail mounting applications. It is ideal for small to medium sized home automation, home theater, multiroom video, and MDU (multidwelling unit) applications.



MC4-R Processor

The MC4-R is a small and versatile control processor that is ideal for smaller Crestron Home systems such as single-room systems, small to medium-sized homes, and MDU (multi-dwelling units)

applications.

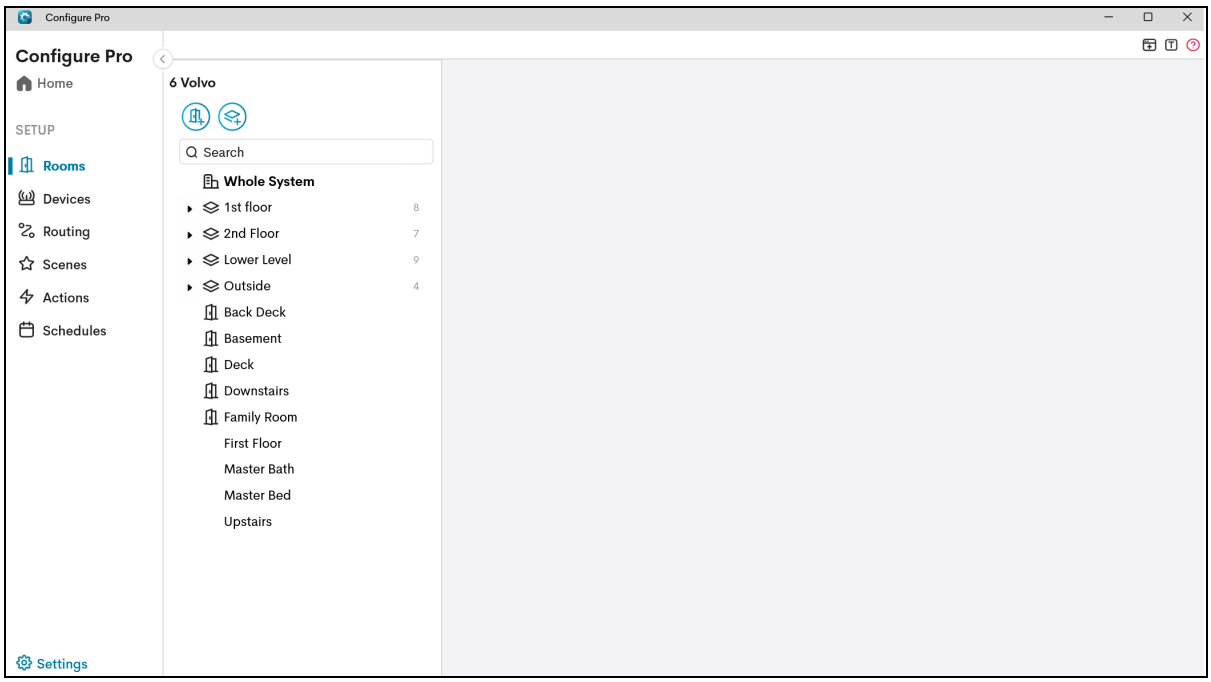


Crestron Home Software

Set up the Crestron Home system with Configure Pro and control it with the intuitive Crestron Home app.

Configure Pro

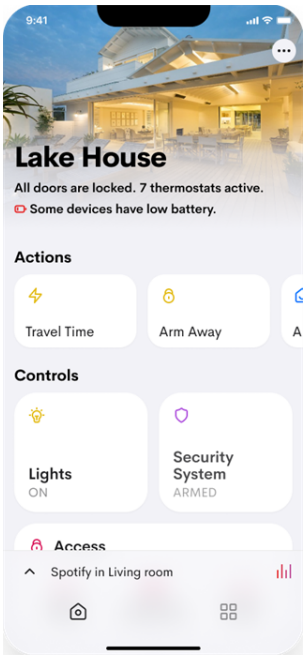
The Configure Pro app can be used to configure the Crestron Home system. Use Configure Pro on a Mac® or Windows® PC.



Crestron Home App

Use the Crestron Home app to control audio, video, lighting, shading, climate, security systems, door locks, cameras, and more throughout your home.

The Crestron Home app provides the same look and feel on Crestron Home user-interface devices such as Crestron touch screens, Apple® iOS® devices, and Android™ devices.



myCrestron Services

Use myCrestron services to monitor, enable remote system access, and to create a Crestron Home configuration.

myCrestron Residential Monitoring Service

Powered by the cloud, the myCrestron Residential Monitoring Service enables you to centrally monitor and manage Crestron Home systems with ease, identify issues, and resolve them faster. Crestron Home systems are displayed on an online dashboard to provide a comprehensive status update at a single glance. System-level information is available as well as device-level event logs that the Crestron Home system automatically sends to the cloud. True Blue Support and your technicians can access log files to eliminate many troubleshooting truck rolls.

myCrestron Dynamic DNS

The myCrestron.com Dynamic DNS (DDNS) service furnishes a URL for the system to enable remote control and monitoring of a Crestron Home system. This enables control of a home's lighting, climate and security system from any location.

Crestron Home Configurator

Use the Crestron Home Configurator to create a system configuration with a computer. The configuration can be created before arriving on-site and can be used to generate a variety of detailed configuration reports. After the system is installed, use a Deploy code to transfer the configuration onto the Crestron Home processor. For information on the Crestron Home Configurator, refer to the Legacy Crestron Home OS product manual.

Supported Devices

The Crestron Home system supports a wide variety of Crestron and third-party devices and controls them all from one user interface.

Works with Crestron Home OS

Crestron Home OS is designed to work with a wide variety of devices to provide control of audio, video, lighting, shading, climate, security systems, door locks, cameras, I/O devices, and third-party AV devices.

> **NOTE:** For a list of devices that are supported by Crestron Home OS, refer to Works With Crestron Home on page 16.

Crestron Drivers

The Crestron Home system utilizes Crestron Drivers to expand the functionality of the system. Crestron Drivers are available for AV receivers, AV switchers, Blu-ray® disc players, cable boxes, flat panel displays, garages, gates, lights, platform devices, pool controllers, power controllers, projectors, security systems, speakers, and video servers.

To view the complete list of drivers, visit the Crestron Driver Portal at drivers.crestron.io.

> **NOTE:** Crestron Connected devices are not compatible with Crestron Home systems.

Partner Products

Crestron works with our partners to offer the best smart home solution for you and your clients. Some of these partners include 2N video intercom door stations, Amazon® Alexa® voice control, Apple® iOS® devices and Siri® voice commands, Cool Automation, Android devices™ and Google Assistant™ voice control, Josh.ai voice control, Sonos® speakers and amplifiers, Yale® door locks, and more.

Getting Started

To set up a Crestron Home system with Configure Pro:

> To use legacy processors, the Crestron Home Setup app, or Crestron Home configurator, refer to the Legacy Crestron Home OS product manual.

1. Plan your Crestron Home system using the provided design guidelines and list of supported devices. Refer to System Design on page 10.

2. Install and set up Configure Pro. For details, refer to Initial Setup on page 31.
3. Create the home by adding rooms and room groups. For details, refer to Rooms on page 39.

4. Add all devices to the Crestron Home system. For details, refer to Devices on page 43.

5. Configure media source routing. For details, refer to Routing on page 63.

6. Set up lighting, media, shade, and climate scenes. For details, refer to Scenes on page 69.

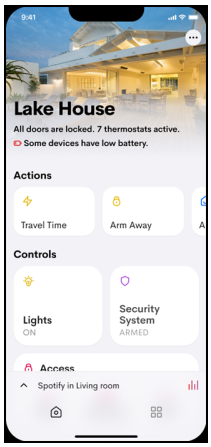
7. Create actions and events. For details, refer to Actions on page 83

8. Set schedules. For details, refer to Schedules on page 98.

Refer to Operation on page 114 for information on end user control of the system.



System Design

The Crestron Home OS system is capable of controlling homes of different sizes.

> **TIP:** For assistance with system design, contact Crestron's Sales Support Services.

This section provides the following information:

- Validated System Configurations
- Works With Crestron Home
- myCrestron Residential Monitoring Service
- Crestron Home SIMPL Integration Modules

Validated System Configurations

Crestron Home control processors are capable of controlling homes of different sizes. The tables below illustrate Crestron Home systems running the latest firmware. The values provided are intended as recommendations and not an absolute maximum system size. Depending on system configuration, the number of devices may vary.

TIP: For assistance with system design, contact Crestron's Sales Support Services.

Refer to the following sections:

- Multi-Processor Configurations on page 11
- Single Processor Configurations on page 13
- Quick Action and Scene Limits on page 14
- Discontinued Processor Systems on page 15

Multi-Processor Configurations

The largest Crestron Home configurations utilize multiple processors. The values in the system table below were verified using a CP4-R as the parent to three DIN-AP4-R child processors.

NOTES:

- Each individual processor should still adhere to the guidance in Single Processor Configurations on page 13.
- Any Crestron Home processor can be used as a parent or child.
- For optimal performance, use a CP4-R as the parent processor.
- Up to ten child processors (and one parent processor) can be used in a Crestron Home system.
- Child processors are limited to control of lighting, shading, and keypad devices.

Multi-Processor Configuration

Type of Device	Number of Devices	Supported On
Keypads and User Interface Devices		
Touch Screens or TSR-310s	40	Parent[3]
Remotes (HR series)	24	Parent[3]
Remotes per Room	2	Parent[3]
Keypads	240	Parent/Child
Audio		

Type of Device	Number of Devices	Supported On
Audio Sources	48	Parent
Crestron Speaker Zones	100	Parent
Active Audio Groups	4	Parent
Rooms in an Audio Group	20	Parent
Sonos Speaker Zones or Players	16	Parent
Video		
Video Sources	54	Parent
Video Zones	40	Parent
Displays in a Room	7	Parent
AV Receivers	24	Parent
Apple TV® Devices with Apple HomeKit™ Technology[1]	25	Parent
Gateways		
Crestron Wireless (External)	15	Parent/Child
Crestron Wired (External)	14	Parent/Child
DMX-C	3	Parent/Child
DALI	15	Parent/Child
Philips Hue Bridge	1	Parent/Child
Lutron Processors	1	Parent/Child
Lights and Shades		
Shades and Drapes	200	Parent/Child
Lighting Loads (total)	1000	Parent/Child
DMX-C Lights	600	Parent/Child
Climate Control		
Thermostats	100	Parent
BACnet Objects[2]	2000	Parent
Security and Locks		
Security Systems	3	Parent
Locks	16	Parent
Streaming Cameras	100	Parent
Other Devices		
Sensors	32	Parent
Rooms	100	

1. Refer to System Control on page 110 for detailed configuration and pairing details.
2. The full BACnet network/IP license is included with Crestron Home processors to support the maximum number of BACnet objects. No additional purchase required.
3. Can be paired with a child processor, but will only see devices on that processor. For full system visibility, pair with the parent processor.

Single Processor Configurations

Refer to the table below for system size guidance when using a single or child processor.

Single Processor Configuration

Type of Device	CP4-R Number of Devices	DIN-AP4-R Number of Devices	MC4-R Number of Devices
Multiple Processors			
Parent Processors	1	1	1
Child Processors	10	10	10
Keypads and User Interface Devices			
Touch Screens or TSR-310s	24	12	12
Remotes (HR series)	24	16	16
Remotes per Room	2	1	1
Keypads	120	60	60
Audio			
Audio Sources	24	24	24
Crestron Speaker Zones	100	56	56
Active Audio Groups	4	4	4
Rooms in an Audio Group	20	10	10
Sonos Speaker Zones or Players	16	8	8
Video			
Video Sources	32	16	16
Video Zones	32	16	16
Displays in a Room	7	7	7
AV Receivers	24	12	12
Apple TV® Devices with Apple HomeKit™ Technology[1]	25	25	15
Gateways			
Crestron Wireless (External)	15	15	14
Crestron Wired (External)	14	14	14

Type of Device	CP4-R Number of Devices	DIN-AP4-R Number of Devices	MC4-R Number of Devices
DMX-C	3	3	3
DALI	15	15	15
Philips Hue Bridge	1	1	1
Lutron Processors	1	1	1
Lights and Shades			
Shades and Drapes	100	50	50
Lighting Loads (total)	500	300	200
DMX-C Lights	255	255	255
Climate Control			
Thermostats	100	100	50
BACnet Objects[2]	2000	500	500
Security and Locks			
Security Systems	3	3	3
Locks	16	16	16
Streaming Cameras	100	50	50
Other Devices			
Sensors	32	16	16
Rooms	100	100	100

1. Refer to System Control on page 110 for detailed configuration and pairing details.
2. The full BACnet network/IP license is included with Crestron Home processors to support the maximum number of BACnet objects. No additional purchase required.

Quick Action and Scene Limits

These limits are consistent regardless of processor(s) used.

Maximum Quick Actions and Scenes

Limit Type	Qty.
Whole House Limits	
Quick Actions	50
NOTE: The Crestron Home app displays up to 20 Quick Actions on the Home tab.	
Climate Scenes	150
Room-Level Limits	

Limit Type	Qty.
Quick Actions	50
NOTE: The Crestron Home app displays up to 20 Quick Actions per room.	
Lighting Scenes	50
Shade Scenes	50
Media Scenes	200

Discontinued Processor Systems

Refer to the Legacy Crestron Home OS product manual for when using a discontinued processor.

NOTE: This includes the CP4-R V1 and MC4-R V1. For information on determining hardware version, refer to Processor Version on page 19.

Works With Crestron Home

Crestron Home is designed to work with many Crestron and third-party products.

Refer to the HTML version of this product manual for a complete listing of all products.

Additional devices can be added via drivers. To view all available drivers, visit the Crestron Driver Portal at drivers.crestron.io.

myCrestron Residential Monitoring Service

Use the myCrestron Residential Monitoring Service (RMS) to back up and download configurations, view logs, and generate Deploy Codes for Crestron Home processors.

Crestron Technical Institute Training Video: MyCrestron

Accessing myCrestron Residential Monitoring Service

To access myCrestron RMS, go to portal.my.crestron.com.

Accessing myCrestron Residential Monitoring Service portal and the Crestron Home Configurator requires the following:

- The user must be a Crestron residential dealer.
- The dealer must be subscribed to the myCrestron Residential Monitoring Service.
- The dealer administrator must provide the user access to the myCrestron Residential Monitoring Service portal.

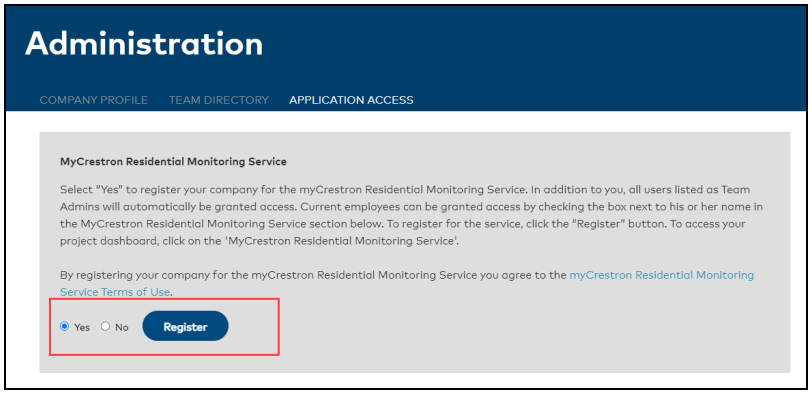
Subscribing to myCrestron RMS

Dealer administrators can subscribe to myCrestron RMS by following the instructions below.

1. Log in to Crestron.com as an administrator.
2. Select .



3. Select **Administration**.
4. Select **Application Access**.
5. Review the terms of use and select **Yes**.
6. Select **Register**.



Your dealership is now subscribed to myCrestron RMS.

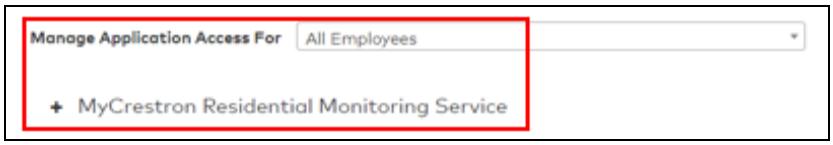
Setting Employee Permissions

Dealer administrators can provide myCrestron RMS access to other employees by following the instructions below.

1. Log in to Crestron.com as an administrator.
2. Select .



3. Select **Administration**.
4. Select **Application Access**.
5. Scroll down to **Manage Application Access For**.



6. Select the **+** to expand the list.
7. Select any employees that should have myCrestron RMS access.



The selected employees can now access myCrestron RMS.

Configuration Backups

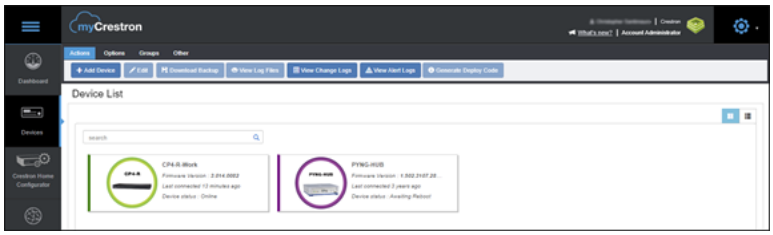
The Crestron Home system automatically backs up the system configuration and log files and stores them in the myCrestron Residential Monitoring Service.

System configuration backups contain settings for the control system, devices, and drivers that are required to completely restore the system, including third-party driver settings that are stored in the /user/Data/ThirdParty/ folder.

Managed Devices

Processors in the **Device List** display the Crestron Home OS firmware version, connection status, and device status.

To view the managed devices, select **Devices**.



Processor Version

To quickly determine if a CP4-R or MC4-R is Version 1, note the orange **V1** icon:



> **NOTE:** The V1 icon requires firmware version 3.21 or later.

Crestron Home version 4.07 was the final feature update supported by Version 1 hardware.

For details, refer to the following:

- Crestron CP4-R and MC4-R Version 1 Hardware: End of Active Development in Crestron Home® OS
- Crestron PC4-R: End of Active Development in Crestron Home® OS

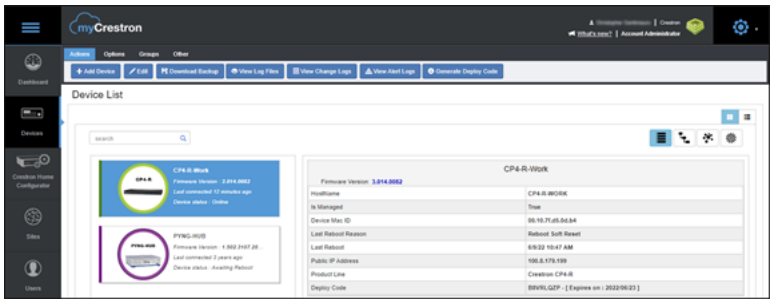
Status

The processor status is indicated by the color of the device box in the device list:

- **Green:** The processor is online.
- **Red:** The processor is offline
- **Purple:** The reboot command was initiated from the myCrestron Residential Monitoring Service and the processor is waiting to restart. The device status updates when the processor initiates communication with myCrestron.
- **Yellow (missed communication):** The processor has not communicated with myCrestron for 40 minutes.
- **Yellow (partially online):** The processor is online but an ancillary device is offline.
- **Blue:** The processor is not monitored.

Select a device in the Device List to view the device details. The device details such as the Crestron Home OS firmware version, hostname, MAC address, last reboot reason and time, IP address, and Deploy code.

> **NOTE:** The Deploy code is displayed after it is created. To generate a Deploy code, refer to Generate a Deploy Code on page 23.

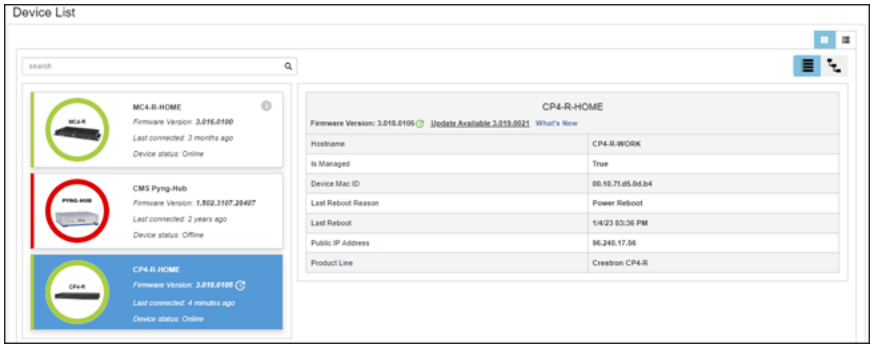


Firmware Update

Update the firmware for the Crestron Home processor through the myCrestron RMS. When an update is available, the **Update** is displayed and the available firmware is displayed in the device details.

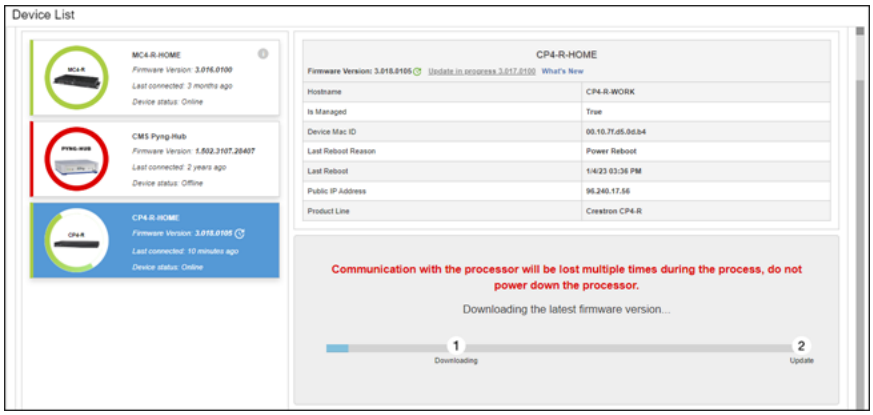
To update firmware:

1. Select a device in the **Device List**.



2. To view the release notes for the firmware, select **What's New**.
3. Select **Update Available** and then confirm the update.
    a. **Downgrade:** A notice is displayed indicating that the configuration on the processor is not compatible with the firmware and that the configuration will have to be recreated or restored. To downgrade the firmware, select Proceed.
    b. **Upgrade:** A notice is displayed indicating that the firmware will be updated. To update the firmware, select **Yes**.
    c. **Beta Firmware:** A notice is displayed indicating that prerelease firmware will be installed and that the software should not be installed on live systems. To update to beta firmware, select **Yes**.

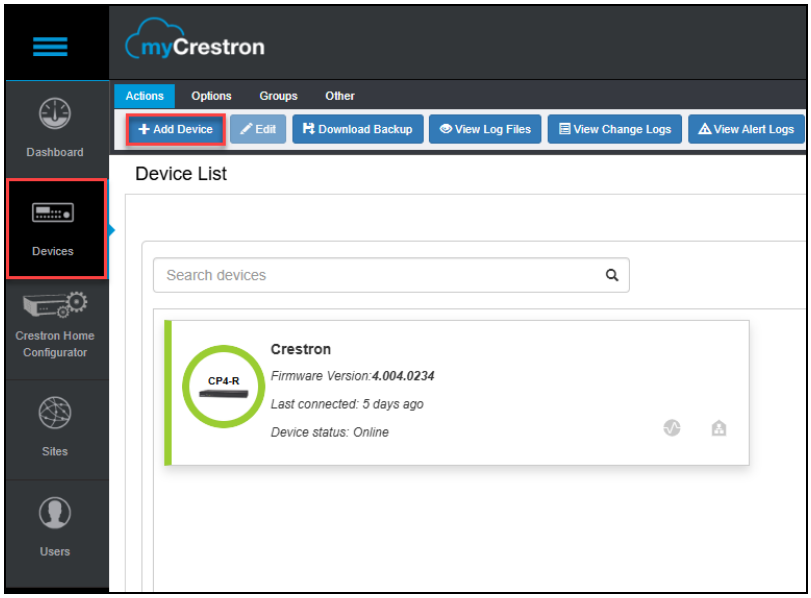
4. The update status is displayed below the device details.



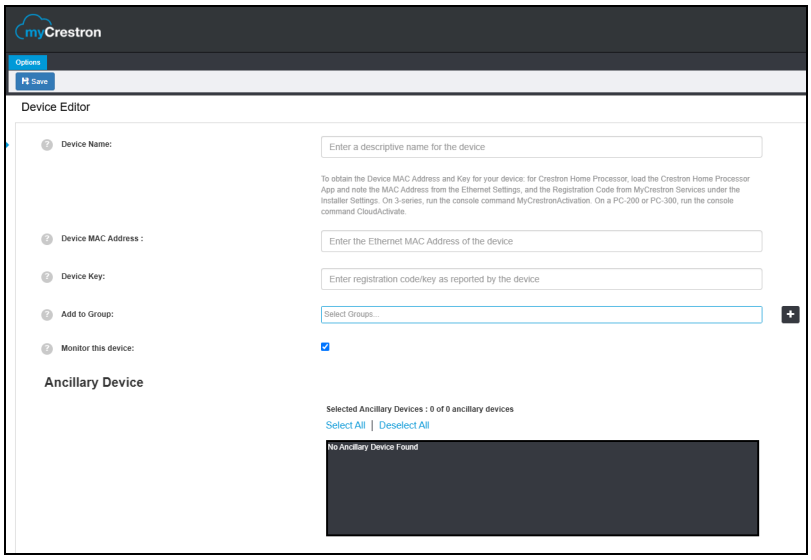
Add the Crestron Home Processor

To add the processor to the myCrestron Residential Monitoring Service:

1. Go to portal.my.crestron.com.
2. Select **Devices** and then **Add Device**.



3. Enter the required information.



   - **Device Name:** Enter a descriptive name for the Crestron Home processor.

     > **NOTE:** To obtain the Device MAC Address and Device Key, select **Settings >System Configuration > myCrestron RMS Services**.

   - **Device MAC Address:** Enter the MAC address.
   - **Device Key:** Enter the registration code. In Configure Pro, this can be found on the **Settings > About** page.
   - **Add to Group:** (Optional) To add the Crestron Home processor to a group, select a group or select **Add** and then create a group.
   - **Monitor the device:** Select to turn on remote monitoring for the Crestron Home processor.
   - **Ancillary Device:** (Optional) Select any ancillary devices that are connected to the Crestron Home processor.
4. Select **Save**.

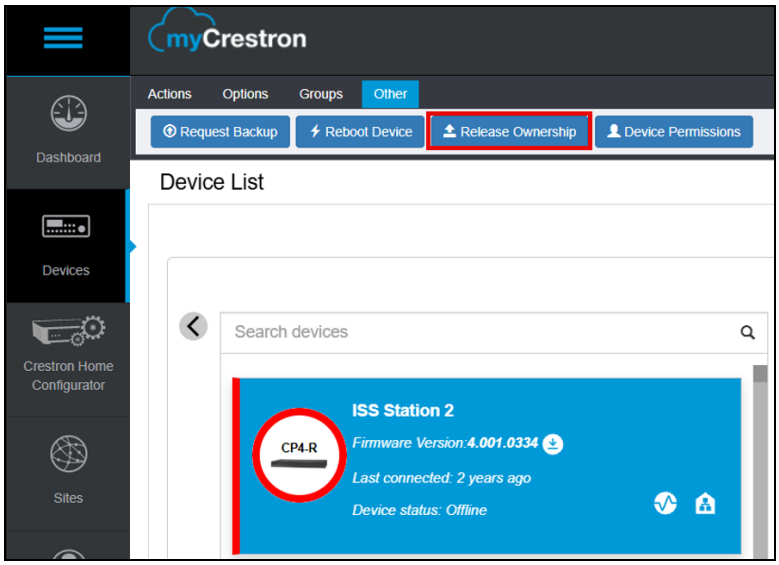
The processor is now available in the RMS.

Release Processor Ownership

Release Ownership can be used to remove a processor from the RMS, enabling it to be added again.

1. Select a device in the **Device List**.
2. Select the **Other** tab.

3. Select **Release Ownership**.



4. Follow the prompts to release the processor.

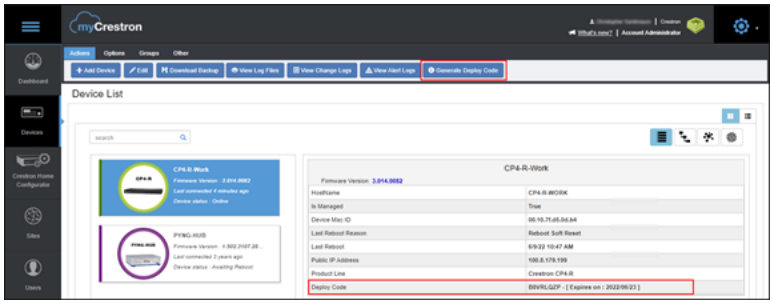
Generate a Deploy Code

Generate a Deploy Code that can be used when replacing or restoring a Crestron Home processor.

To generate a Deploy Code:

1. Go to portal.my.crestron.com.
2. Select **Devices** and then select a processor.
3. The Deploy Code is displayed in the system information. If the deploy code is not shown or to create a new Deploy Code, select **Generate Deploy Code**.

> **NOTE:** The deploy code expires after 14 days.



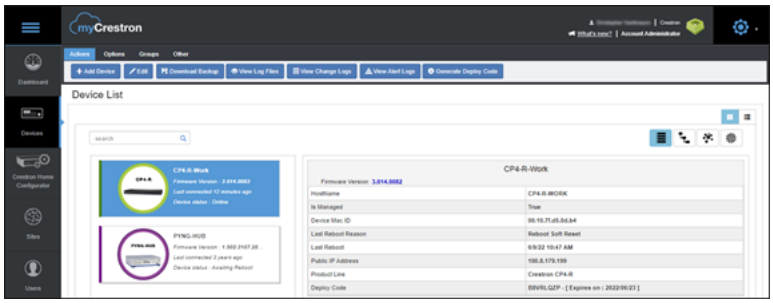
Download Backup Files

Download backups of system configurations, golden configurations, log files, and plog files from the myCrestron Residential Monitoring Service.

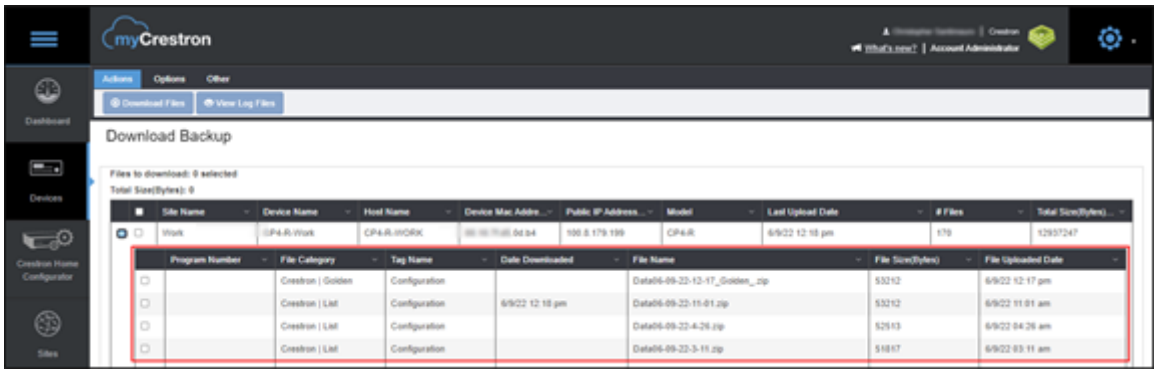
> **NOTE:** To manually back up configuration and log files, refer to Configuration Backups on page 18.

To download backup files:

1. Go to portal.my.crestron.com.
2. Select **Devices** and then select a processor.



3. In the **Actions** menu, select **Download Backup**.
4. Select **Expand** for the control processor to display the configurations and log files that are available for download.
5. Select configuration or log files to download.

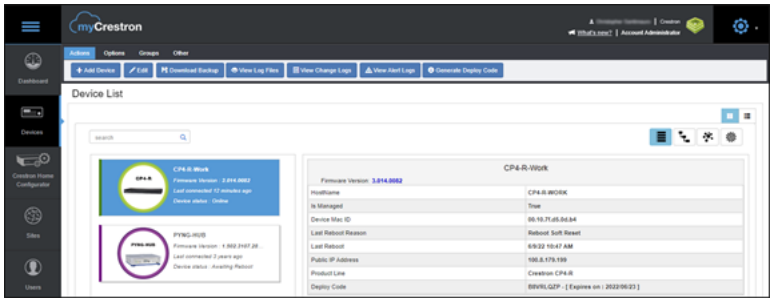


6. To download the files, select **Download Files** and then **Yes**.

Restart the Processor

To restart a processor:

1. Select **Devices** and then select a processor.



2. Select **Other**.
3. Select **Reboot Device** and then select **Proceed** to confirm. A toast message displays the time that the device will restart.

Troubleshooting

This section contains troubleshooting steps to correct issues with the myCrestron Residential Monitoring Service. If further assistance is required, contact Crestron True Blue Support.

Offline or Missed Communications

The processor is not connected to the internet or the program is not running.

Cannot Connect to the Internet

- Check the connection to the DNS.
- Ping a known IP address.

Program is Not Running

Restart the control processor.

Does not come online after restart

The processor is offline or missed communications. Go to Offline or Missed Communications on page 25.

Partially Online

The ancillary device is offline or there is a communications issue between the processor and the ancillary device.

Ancillary Device is Offline

- Check the network wiring.
- Restart the ancillary device.

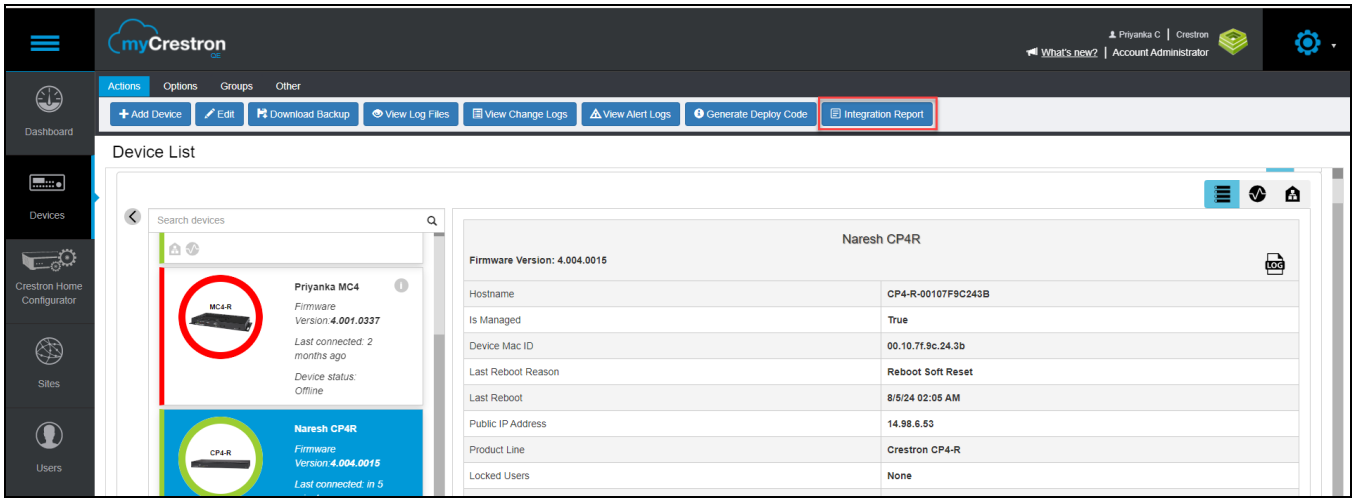
Communications Issue

- Check the network wiring.
- Restart the control processor.

Integration Report

Generate a complete system report, including all connected devices and functions, by selecting **Integration Report**. Allow all processor information to load before generating the report.

> **NOTE:** This report is required to program SIMPL Intregration Modules. For details, refer to Crestron Home SIMPL Integration Modules on page 28.



To generate a PDF report, select **Export to PDF**.

To generate an XLS report, select **Export to XLS**.

The report can be filtered by rooms and device types. Select the **Rooms** or **Types** fields, then check the desired filters. Select **Generate Report** to create the filtered report.



Example Integration Report Page

LIGHTING LOADS

Name	Load ID	Room Name (ID)	Load Control Type	Gateway
Ceiling Light	52722	Amro's Room (52080)	Dimmable	CAEN-BLOCK 1
Tunable Light	57090	Amro's Room (52080)	Tunable	GWDL
C1 CN Dim Light 1	94916	Amro's Room (52080)	Dimmable	Child-1
C1 EX Dim Light 1	94917	Amro's Room (52080)	Dimmable	Child-1
C1 EX Sw Light 1	94918	Amro's Room (52080)	Switched	Child-1
C1 EX HZ Sw Light 1	94919	Amro's Room (52080)	Switched	Child-1
C1 DMX Sim-1 Light	94920	Amro's Room (52080)	Dimmable	Child-1
C1 DMX Sim-2 Light	94921	Amro's Room (52080)	Dimmable	Child-1
C1 DALI Light	94922	Amro's Room (52080)	Dimmable	Child-1

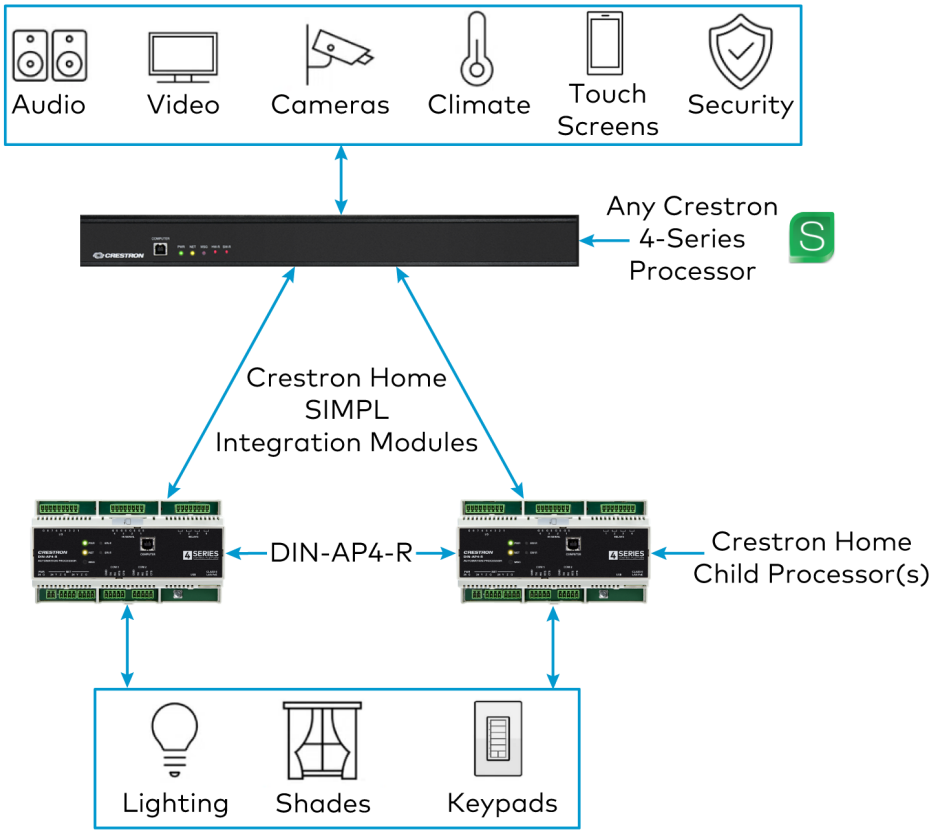
LIGHTING SCENES

Name	Scene ID	Room Name (ID)	Visible Room Name (ID)	Fade Time	Affected Loads
All On	53224	Amro's Room (52080)	Amro's Room (52080)	1 Sec.	Amro's Room / Ceiling Light (52722) Amro's Room / Tunable Light (57090)
All Off	53225	Amro's Room (52080)	Amro's Room (52080)	1 Sec.	Amro's Room / Ceiling Light (52722) Amro's Room / Tunable Light (57090)
Circadian	53226	Amro's Room (52080)	Amro's Room (52080)	0 Sec.	
Solar Sync	57495	Amro's Room (52080)	Amro's Room (52080)	0 Sec.	
All Dim Renamed Dimmer	59873	Amro's Room (52080)	Amro's Room (52080)	3 Sec.	Amro's Room / Ceiling Light (52722) Amro's Room / Tunable Light (57090)
Tunable New Tune	83889	Amro's Room (52080)	Amro's Room (52080)	4 Hr.	Amro's Room / Ceiling Light (52722) Amro's Room / Tunable Light (57090)

Crestron Home SIMPL Integration Modules

With Crestron Home SIMPL integration modules, a 4-Series processor running SIMPL can communicate with Crestron Home processors.

In the example below, a pair of DIN-AP4-R processors control lighting, shades, and keypads for a 4-Series SIMPL processors.



To program a system with Crestron Home SIMPL integration modules, refer to the following sections.

myCrestron Residential Monitoring Service

myCrestron Residential Monitoring Service is required to use the Crestron Home SIMPL integration modules. For information on using the myCrestron RMS portal, refer to myCrestron Residential Monitoring Service on page 17.

Program SIMPL Modules

Every program using Crestron Home SIMPL integration modules requires the **CRPC Home Client** (Control Processor Connection Module) to establish communication with the Crestron Home processor.

> **NOTE:** The following information is needed to connect the modules:

- The IP Address/Hostname of the Crestron Home processor.
- The Crestron Home user interface password.
- IDs from the Integration report generated in the myCrestron RMS portal.

TIP: Refer to the sample program for programming examples.

Module List

Below is a list of all Crestron Home SIMPL integration modules. For instructions on individual modules, refer to the Crestron Database module help files available within SIMPL and as part of Crestron Database. By default, these files are located in the following folder: **C:\Program Files (x86)\Crestron\Cresdb\Modules**.

- Control Processor
  - **CRPC Home Client** (Control Processor Connection Module)
- Scenes, Quick Actions, and Scheduling
  - **CRPC Home Lighting Scene** (Lighting Scene Module)
  - **CRPC Home Shade Scene** (Shade Scene Module)
  - **CRPC Home Quick Action** (Quick Action Module)
- Room Control
  - **CRPC Home Room** (Room Control Module)
- Load Control
  - **CRPC Home Lighting Load** (Lighting Module)
  - **CRPC Home Shade Load** (Shade Module)
  - **CRPC Home Ceiling Fan** (Ceiling Fan Module)
  - **CRPC Home Keypad** (Keypad Control and Feedback Module)

Configure Pro

Configure Pro is a single, unified Crestron Home OS configuration platform that improves setup and management. Get more done in less time with faster navigation, an intuitive interface, powerful no-programming tools, and productivity features for integrators.

> **NOTE:** To use legacy processors, the Crestron Home Setup app, or Crestron Home Configurator, refer to the Legacy Crestron Home OS product manual.

This section provides the following information:

- Initial Setup
- Rooms
- Devices
- Routing
- Scenes
- Actions
- Schedules
- Settings

Initial Setup

Use the following procedures to set up Crestron Home with Configure Pro.

> **NOTE:** To use legacy processors, the Crestron Home Setup app, or Crestron Home Configurator, refer to the Legacy Crestron Home product manual.

Requirements

Crestron Home with Configure Pro requires the following:

- At least one of the following control processors:
  - CP4-R (Version 2)
  - MC4-R (Version 2)
  - DIN-AP4-R

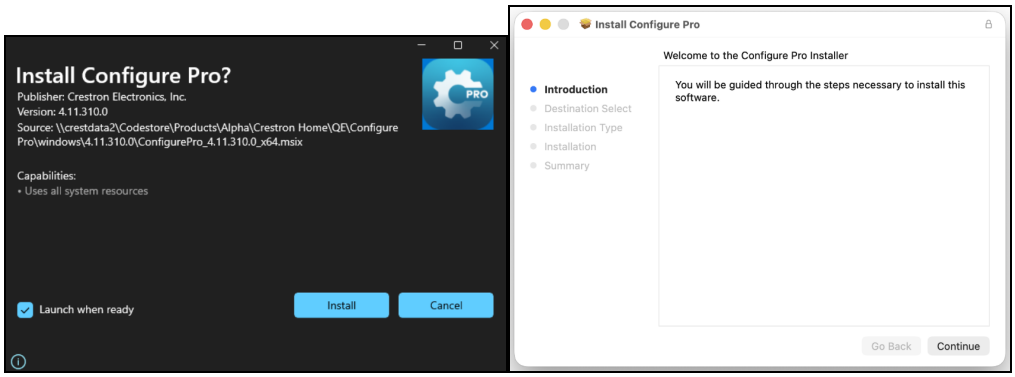
  > **NOTE:** For information on determining the hardware version, refer to Processor Version on page 19.
- Firmware version 4.11 or later
- A computer with .NET Runtime 10 or later and one of the following operating systems:
  - Microsoft Windows® 11 or later
  - Apple Silicon Macintosh® (Mac®) OS 26 (Tahoe) or later
- Configure Pro software

Installation

To install Configure Pro:

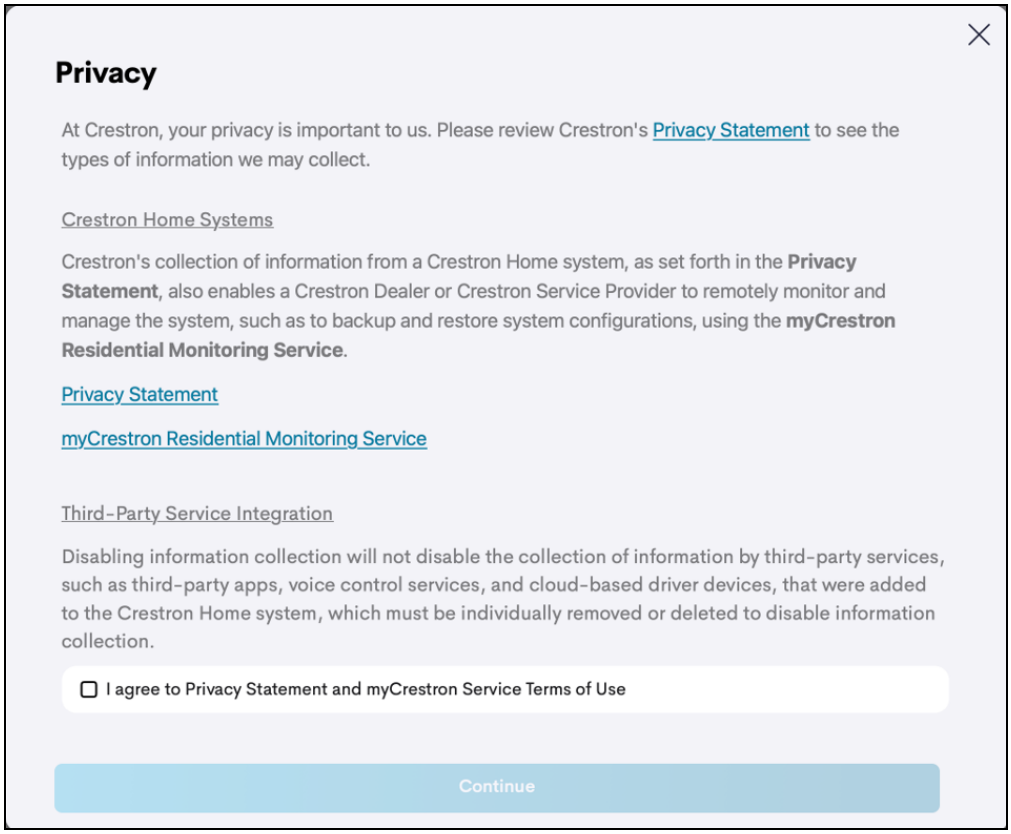
1. Download the Configure Pro software.
2. Launch the software.
   - On Windows, run the .msix file.
   - On Mac, run the .pkg file.

3. Follow the prompts to complete the installation.



Privacy Policy

The first time Configure Pro is launched and whenever a new processor is added, a **Privacy** information window appears.

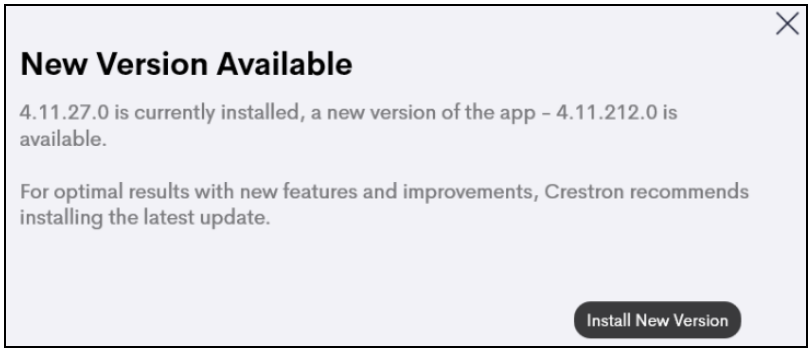


Follow the steps below.

1. Review the policies.
2. Select the **I agree to Privacy Statement and myCrestron Terms of Use** check box to accept these legal terms.
3. Select **Continue**.

Welcome Screen

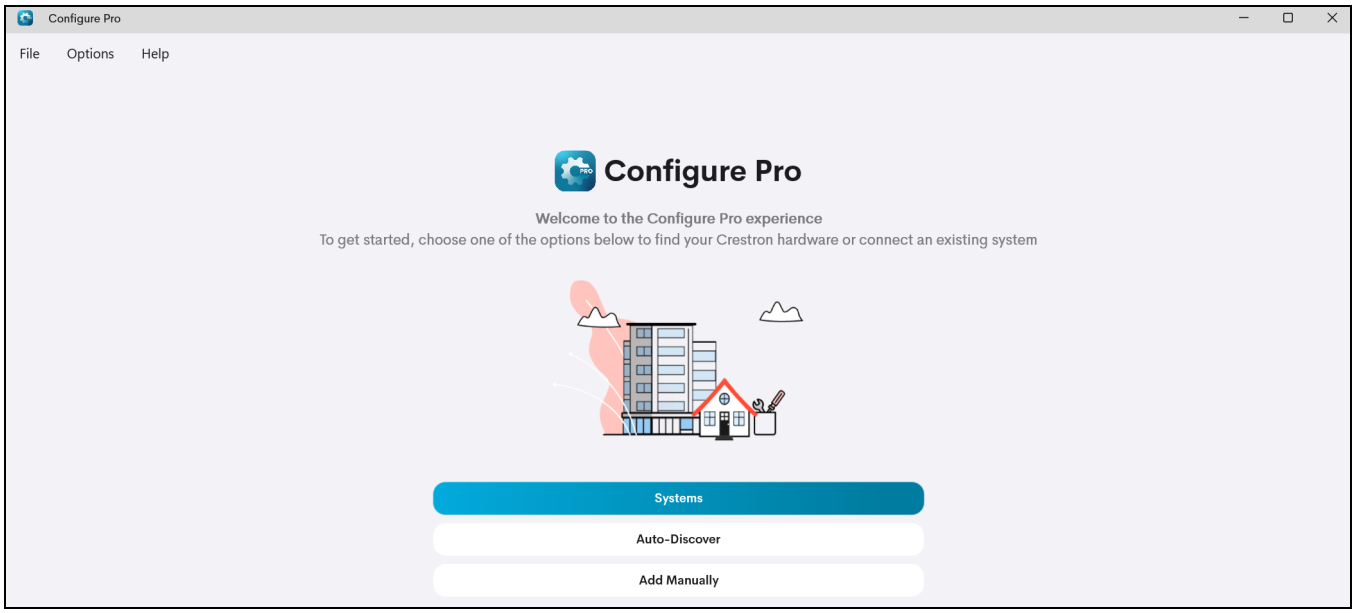
Open Configure Pro to access the **Welcome** screen. If there is an update for Configure Pro, an update prompt appears. Select **Install New Version** to update.



Use one of the following procedures to add a Crestron Home system to Configure Pro.

- Auto-Discover on page 33
- Add Manually on page 35

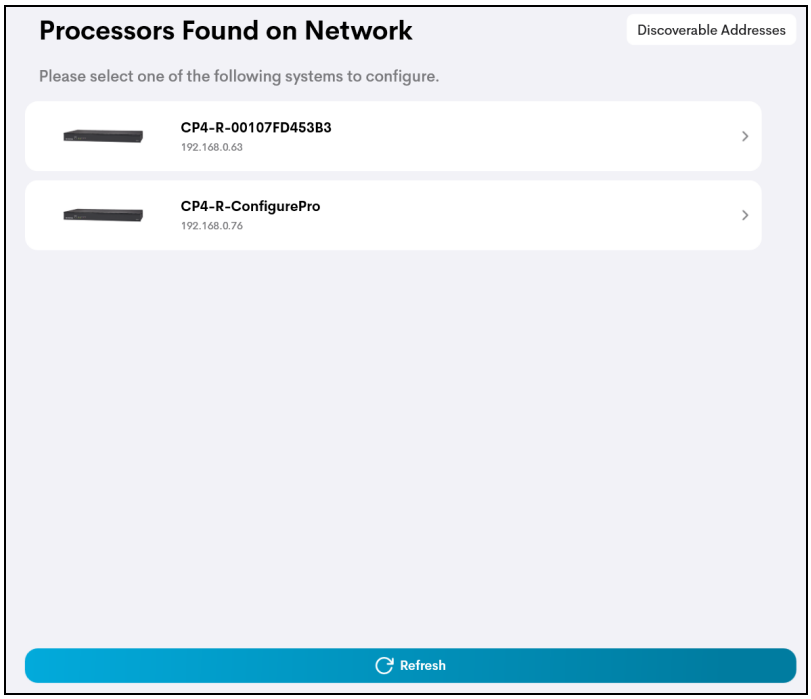
Crestron Technical Institute Training Video: Getting Started.



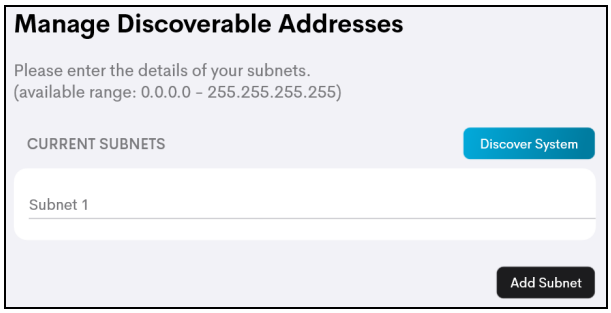
Auto-Discover

To automatically discover a Crestron Home system , select **Auto-Discover** on the Configure Pro Welcome screen. The control processor must be on the same network as the computer running Configure Pro.

On the **Processors Found on Network** screen, select a processor to add.

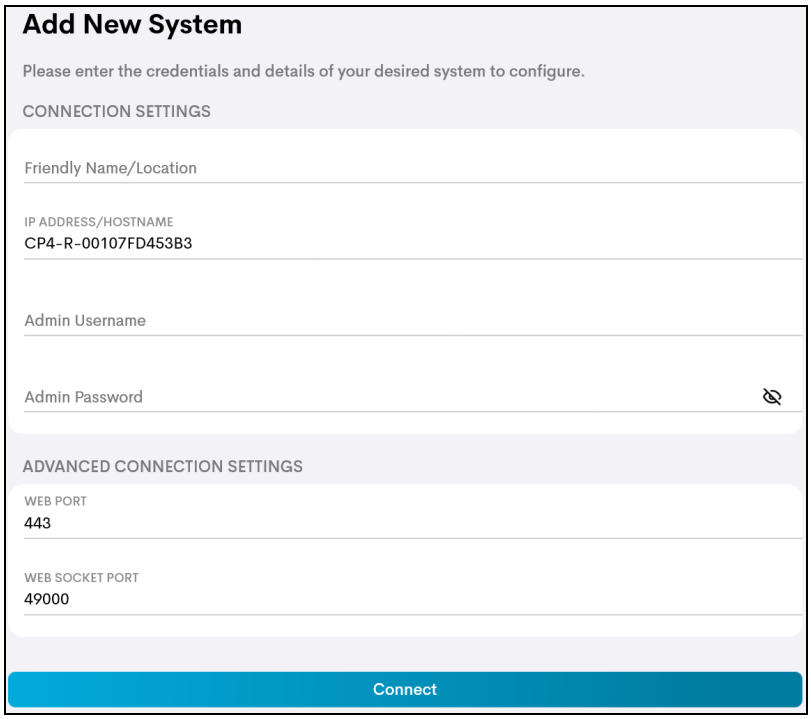


- To add subnets, select **Discoverable Addresses**. Enter the details of a subnet on the **Manage Discoverable Addresses** screen, then select **Add Subnet**.



- To refresh the list, select **Refresh**.

On the **Add New System** page, enter the required information for the chosen control system and select **Connect**.



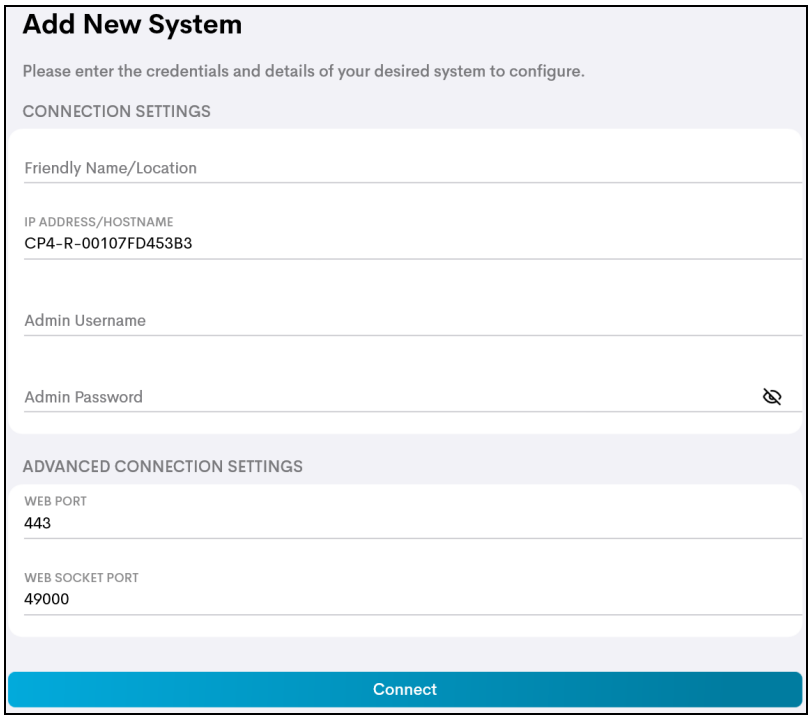
- If there is no admin account on the processor, follow the prompts to create one. Select **Connect**.
- If the processor does not meet the firmware requirements, an update prompt appears. Select **Download and Install** to update.

The control processor is now added to Configure Pro.

Add Manually

To manually add a Crestron Home system to Configure Pro, select **Add Manually** on the Configure Pro Welcome screen.

On the **Add New System** page, enter the required information for the chosen control system and select **Connect**.



- If there is no admin account on the processor, follow the prompts to create one. Select **Connect**.
- If the processor does not meet the firmware requirements, an update prompt appears. Select **Download and Install** to update.

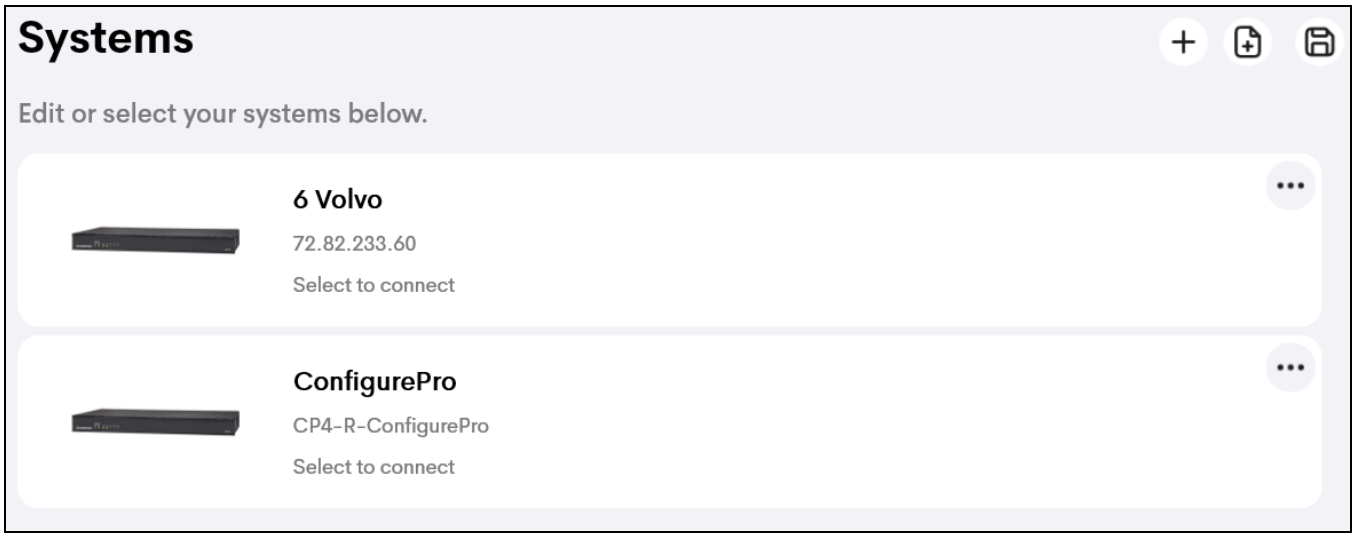
The control processor is now added to Configure Pro.

Select a System

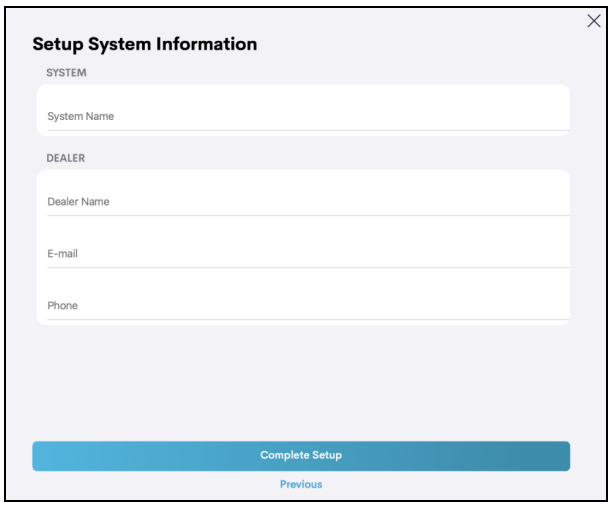
To select a system for configuration, select **Systems** on the Configure Pro **Welcome** screen.

The **Systems** screen lists all control processors added to Configure Pro.

- Select a control processor to enter Configuration Mode.
- Select the **...** next to a control processor to edit the connection settings or delete the system.
- Select **+** to add a system from this screen.
- Select **Import** to import an existing list of systems.
- Select **Save** to save the list of systems.



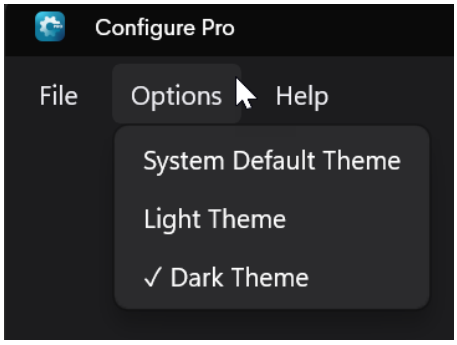
If a processor is being configured for the first time, follow the prompts to enter your dealer information and select **Complete Setup**.



Crestron Technical Institute Training Video: Using Multiple Instances of Configure Pro

Light and Dark Theme

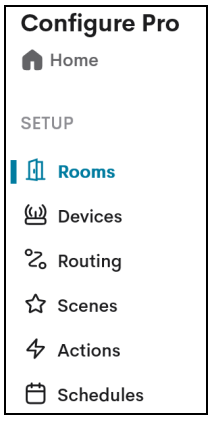
Use the **Options** drop-down list on the **Welcome** screen to select a theme for Configure Pro.



- **System Default Theme** (default): Match the current OS theme setting (**Light** or **Dark**) automatically.
- **Light Theme:** Use black text on a white background.
- **Dark Theme:** Use white text on a dark background.

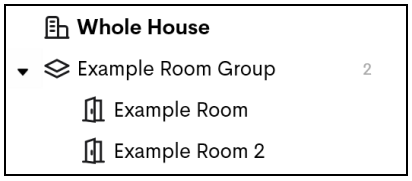
Rooms

Use the **Rooms** screen to add and manage rooms in the Crestron Home system. Rooms can be added, renamed, deleted, placed in room groups, and controlled using voice commands.



Crestron Technical Institute Training Video: Adding Rooms

The rooms list, which appears throughout the Configure Pro interface, shows all rooms and room groups in the system.



: The whole house. Select it to enable or disable Voice Control for the whole house.

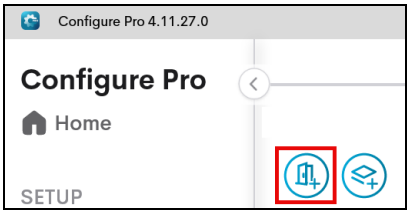
: A room group. Select the ▼ next to it to show the rooms included in the group. Select the room group to edit it. Refer to Edit and Remove Room Groups on page 42.

: A room. Select the room to edit it. Refer to Edit and Remove Rooms on page 40.

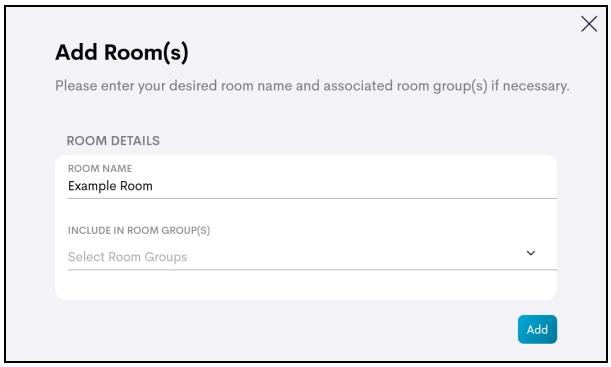
Add Rooms

To add a room:

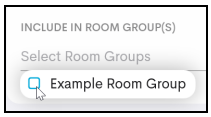
1. Select the **Add Room** button.



2. On the **Add Room(s)** screen, enter a name in the **Room Name** field.



3. Optionally, use the **Select Room Groups** drop-down list to select room group(s) for the new room.

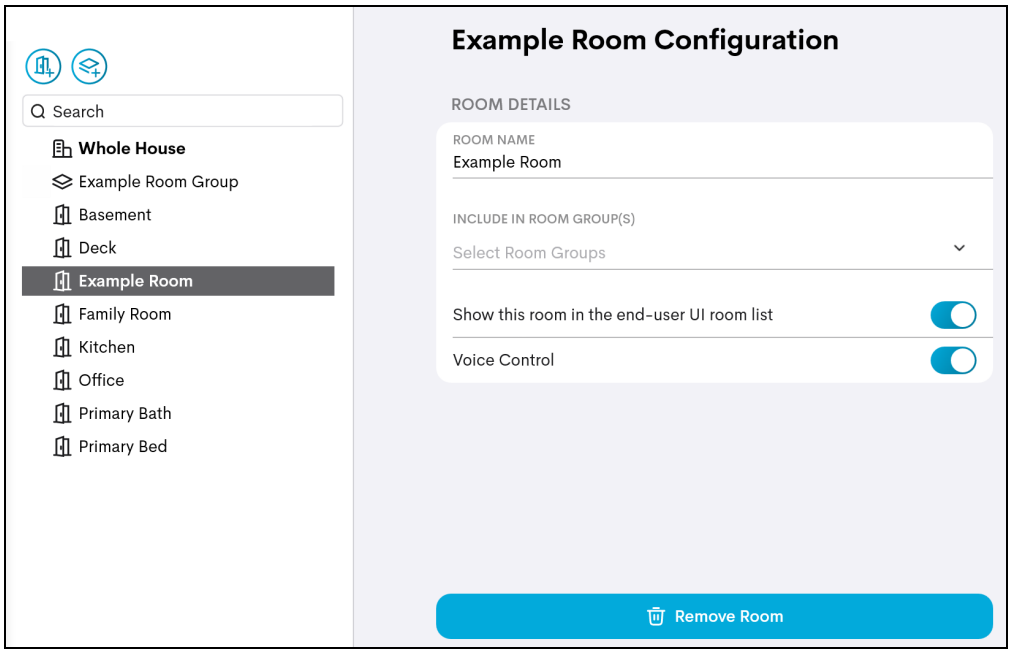


4. Select **Add**.

The new room now appears in the room list.

Edit and Remove Rooms

Select a room in the room list to edit or remove it.



On the room **Configuration** screen, the following options are available:

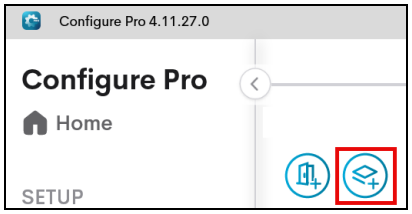
- **Room Name:** Modify the room name.
- **Include in Room Group(s):** Use the drop-down list to add or remove the room from room groups
- **Show this room in the end-user UI room list:** Show or remove this room in the Crestron Home user app.

- **Voice Control:** Enable or disable voice control for this room.
- **Remove Room:** Select this to remove the room.

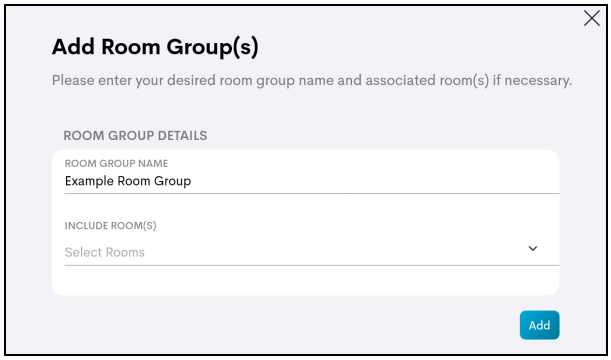
Add Room Groups

To add a room group:

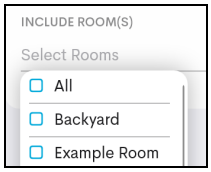
1. Select the **Add Room Group** button.



2. On the **Add Room Group(s)** screen, enter a name in the **Room Group Name** field.



3. Optionally, use the **Include Room(s)** drop-down list to select rooms for the new room group.

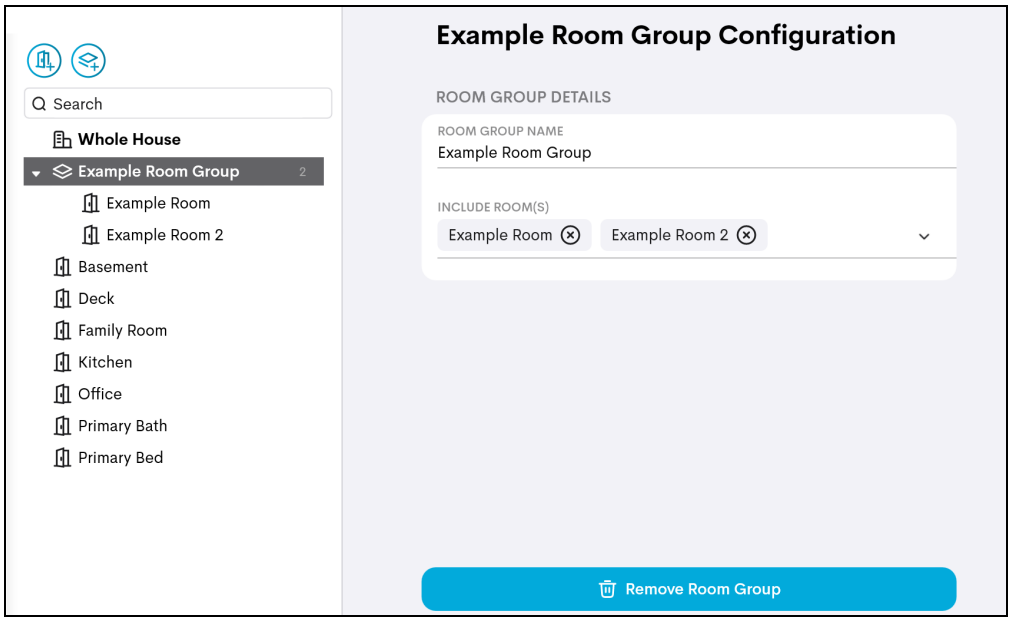


4. Select **Add**.

The new room group now appears in the room list.

Edit and Remove Room Groups

Select a room group in the room list to edit or remove it.

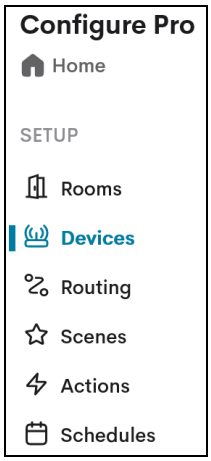


On the room group **Configuration** screen, the following options are available:

- **Room Group Name:** Modify the room name.
- **Include Room(s):** Use the drop-down list to add or remove rooms from the room group
- **Remove Room Group:** Select this to remove the room group.

Devices

Use the **Devices** screen to add, configure, and remove devices in the Crestron Home system. Devices are added to rooms in the system and then configured.



NOTES:

- For a list of devices that are supported by Crestron Home® OS, refer to Works With Crestron Home on page 16.
- New device support is added through device and control processor firmware updates.
- Pair user interface devices (Crestron touch screens, TSR-310 handheld remotes, iOS® devices, and Android™ devices) to the Crestron Home system using the UI on the device:
  Crestron Technical Institute Training Video: Connecting User Interfaces

This section contains the following information:

- Add Devices on page 43
- Add Shade Groups on page 59
- Device Configuration and Removal on page 61

Crestron Technical Institute Training Video: Adding Devices: Cresnet Keypad, Wireless Dimmer, & Displays

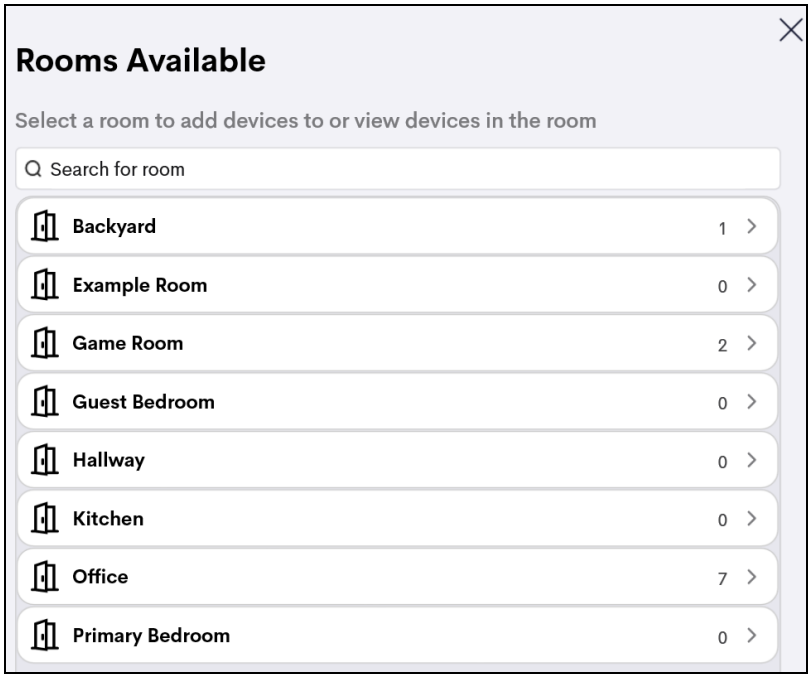
Add Devices

To add a device with Configure Pro:

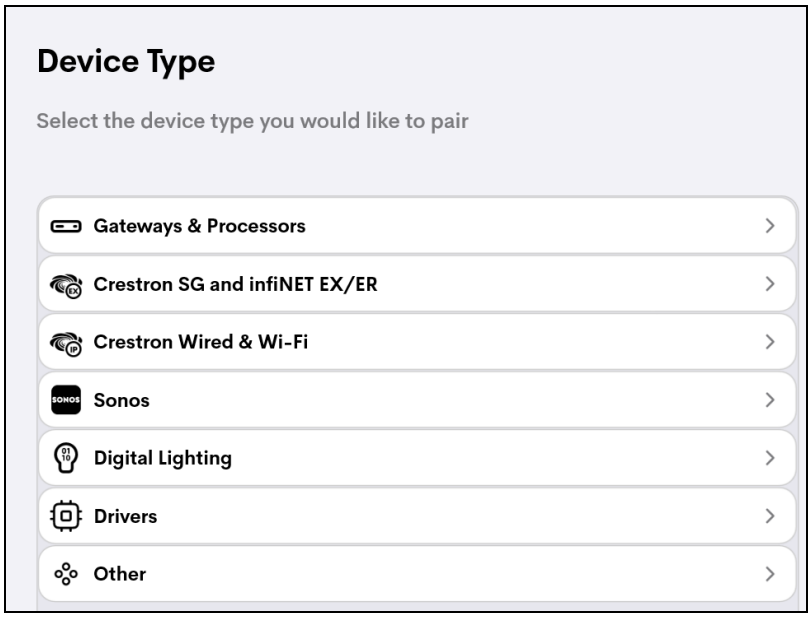
1. Select the **Add Device** button.



2. Under **Rooms Available**, select a room for the device.



3. Under **Device Type**, select the type of device to add.



4. Refer to the sections below for specifics on each device type:
    - Gateways & Processors on page 45
    - Crestron SG and infiNET EX/ER on page 48
    - Crestron Wired and Wi-Fi on page 50
    - Sonos on page 52
    - Digital Lighting on page 54
    - Drivers on page 55
    - Other Devices on page 58

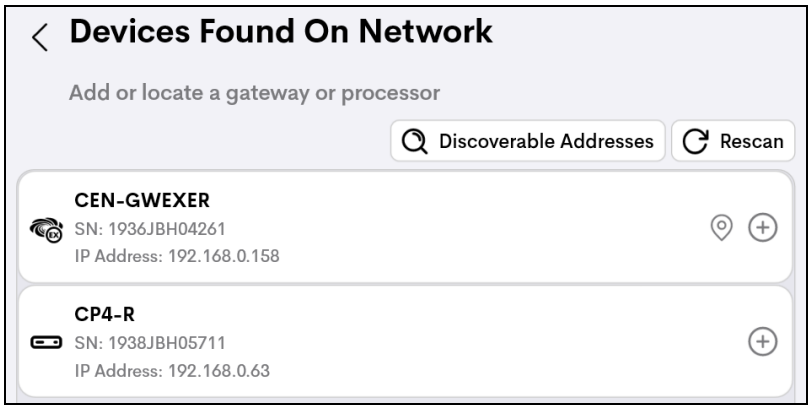
Gateways & Processors

After selecting **Gateways & Processors**, a **Devices Found on Network** screen appears with any discovered gateways and processors listed.

TIPS:

- Devices that are acquired by a gateway will remain acquired if these conditions are met:
    - The device was acquired before adding the gateway to the Crestron Home system.

      For example, devices were acquired by a gateway using Crestron Toolbox™ software in a custom programmed system and the devices and gateway from the custom system will then be converted to a Crestron Home system.
    - The device was acquired by a gateway that is part of the Crestron Home system while the system is offline.
- If a gateway is deleted from the system, acquired devices will be unacquired by the gateway.
- Acquired devices that have not been assigned to a room will be displayed in the Device List.
- If an acquired device is online, it can be assigned to a room without re-pairing.
- Devices that are unacquired by a gateway outside of Crestron Home (for example, using Crestron Toolbox, acquired by a gateway from another system, or the Crestron Home system is offline) will go offline and will function as follows:
    - Not assigned to a room: The device is displayed in the unassigned Device List but cannot be assigned to a room. The device should be acquired by the gateway again or removed from the device list. To acquire or delete devices, refer to Crestron Wireless Devices and Device Settings.
    - Assigned to a room: A device offline error message is displayed for the device in the room. The device should be acquired by the gateway again, replaced with a different device of the same model, or deleted from the system.
- A gateway can enter Acquire mode from outside of the Configure Pro app. For example, using Crestron Toolbox™ software or the Acquire button on the gateway.
- Make sure that only one gateway is in Acquire mode at a time.



The following options become available:

- **Discoverable Addresses:** Select to add a subnet range.
- **Rescan:** Select to refresh the list of discovered devices.
- **Locate** : Select to identify the location of a device (if supported). The device will flash its LED or screen to identify its location.
- **Add** : Select to add the device to the system.

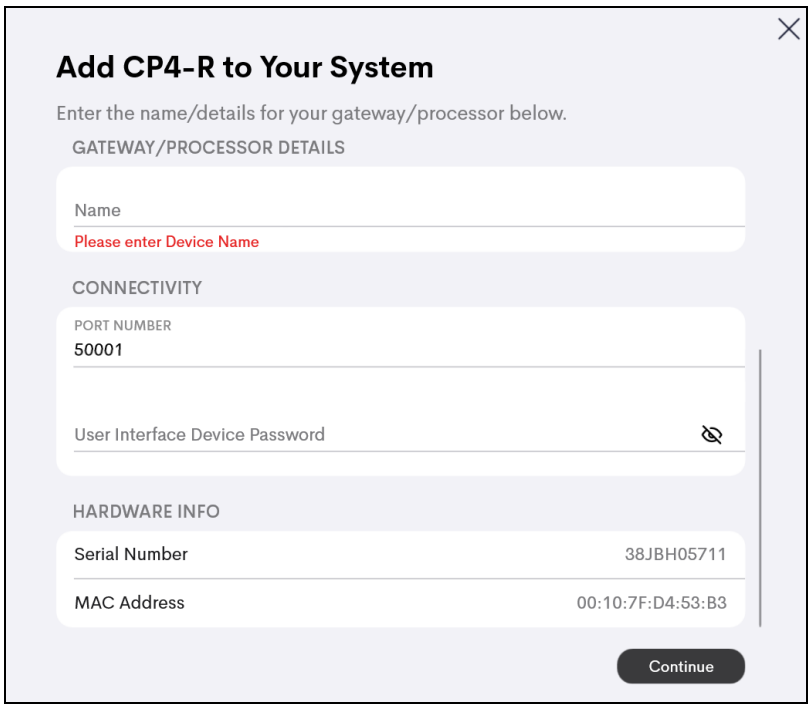
NOTE: When adding a DALI gateway, be aware of the following:

- Configure the DALI gateway before adding it to Crestron Home. Use the **DALI Commissioning Tool** in the Crestron Toolbox application or the DALI gateway's web configuration. For details, refer to the Crestron Toolbox Help File or the gateway's product manual.
- Use Ethernet to connect the DALI gateway to the Crestron Home system.
- The Cresnet communications port on the DALI gateway cannot be used in the Crestron Home system. Do not make connections to this port.
- The configuration for the DALI groups may take several minutes to import.

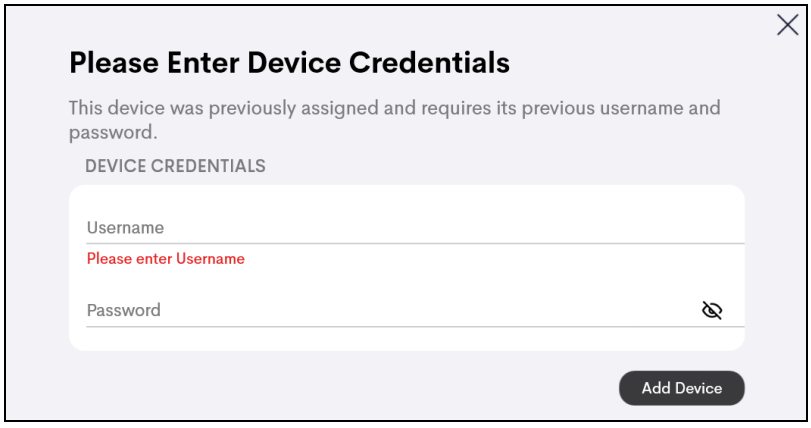
After adding the DALI gateway, DALI groups and individual loads are added through the **Digital Lighting** screen. Refer to Digital Lighting on page 54 for details.

To add the device:

1. Select **Add** ⊕ on the desired device. An **Add Device to Your System** screen appears.



2. Complete the fields and select **Continue**. If prompted, enter or create device credentials and select **Add Device**.



NOTES:

- Entering device credentials is typically required for gateways where the first connection was made using Crestron Toolbox software or the Web UI and login credentials were created.

- If the **chdevice** user exists on the gateway, consider the following:
  - If the gateway password matches the **Common Device Password** set in the Crestron Home system, there will not be a prompt for device credentials.
  - If the gateway password does not match the **Common Device Password** set in the Crestron Home system, the password on the gateway will be changed to the password set on the Crestron Home system.

The device is now available in Crestron Home.

Shared Gateways

A CEN-GW1 (or CENI-GW1) gateway can be shared between up to five processors. For information on using multiple processors, refer to Multi-Processor Configurations on page 11.

NOTE: Be aware of the following limitations and known issues when sharing a gateway:

- When moving or deleting a device from a shared gateway, the device must be manually deleted from the other processor(s).
- Temporary loss of control of a load may occur after moving it to a new gateway. This can be resolved with a control system reboot.
- Devices added through a shared gateway bypass the minimum firmware version check. Devices that do not meet the minimum firmware requirements will not function in Crestron Home.
- Devices paired through a shared gateway may appear offline for a short time. The device can not be added to a room during this time.
- If replacing a shared gateway, it must be replaced on all connected systems.

To create a shared gateway, add a gateway to an additional processor. A prompt appears with the following options:

- **Add:** Select to add the gateway to only this processor, disconnecting it from the other(s).
- **Share:** Select to create a shared gateway.
- **Cancel:** Cancel the action.

When adding a gateway that is already connected to the maximum number of systems (five), a prompt appears with the following options:

- **Add:** Select to add the gateway to only this processor, disconnecting it from the other(s).
- **Cancel:** Cancel the action.

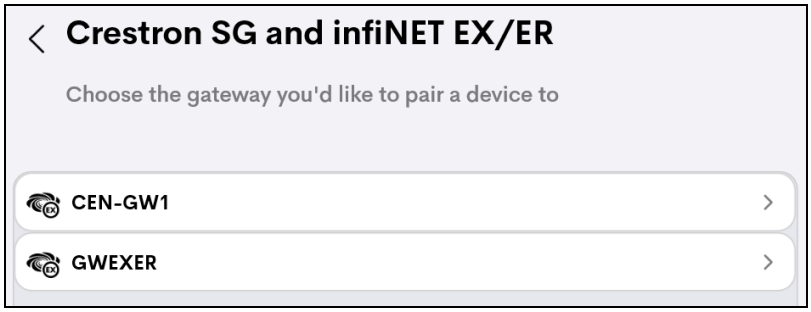
Crestron SG and infiNET EX/ER

After selecting **Crestron SG and infiNET EX/ER**, a gateway selection screen appears with all paired gateways.

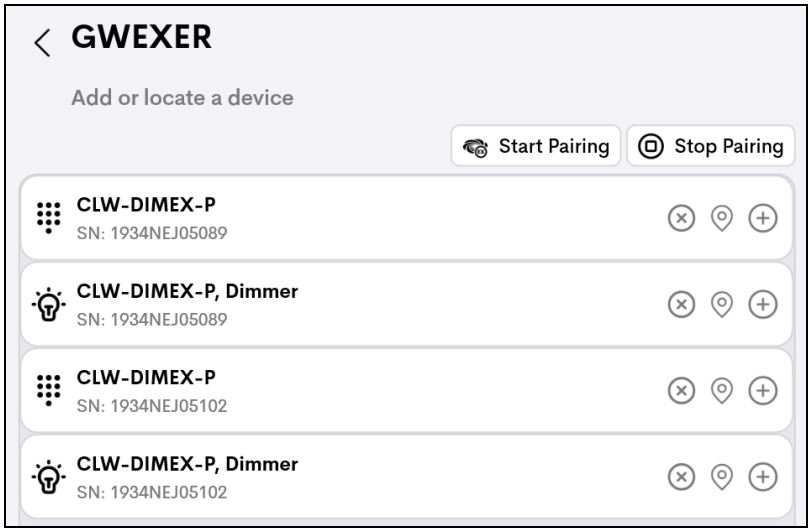
Crestron Technical Institute Training Video: Adding a Remote

NOTES:

- Add a wireless gateway, such as the CEN-GW1 to the Crestron Home system before adding wireless device. To add a wireless gateway, refer to Gateways & Processors on page 45.
- For best practices regarding the installation and setup of Crestron RF (radio frequency) products, refer to the Installation and Setup of Crestron RF Products Best Practices Guide.
- If a TSR-310 handheld remote will be added to the system, ensure that it is connected to a WAP (Wireless Access Point) that is in Crestron's list of recommended WAP brands. For more information and a complete list of brands, refer to the TSR-310 Supplemental Guide.



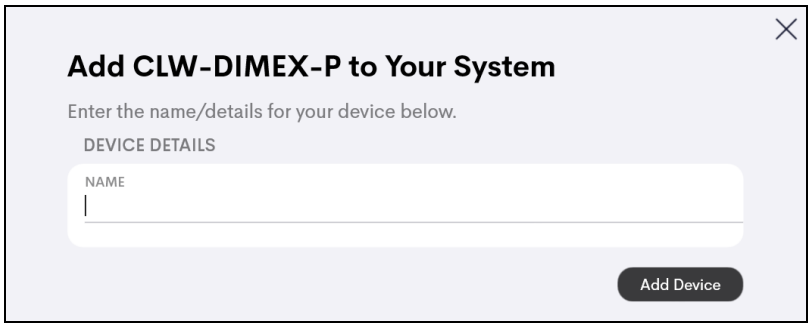
Select a gateway to display a list of all connected devices. The following options become available:



- **Start Pairing:** Select to put the gateway in pairing mode.
- **Stop Pairing:** Select to end pairing mode.
- **Remove** ⊗**:** Select to remove the device from the gateway.
- **Locate** **:** Select to identify the location of a device (if supported). The device will flash its LED or screen to identify its location.
- **Add** ⊕**:** Select to add the device to the system.

To add the device:

1. Selecting **Add** ⊕ on the desired device. An **Add Device to Your System** screen appears.



2. Complete the fields and select **Continue**. If prompted, enter or create device credentials and select **Add Device**.

The device is now available in Crestron Home.

Pair Remote Keypads

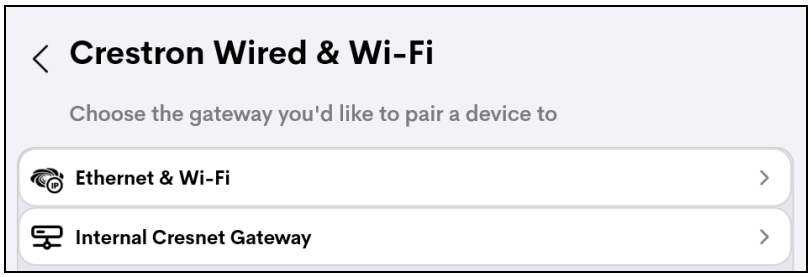
When devices with supported remote keypads are discovered by the system, the option to add the remote keypad is provided. For a list of supported multi-way remote keyads, refer to Keypads.

When a remote keypad is added to the system, consider the following:

- One remote keypad will display in the list of devices for each device that supports a remote keypad. Even though one remote keypad can be added to the program, up to four remote keypads can be physically connected to the device.
- The remote keypad is configured in a similar manner as other keypads in the system.
- When configuring the remote keypad, all devices associated with the primary device will perform the same function.

Crestron Wired and Wi-Fi

After selecting **Crestron Wired and Wi-Fi**, a gateway selection screen appears with all paired gateways.



Crestron Technical Institute Training Videos:

- Adding a Thermostat and Climate Scenes
- Adding an Occupancy Sensor
- Adding a Cevo Mini Remote

NOTES:

- Cresnet devices are automatically assigned a Cresnet ID when they are discovered by the Crestron Home system.
- Cresnet devices that require the Cresnet ID to be set manually using dials on the device (for example, the C2N-IO and GLS-SIM) must have their Cresnet ID set manually. A dialog is displayed that lists the device name, serial number, and the Cresnet ID that the device should be set to.
- After a TSW-x60 series touch screen or compatible handheld remote is added to the system, the Crestron Home user interface is loaded to the device.
- To discover and add Legacy Devices (TSW-x52 touch screens and Remote Trigger and Listen modules), the **Legacy Device Port** must be enabled. Refer to Network on page 109.
- Some Crestron wired and Crestron Wi-Fi® network devices require a static IP address. A pop-up message displays when this is required.
- If adding a wired device with connected outputs, such as a SWAMP series audio expander or a DM-MD series video switcher, select the device to view all of the available outputs that may be added to a room.

Select a gateway.to display a list of all connected devices. The following options become available:

- **Discoverable Addresses:** Select to add a subnet range.
- **Rescan:** Select to refresh the list of discovered devices.
- **Locate** : Select to identify the location of a device (if supported). The device will flash its LED or screen to identify its location.
- **Add** : Select to add the device to the system.

To add the device:

1. Selecting **Add** on the desired device. An **Add Device to Your System** screen appears.
2. Complete the fields and select **Continue**.
3. If prompted, create a **Common Device Password** for the Crestron Home processor. The username is **chdevice**. The **Create a Common Device Password** dialog is displayed when the Common Device password is not created in the control processor settings.
4. If prompted, enter or create device credentials and select **Add Device**.

The device is now available in Crestron Home.

DM NVX Devices

When adding a DM NVX device:

- A pop-up dialog box is displayed that prompts the user to enter the device username and password. Enter the required credentials, and then select **Add Device**. For new DM NVX devices, the default username and password are both **admin**.
- Select whether the device will be configured as a receiver (audio input or output) or as a transmitter (audio input or output).

SONNEX and DigitalMedia switchers

When adding SONNEX and DigitalMedia switchers, endpoints and expanders cannot be added to the system after the Crestron Home system discovers the switcher.

- **SONNEX:** Verify that all endpoints, expanders, and SWAMP extenders are connected, wired, and powered on before adding the Audio Switcher to the system. Endpoints, expanders, and SWAMP extenders cannot be added to the system after the Audio Switcher is discovered.
- **If an endpoint or expander is connected after the Audio Switcher is added to the system:** The Audio Switcher must be deleted from the system and then re-added. All programming for the Audio Switcher will be lost and will need to be reprogrammed.
- **DM Switchers:** Verify that all DM input cards, output cards, and room boxes are connected, wired, and powered on before adding the DigitalMedia Switcher to the system. DM input cards, output cards, and room boxes cannot be added after the Crestron Home system discovers the DigitalMedia switcher.
- **If a DM Input Card, Output Card, or Room Box is Added after the DM Switcher is Added to the System:** The DM Switcher must be deleted from the system and then re-added. All programming for the DigitalMedia Switcher will be lost and will need to be reprogrammed.

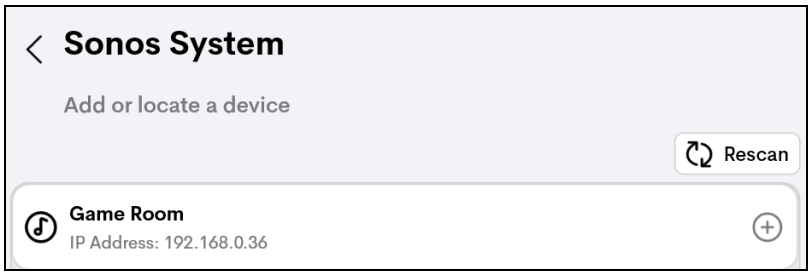
Sonos

To add a Sonos® device, note the following requirements:

- Ungroup all speakers in the Sonos app prior to performing a system scan.
- Discover and configure all Sonos speakers and amplifiers using the Sonos app before adding them to the Crestron Home system.
- Turn on Autoplay in the Sonos app when adding a Sonos AMP, ARC, PLAY:5®, CONNECT:AMP, Sonos Beam, PLAYBAR®, PLAYBASE® devices.
- When adding a Sonos CONNECT device:
  - When adding as a **Source**, set the Line Out configuration to **Fixed**.
  - When adding as a **Speaker**, set the Line Out configuration to **Variable**.
  - Do not add as a speaker with an input as this device does not support Autoplay in the Sonos app.

> **NOTE:** For best practices, troubleshooting, and general information regarding integrating Sonos devices within the Crestron Home system, refer to Sonos Integration on page 429.

After selecting **Sonos**, a **Sonos System** screen appears with any discovered Sonos devices listed.

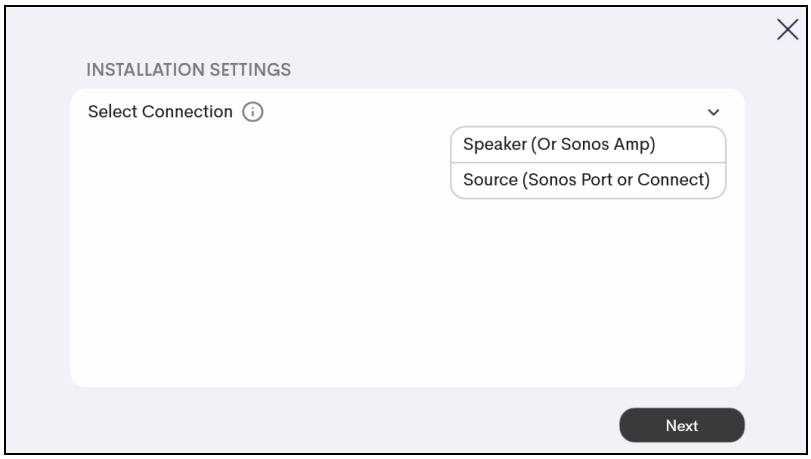


The following options become available:

- **Rescan:** Select to refresh the list of discovered devices.
- **Add ⊕:** Select to add the device to the system.

To add the device:

1. Select **Add** ⊕ on the desired device. An **Installation Settings** screen appears.



2. Select the ▼ to open a drop-down list and select the type of Sonos device:
   - **Speaker:** Select **Speaker (or Sonos Amp)** for speaker devices such as the Sonos One®, PLAY:1®, PLAY:3®, and CONNECT devices or speaker devices with an input such as the AMP, ARC, PLAY:5®, CONNECT:AMP, Sonos Beam, PLAYBAR®, PLAYBASE® devices.
   - **Source:** Select **Source (Sonos Port or Connect)** for source devices such as the Sonos Port and Connect.
3. Select **Next**.

The device is now available in Crestron Home.

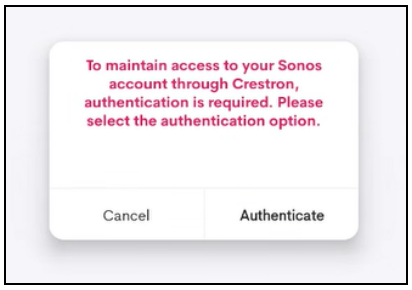
> **NOTE:** When the first Sonos device is added to the system, it may take up to a minute to display.

Sonos Authentication

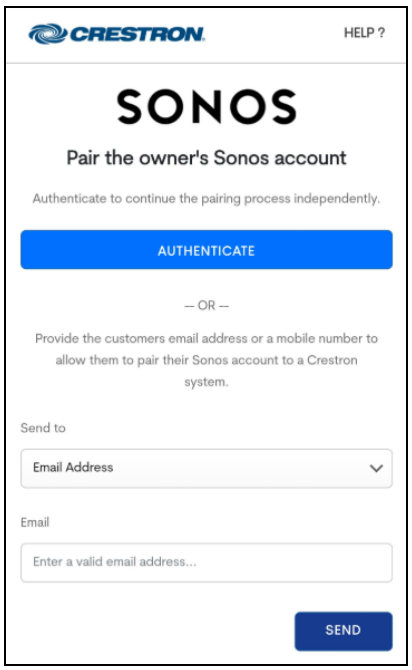
Sonos devices running recent firmware have the ability to communicate with third party devices via an authenticated version of the existing protocol. Crestron Home installs require authentication.

When attempting to use Sonos without authentication, an authentication prompt appears in the Crestron Home app. Follow the steps below.

1. From the Crestron Home app, route Sonos to a room and select **Authenticate** from the pop-up.



The following screen appears:



2. Select **Authenticate** and sign in with your Sonos account or forward the authentication link to your customer by completing the fields below and selecting **SEND**.
3. Follow the steps on the Sonos page to sign in and authenticate.

Digital Lighting

After selecting **Digital Lighting**, a **Devices Found on Network** screen appears with any discovered groups and loads listed.

> **NOTE:** DALI groups and loads should be configured in the DALI gateway web interface prior to adding those groups or loads to a Crestron Home system.

> **TIP:** For best performance, add DALI groups rather than individual loads whenever possible.

To add groups or loads:

1. Select **Add** ⊕ to add the group or load to the system.
2. Enter a name for the device and select **Add Device**.

NOTES:

- If multiple DALI gateways exist in the system, they are placed in folders. The folder names match the name provided to the gateway when it is added to the system.
- Groups 0 through 15 for both Loop 1 and Loop 2 on the DIN-DALI-2 are listed as available loads even if loads are not assigned to the group. Refer to the Devices tab in the DIN-DALI-2 settings to view the load assignments.
- The menu lists the loop name, group name, and the name of the DIN-DALI-2 when it is added to the system.

The group or load is now available in Crestron Home.

NOTE: After adding a DIN-DLI and associated groups/loads to Crestron Home, do not readdress DALI drivers.

Drivers

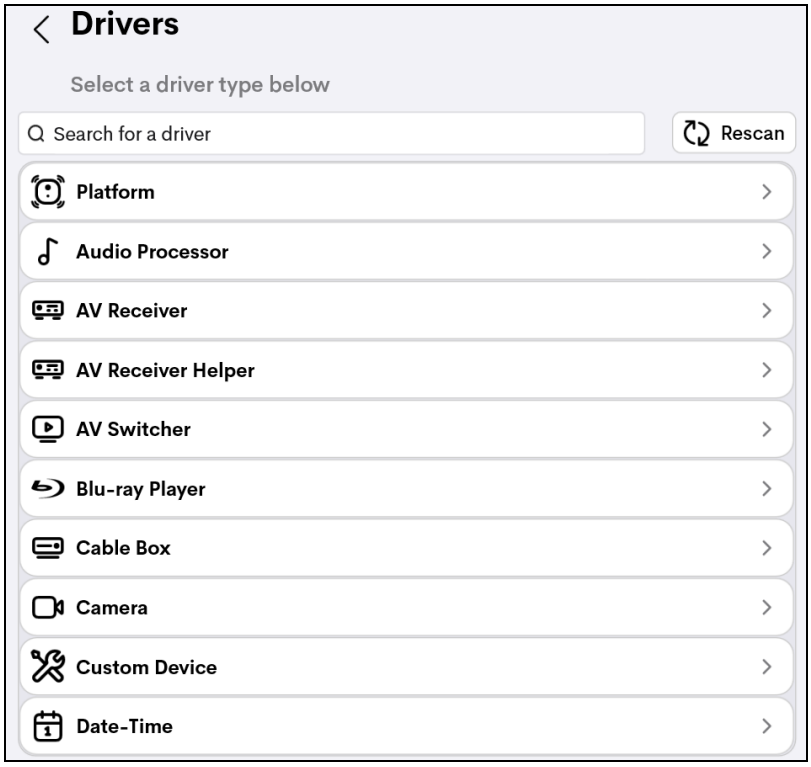
The Crestron Home system utilizes Crestron Drivers to expand the functionality of the system. Crestron Drivers are available for AV receivers, AV switchers, Blu-ray® disc players, cable boxes, flat panel displays, garages, gates, lights, platform devices, pool controllers, power controllers, projectors, security systems, speakers, and video servers.

To view the complete list of drivers, visit the Crestron Driver Portal at drivers.crestron.io.

NOTES:

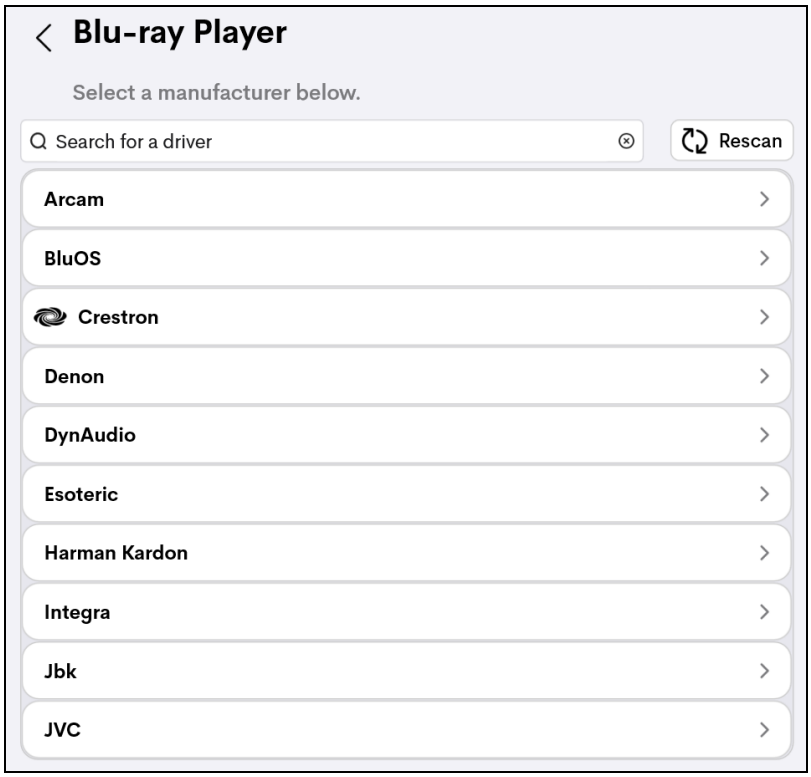
- Crestron Drivers that are tested by Crestron, and legacy security system drivers, are marked with the Crestron swirl logo.
- Only devices with discrete on and off commands should be paired with the system. If a device with an auto-off timer is added to the system, the device may turn itself off while the room remains on. This behavior causes the device to power on and become out of sync with the room after the room is powered off.
- When using serial and IR devices, more than one device can be connected per port.
- Crestron Connected devices are not compatible with Crestron Home systems.

After selecting **Drivers**, a **Select Driver Type** screen appears with a list of types.

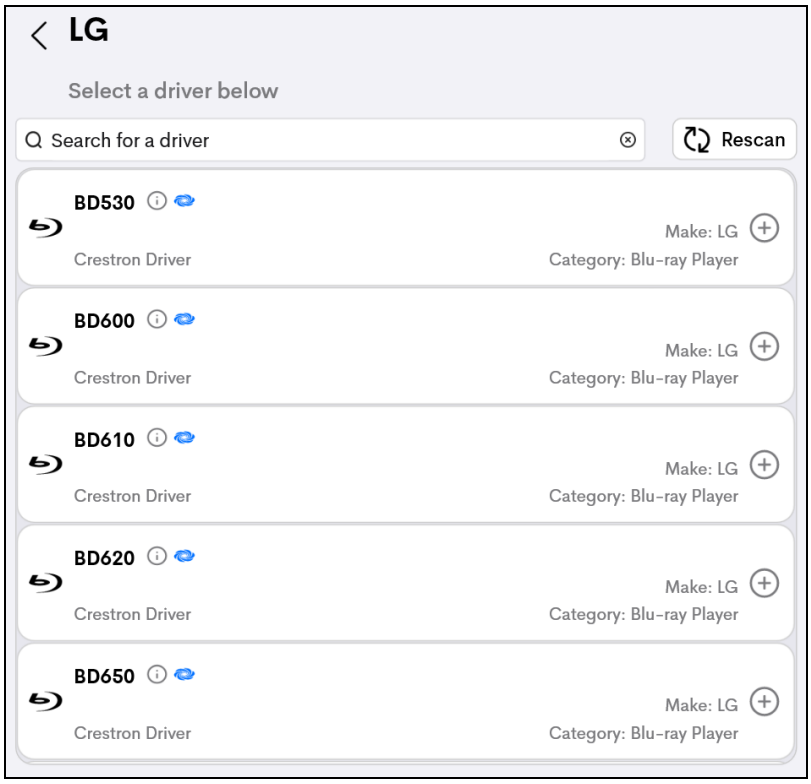


To add a driver:

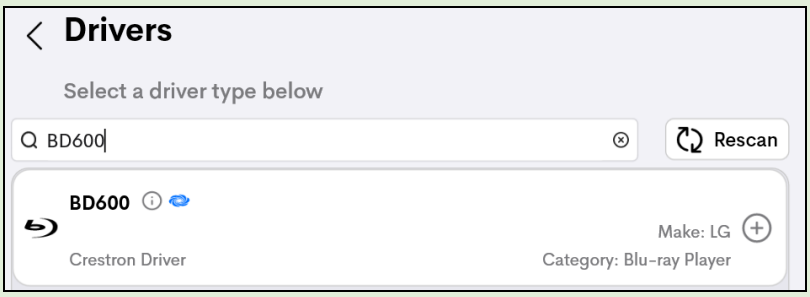
1. Select a driver type to access a list of manufacturers.



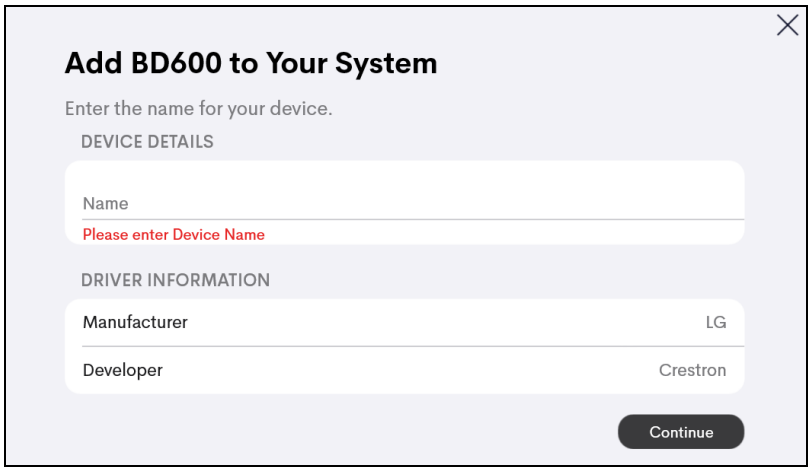
2. Select a manufacturer to open a list of specific models.



TIP: Use the **Search** bar to find drivers more easily.



3. Select **Add** ⊕ to download the driver. An **Add Device to Your System** screen appears.



4. Complete the prompts and select **Continue**. The fields may differ depending on the driver type.

After completing the final prompt, the device will be available in Crestron Home.

Creating Crestron Drivers

To create drivers, refer to the following resources:

- **Extension, Serial, IP, and CEC Devices:** Use the Drivers software development kit (SDK). For details, refer to the Crestron Drivers SDK.
- **IR Devices:** Use the Device Learner tool in Crestron Toolbox™ software. For more information on using the Device Learner tool to create device drivers, refer to the embedded Crestron Toolbox help file.

> **Crestron Technical Institute Training Video:** Sideloading Drivers

Other Devices

Add components to the system that are not directly controlled through the Crestron Home system using the **Other** device type. The **Other** device type consists of cameras, uncontrolled A/V equipment, BACnet thermostats, relay controlled devices, sensor controlled devices, and input devices that are controlled with relays and digital inputs.

> **Crestron Technical Institute Training Video:** Adding a Camera

After selecting **Other**, a list of device types appears.



To add an **Other** device:

1. Selecting **Add** ⊕ on the desired device. An **Add Device to Your System** screen appears.
2. Complete the required fields for the chosen device type and select **Add Device**.

The device is added to Crestron Home, but will require configuration. For details, refer to Device Configuration and Removal on page 61.

Add Shade Groups

Use Shade Groups to group multiple shade motors together. When shade motors are grouped, all shade motors in the group are controlled as one.

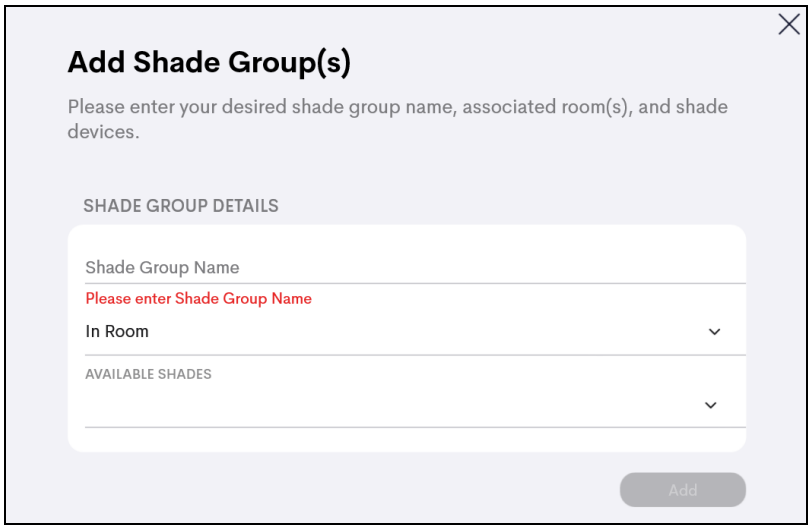
> **Crestron Technical Institute Training Video:** Adding a Shade and Shade Scenes

To add a shade group:

1. Select the **Add Shade Group** button.



   The **Add Shade Group(s)** window is displayed.



2. Enter a name in the **Shade Group Name** field.
3. Use the **In Room** drop-down list to select a room with shades in it.

   > **NOTE:** Shade groups do not span across multiple rooms. To control shade groups in different rooms at the same time, use shade scenes, Quick Actions, and events.

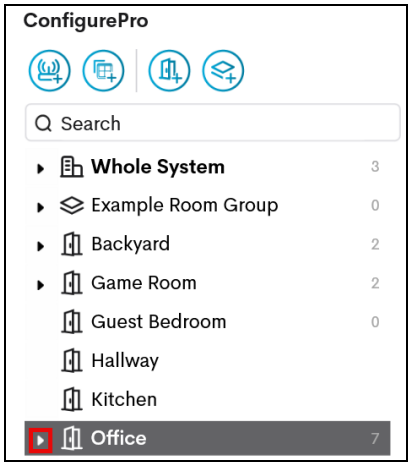
4. Use the **Available Shades** drop-down list to select the shades to include in the group.
5. Select **Add**.

The shade group is added to Crestron Home.

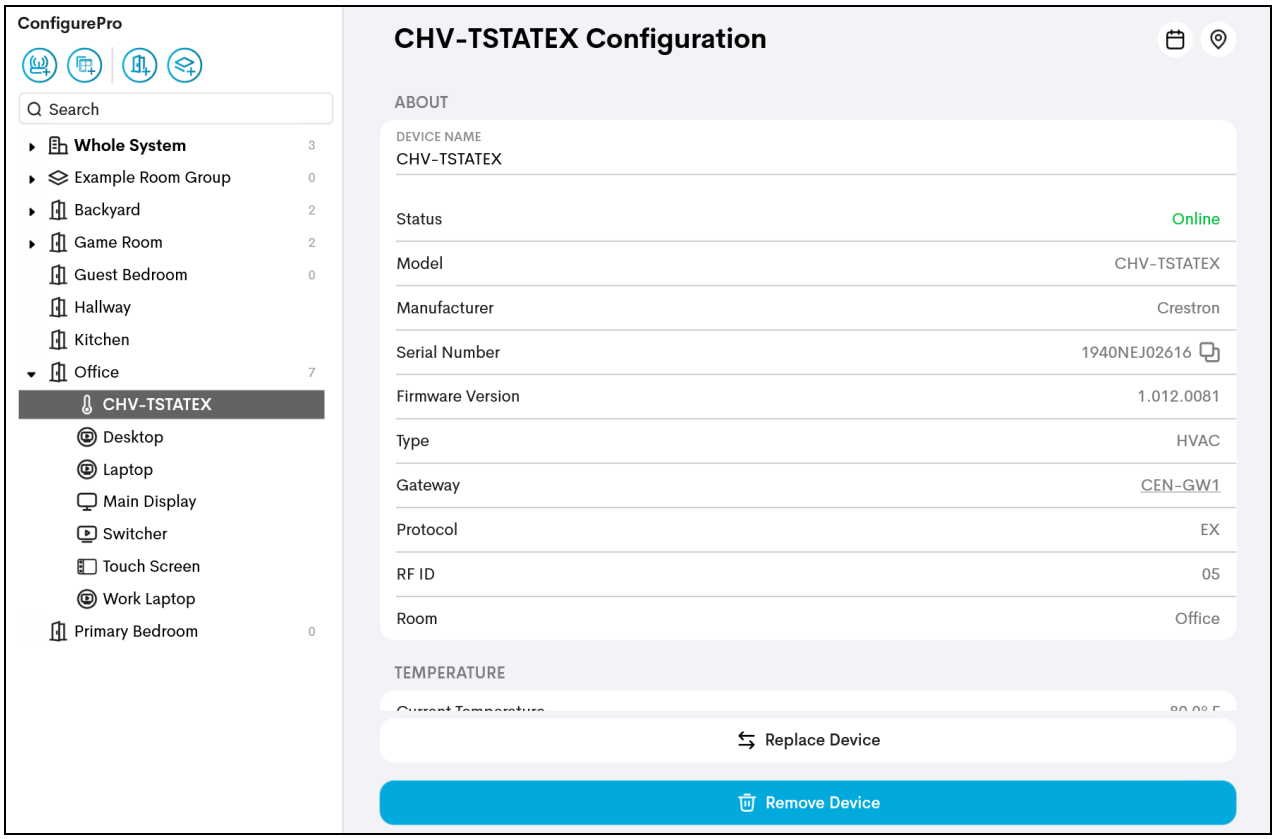
Device Configuration and Removal

To configure or remove a device:

1. On the devices screen, select the arrow next to the room (or room group) that contains the device to be configured.



2. Select a device. A **Configuration** window appears on the right side of the screen.



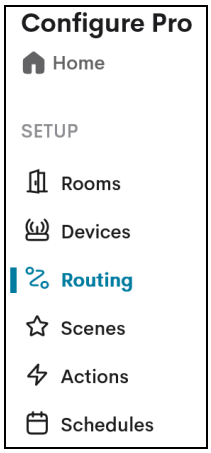
NOTE: The information and options available depend on the type and capabilities of the device.

TIP: Many of these device-specific settings are described in detail in the Legacy Crestron Home product manual. The interface is different, but the settings are the same. Device-specific settings in Configure Pro will be added in a future document update.

Other than the **Internal Cresnet Gateway**, all devices can be removed from the Crestron Home system by selecting **Remove Device**.

Routing

Use the **Routing** screen to configure source routes in the Crestron Home system.



Media sources and content items may be routed to the appropriate endpoints in one or more rooms across the system.

Crestron Technical Institute Training Video: Routing and Media Scenes

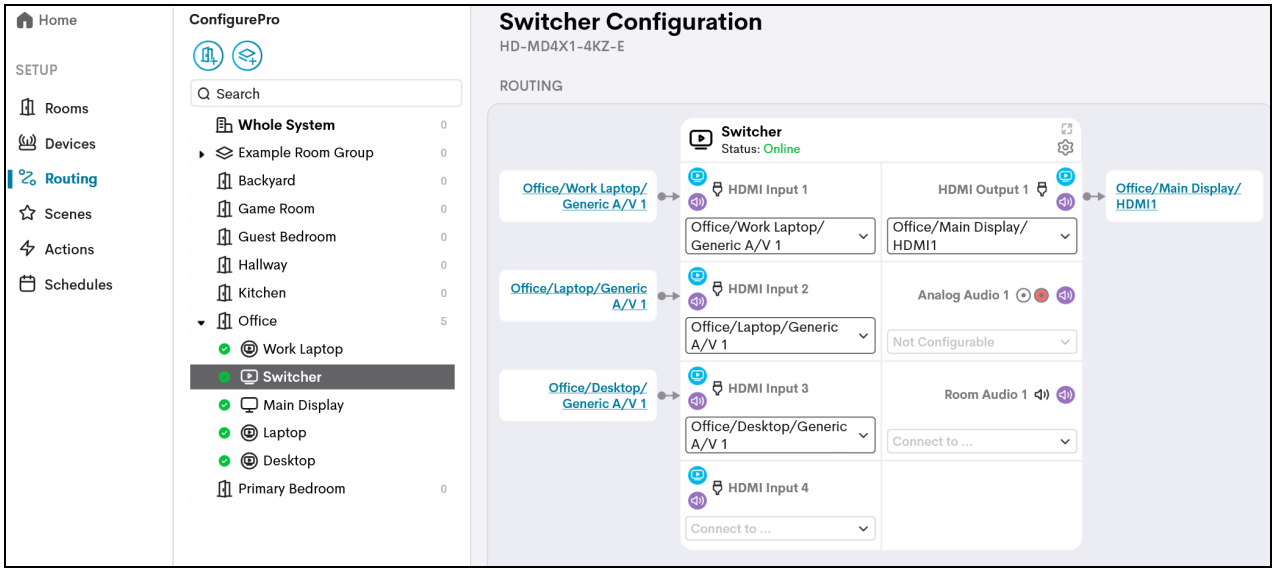
Configure Source Routes

NOTES: Observe the following points when configuring source routes:

- If two media sources are routed to a DM NVX® device (via the Input 1 and Input 2 ports), they may not be used at the same time. For example, if switching from Input 1 to Input 2 in a media zone, all media zones where Input 1 is selected switch to Input 2.
- Route CEC devices to the HDMI® input that matches the Control Port that was assigned to the device.
- If the audio signal for a video source is routed to a SWAMP audio expander endpoint, the video will display but no audio will be heard. This behavior occurs because the SWAMP device is warming up and is corrected within a few seconds.

To configure source routing behavior for a media device:

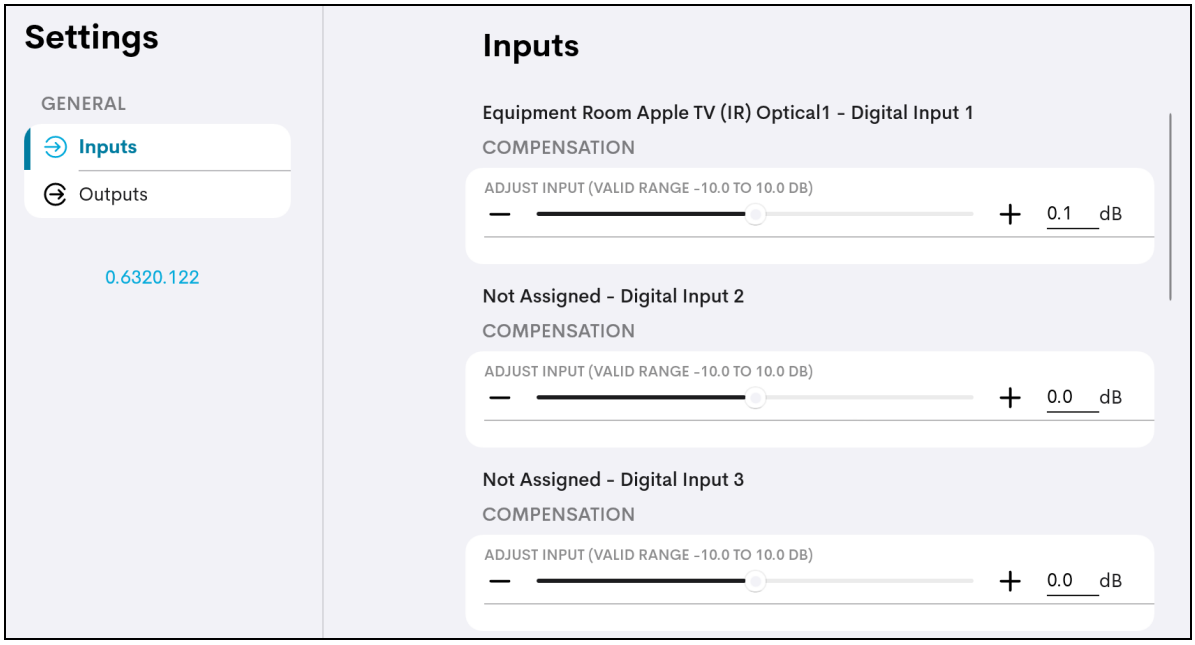
1. Select a room and then a media device. A **Configuration** screen appears.



2. For each input, use the drop-down list to select a source.
3. For each output, use the drop-down list to select an output destination.

> **NOTE:** For devices with one audio or video output (such as the HD-MD4X1-4KZ or DM-NVX-363):
>
> - The default destination for the single audio or video output is the room where the device is added. For example, Living Room is assigned to the audio output for a DM-NVX-363 that is added to a room named Living Room.
> - For configurations that do not use the audio or video output, change the audio or video output to **None**.

4. Configure the audio input and output channels:
    a. Select the gear on a configurable audio input or output channel.
    b. Configure the available audio settings:



Audio Breakaway

Audio Breakaway is enabled when a room can play an audio source that is different than its video source. For example, watching a sporting event on the TV but listening to music instead of the sporting event.

NOTES:

- DM-NVX-D30, DM-NVX-E30, DM-NVX-360(C), and DM-NVX-363(C) devices do not support audio breakaway over the network stream.
- Audio breakaway is supported for DM-NVX-360(C) and DM-NVX-363(C) devices if the DM-NVX receiver is:
    - Receiving an audio stream over the network from a transmitter and a video source is connected to the receiver's HDMI input.
    - Receiving an video stream over the network from a transmitter and an audio source is connected to the receiver's HDMI input.

Configure Bridging and Bussing

Outputs for certain Crestron amplifiers and expanders can be bridged or bussed.

> **NOTE:** Crestron Home does not support high-impedance output or 2.1 audio output.

- **Bridging Outputs:** To bridge outputs, assign two output channels capable of bridging to the same output destination. If the channels can be bridged, a dialog is displayed asking if the channels should be bridged or bussed.
- **Bussing Outputs:** To buss outputs, assign output channels to the same output destination. A dialog is displayed asking if the channels should be bridged or bussed.

Configure CEC Devices

To configure source routes for CEC devices, perform the following steps:

1. Connect the CEC device to a device that provide CEC control:
   - DM Switchers (for example, the DM-MD8X8 or DM-MD16X16)
   - DM-NVX Devices (for example, the DM-NVX-351 and DM-NVX-360)
   - AV Switchers (for example, the HD-MD4x1-4KZ-E and HD-MD8X4-4KZ-E)

     > **NOTE:** The Crestron Driver based AV Switchers (HD-MD4X1-4K-E, HD-MD4X2-4K-E, and HD-MD6X2-4K-E) do not provide CEC control.
2. Select the gear for the CEC control device to access the **Settings** screen. The CEC device must be connected to the control point that is selected.
3. Assign the CEC device to the HDMI® input that matches the Control Point assigned to the CEC device

Apple AirPlay Streaming Routes

To use Apple® AirPlay® to stream audio, use a DM-NAX-8ZSA 8-zone streaming amplifier. To turn on and configure airplay, use the DM NAX™ device's web user interface.

For information about the end-user experience, refer to Apple AirPlay Control on page 230.

When configuring Apple AirPlay streaming, consider the following:

- AirPlay turns on automatically when source routes connections are made.
- AirPlay is enabled for outputs that lead to a single room.
- To turn off AirPlay in a room, disable AirPlay using the DM NAX™ device's web user interface.
- AirPlay turns off automatically for a zone when a source routes connection is broken
- The casting name on the mobile device matches the name of the room in the Crestron Home system.

Configure Multizone AVRs

Multizone AVRs can be configured to use the additional zone outputs on the AVR and route audio to other rooms in the system. For audio sources, this allows audio to be output to the main room with the

option to output audio to an additional room. For video sources, this allows audio and video to be output to the main room with the option to output audio to an additional room.

In the Crestron Home user interface, an audio tile is displayed in each room configured as an additional zone. The audio tile allows control of the main zone.

To configure an addition zone, configure the **Zone Speaker Output** to route the audio to the desired room.

Mirror Displays

Mirror displays to view the same source on multiple displays at the same time. When a source is routed to a mirrored display, all mirrored displays show the source.

> **NOTES:**
>
> - Configure the source routes so that all displays in the mirrored display group can view the source.
> - If a display in a mirrored display group can't display the active source, the display is turned off.
> - All mirrored displays are shown in the Crestron Home user interface.
> - Hide one or more mirrored displays to prevent duplicate controls from showing in the Crestron Home user interface.

To mirror displays, follow these steps:

1. Select a display from the device routing screen.
2. In the **Outputs** downdown list, select the room.
3. Select the display that you would like to mirror. Displays that can be mirrored are named (Mirror [Display Name]).
4. After a selection is made, the name of the connection updates to show the name of the mirrored display and the number of displays that are mirroring the display. For example, [Current Display Name] + [Number of mirrored displays].
5. To add an additional display to the mirror group, perform the steps above using a different display and then select the mirror group. The name of the mirror group updates to show the number of additional displays in the mirror group.

SmartTV Audio Routed to an AVR

When a Smart TV has its audio output connected to an audio input on an AVR, Crestron Home will route audio for AV sources directly connected to the AVR through the Smart TV and then back to the AVR. As a result, Crestron Home will use the Smart TV's audio input on the AVR instead of the AV source's audio input.

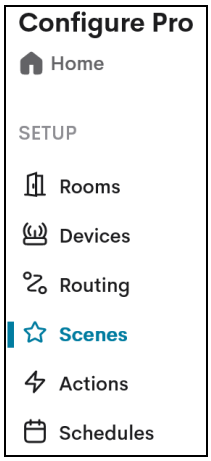
To make sure that audio from an AV source connected to an AVR does not route through a TV and back to the AVR, follow these steps:

1. Go to **Devices > Other** and then add two **Universal A/V Adapter** devices to the room. Name the devices **AV Adapter 1** and **AV Adapter 2**. For details, refer to Other Devices on page 58.
2. Select the AVR and then assign **AV Adapter 1 - Generic A/V 1** to the AVR's HDMI Output.

3. Select **AV Adapter 1** and then assign **AV Adapter 2 - Generic Video 3** to the **Generic Video 5 Output**.
4. Select **AV Adapter 2** and then assign a video input on the Smart TV to the **Generic A/V 1 Output**.

Scenes

Use the **Scenes** screen to create and configure scenes for the Crestron Home system. Scenes are a programmed set of actions that can be recalled by a user interface device. Scenes can be created for lights, shades, media, and climate.



Scenes are recalled from a user interface device such as a touch screen, remote, keypad, time of day action, or mobile device. To program buttons and create events that recall scenes, refer to Actions on page 83.

The following types of scenes can be created:

- Light Scenes on page 69
- Shade Scenes on page 72
- Media Scenes on page 75
- Climate Scenes on page 78

Light Scenes

Lighting scenes are used to set predefined light levels for multiple lighting loads. By default, the Crestron Home system creates **All On** and **All Off** scenes for all rooms with a lighting load. Additionally, an **All On** and **All Off** scene is created for the Whole House room when a lighting load is added to the system.

> **Crestron Technical Institute Training Video:** Lighting Scenes

Default Scenes

Default lighting scenes:

- **All On:** Created when any light is added to the room. The scene is also created for the Whole House room when a lighting load is added to the system.

- **All Off:** Created when any light is added to the room. The scene is also created for the Whole House room when a lighting load is added to the system.
- **Circadian:** Created when any light is added to the room. This scene cannot be edited or deleted.
- **SolarSync:** Created when a tunable light and GLS-LCCT are added to the system. This scene cannot be edited or deleted.

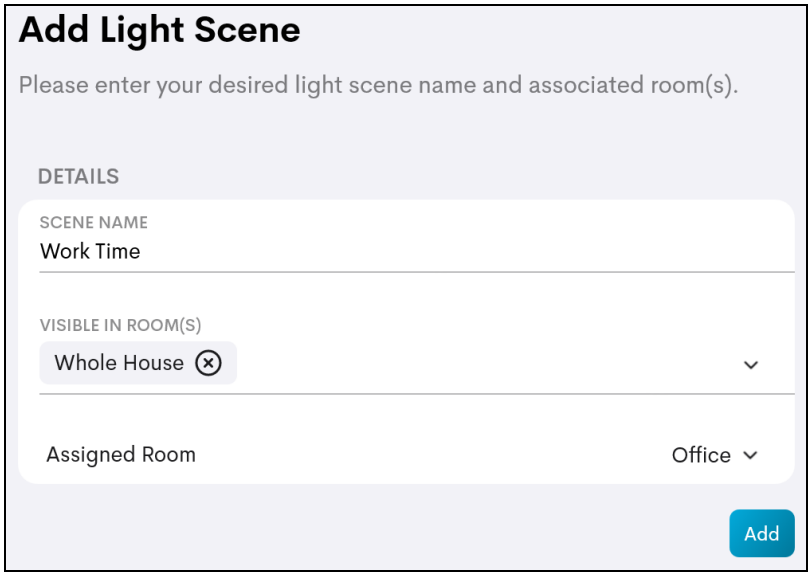
Create a Light Scene

To create a light scene:

1. Use the **Add Light Scene** button to create lighting scenes for one or more rooms or for the entire house.

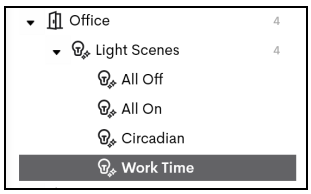


The **Add Light Scene** screen is displayed.



2. Enter a **Scene Name**.
3. Under **Visible in Room(s)**, use the ▼ to bring up a drop-down list of all rooms. Select the rooms that should include this scene as an option. By default, **Whole House** is included.
4. Under **Assigned Room**, use the ▼ to select the room that the scene occurs in.
5. Select **Add**.

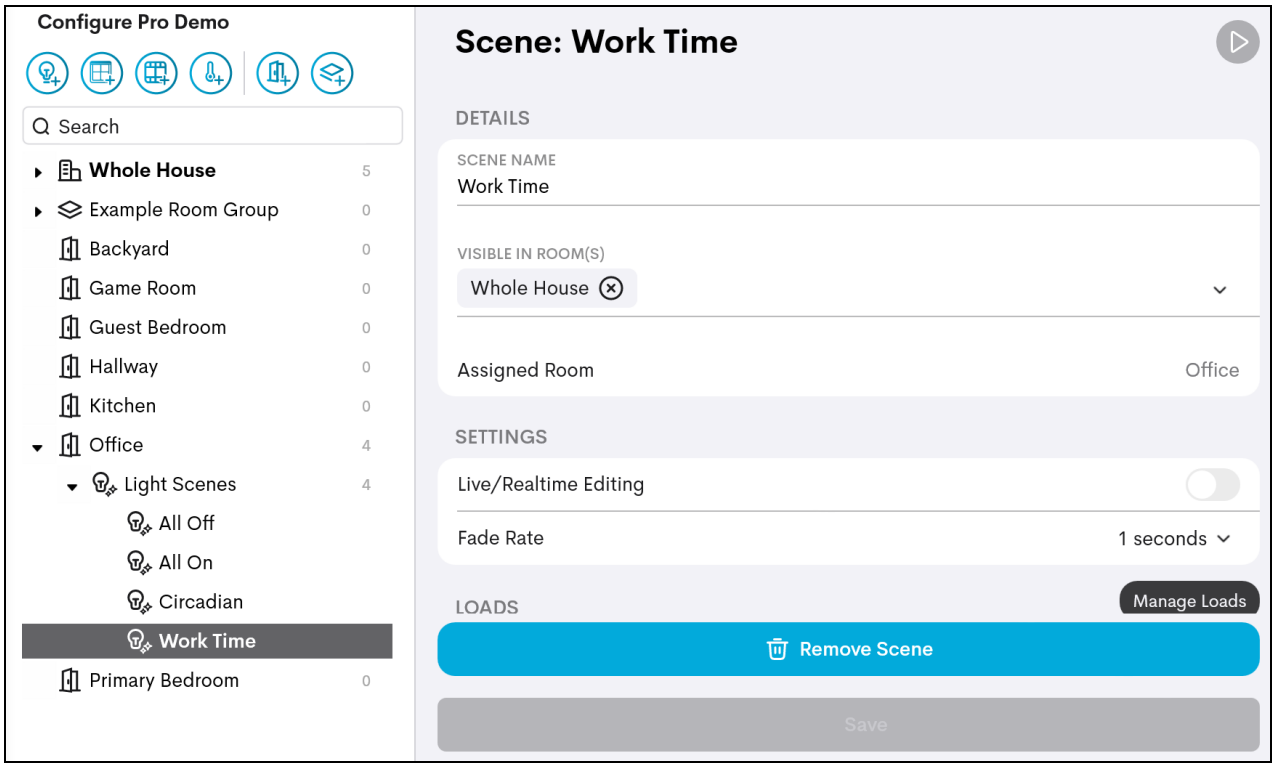
The scene now appears alongside the default scenes in the scene list on the left screen.



Configure a Light Scene

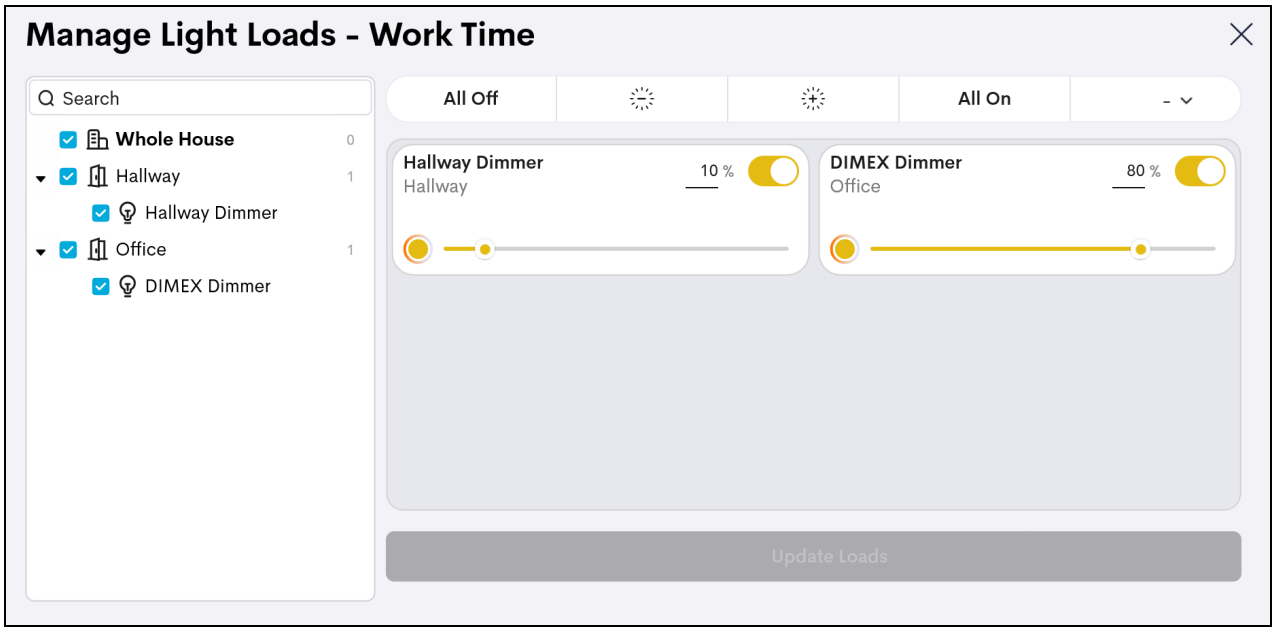
To configure a light scene:

1. Select the scene in the scene list. The scene configuration screen opens on the right side.



2. Under **Details**, the same options configuring during scene creation can be modified: **Scene Name**, **Visible in Room(s)**, and **Assigned Room**.
3. Under **Settings**, the following options can be adjusted:
    - **Live/Realtime Editing:** Enable this to allow changes to this scene to immediately affect the loads.
    - **Fade Rate:** Select the duration that a lighting scene fades in after being recalled and fades out after the scene is completed.

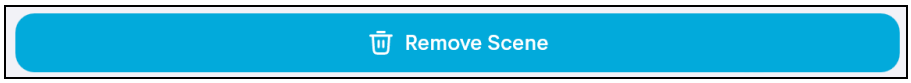
4. Under **Loads**, the loads in the scene can be configured. By default, all loads in the **Assigned Room** are included in the scene. Select **Manage Loads** to add, remove, and configure the loads.



   - For each load:
     - Use the toggle to turn on or off the load for the scene.
     - Use the slider to set the brightness of the load.
   - On the left side of the screen, select the box next to a load to add or remove it from the scene. Loads in any room can be added to the scene.
5. Select **Update Loads** to return to the **Scene** screen, then select **Save**.

The updated scene now appears in the Crestron Home system.

Scenes can be removed by selecting **Remove Scene**.



Shade Scenes

Shade scenes are used to set predefined levels for multiple shade groups. By default, the Crestron Home system creates **All Open** and **All Closed** scenes for all rooms with a shade group. Additionally, an **All Open** and **All Closed** scene is created for the Whole House room when a shade motor is added to the system.

> **Crestron Technical Institute Training Video:** Adding a Shade and Shade Scenes

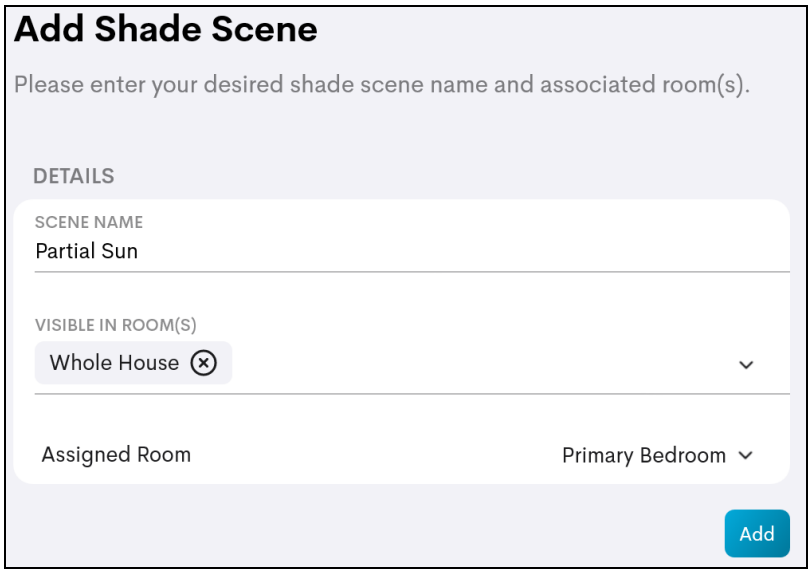
Create a Shade Scene

To create a shade scene:

1. Use the **Add Shade Scene** button to create shade scenes for one or more rooms or for the entire house.

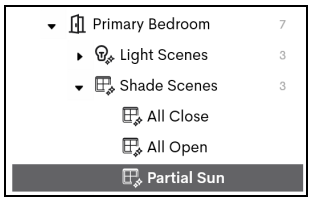


The **Add Shade Scene** screen is displayed.



2. Enter a **Scene Name**.
3. Under **Visible in Room(s)**, use the ▼ to bring up a drop-down list of all rooms. Select the rooms that should include this scene as an option. By default, **Whole House** is included.
4. Under **Assigned Room**, use the ▼ to select the room that the scene occurs in.
5. Select **Add**.

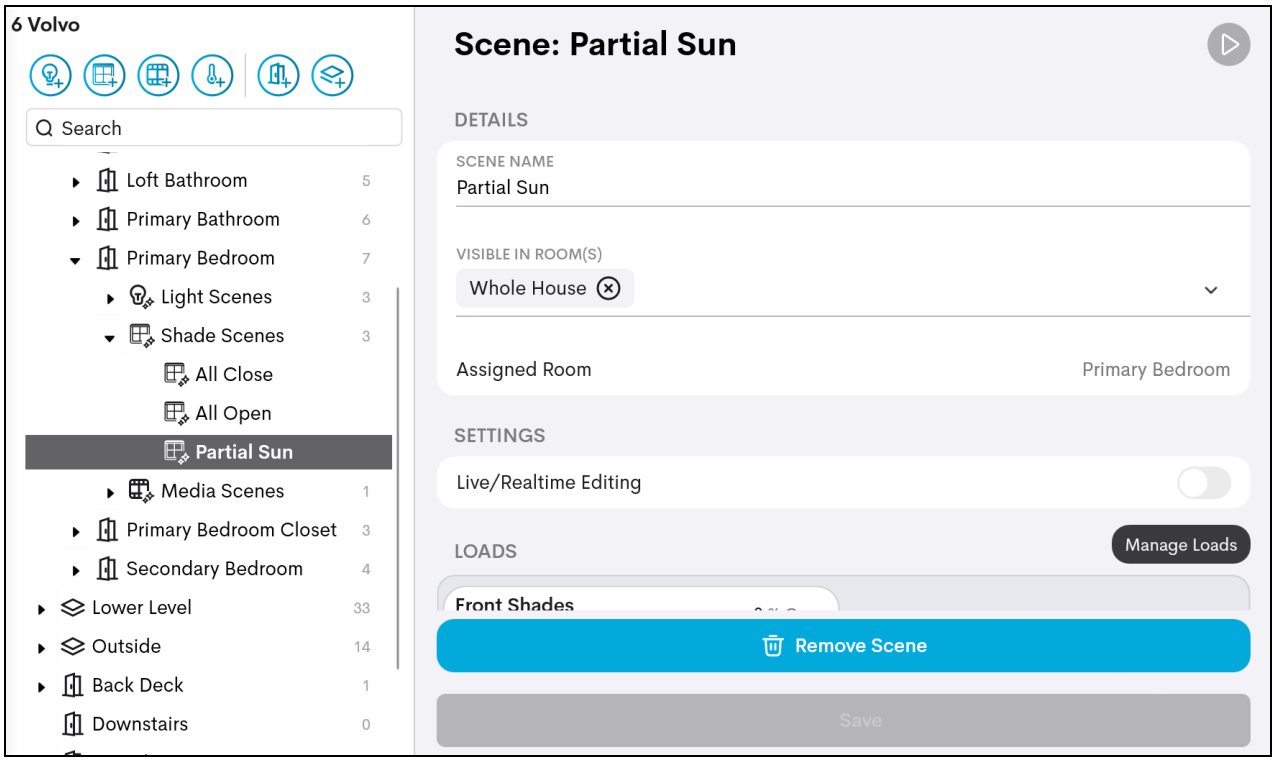
The scene now appears alongside the default scenes in the scene list on the left screen.



Configure a Shade Scene

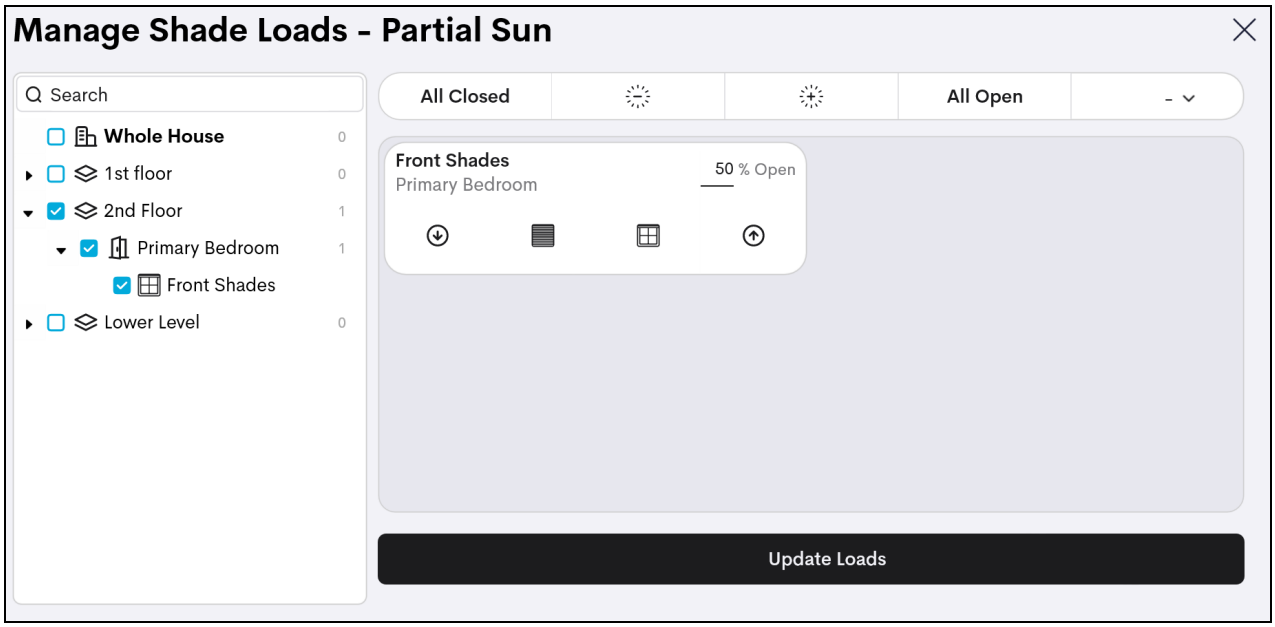
To configure a shade scene:

1. Select the scene in the room list. The scene configuration screen opens on the right side.



2. Under **Details**, the same options configuring during scene creation can be modified: **Scene Name**, **Visible in Room(s)**, and **Assigned Room**.
3. Under **Settings**, the following option can be adjusted:
    - **Live/Realtime Editing:** Enable this to allow changes to this scene to immediately affect the loads.

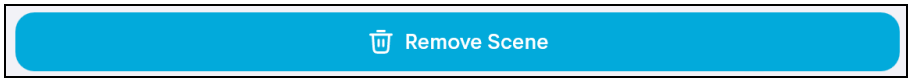
4. Under **Loads**, the loads in the scene can be configured. By default, all loads in the **Assigned Room** are included in the scene. Select **Manage Loads** to add, remove, and configure the loads.



   - For each load, set an open percentage (**% Open**) for the shade.
     - : Select to set the **% Open** to zero.
     - : Select to set the **% Open** to 100%.
     - Use the up and down arrows to incrementally adjust the **% Open**.
   - On the left side of the screen, select the box next to a load to add or remove it from the scene. Loads in any room can be added to the scene.
5. Select **Update Loads** to return to the **Scene** screen, then select **Save**.

The updated scene now appears in the Crestron Home system.

Scenes can be removed by selecting **Remove Scene**.



Media Scenes

Media Scenes are used to control source routing and on/off behavior for various media zones in the home.

> **Crestron Technical Institute Training Video:** Routing and Media Scenes

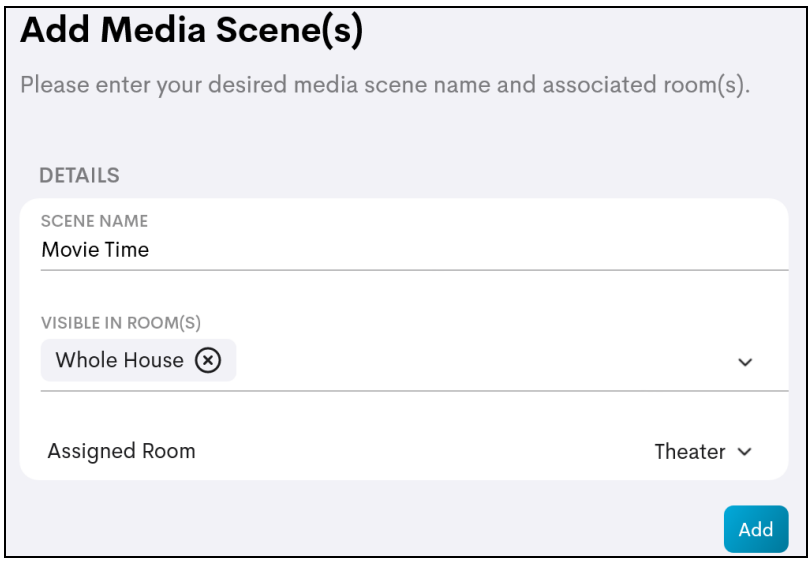
Create a Media Scene

To create a media scene:

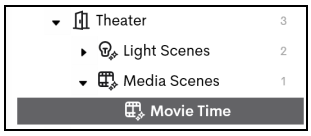
1. Use the **Add Media Scene** button to create media scenes.



The **Add Media Scene(s)** screen is displayed.



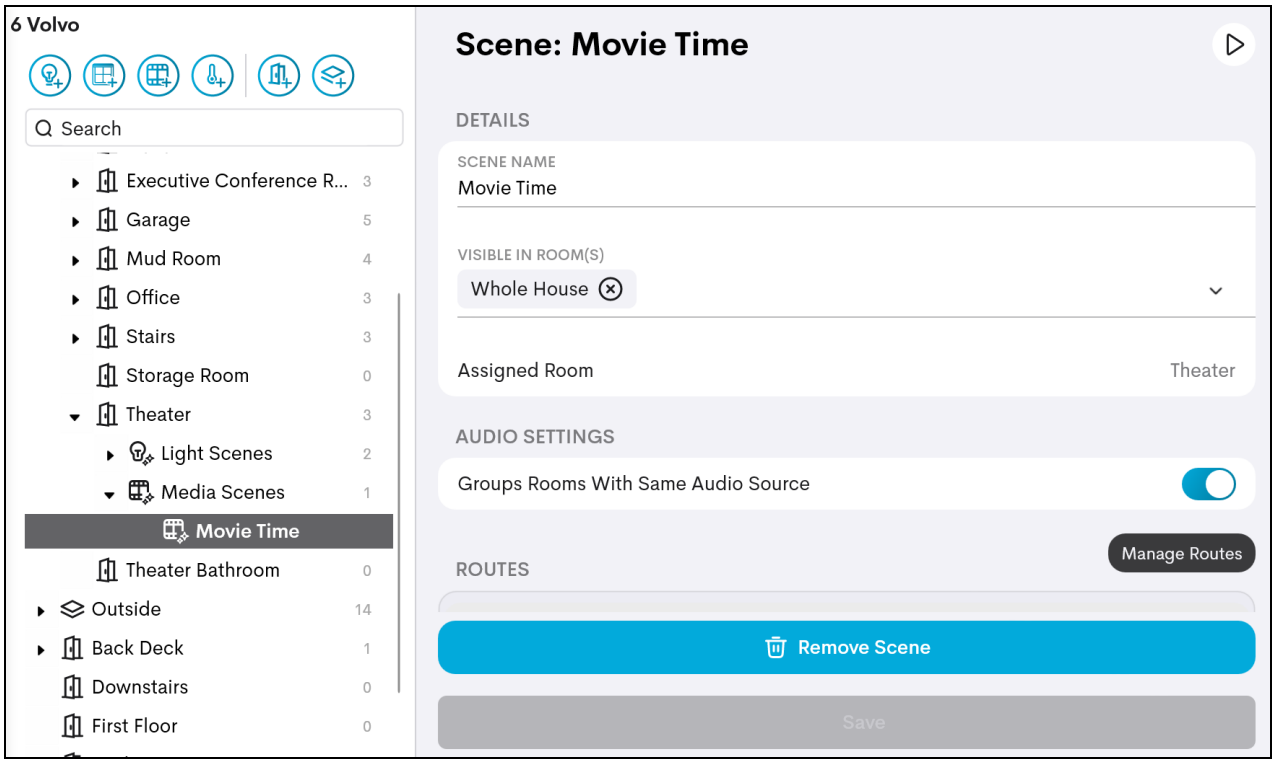
2. Enter a **Scene Name**.
3. Under **Visible in Room(s)**, use the ▼ to bring up a drop-down list of all rooms. Select the rooms that should include this scene as an option. By default, **Whole House** is included.
4. Under **Assigned Room**, use the ▼ to select the room that the scene occurs in.
5. Select **Add**.The scene now appears alongside the default scenes in the scene list on the left screen.



Configure a Media Scene

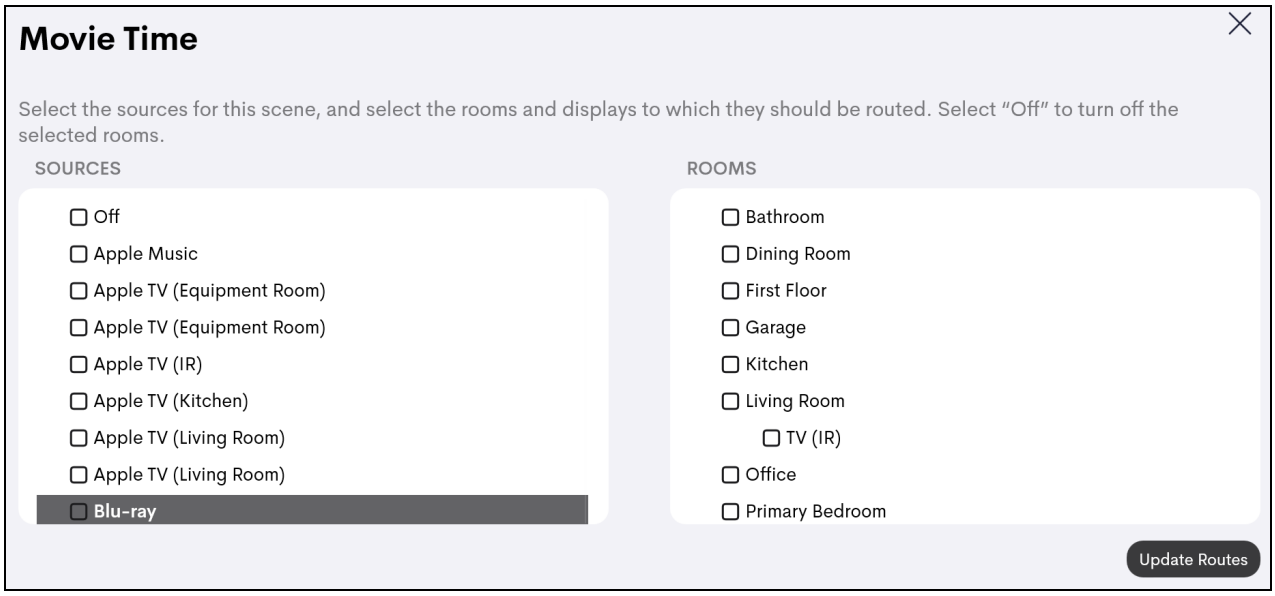
To configure a media scene:

1. Select the scene in the scene list. The scene configuration screen opens on the right side.



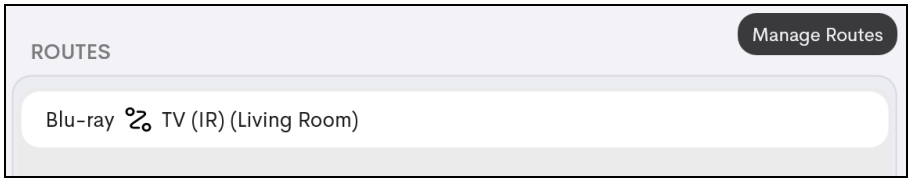
2. Under **Details**, the same options configuring during scene creation can be modified: **Scene Name**, **Visible in Room(s)**, and **Assigned Room**.
3. Under **Audio Settings**, the following option can be adjusted:
    - **Groups Rooms With Same Audio Source:** Enable this to automatically group rooms with the same audio source.

4. Select **Manage Routes** to add, remove, and configure the routes:



   - **Sources:** Select the sources for the scene.
   - **Rooms:** Select the rooms and displays to which they should be routed.

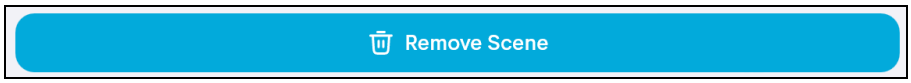
5. Select **Update Routes** to return to the **Scene** . The configured routes now appear under **Routes**.



6. Select **Save**.

The updated scene now appears in the Crestron Home system.

Scenes can be removed by selecting **Remove Scene**.



Climate Scenes

Climate scenes are used to set predefined temperature set points or modes for a thermostat. Climate scenes are ideal for changing the HVAC system parameters during specified times of day.

> **Crestron Technical Institute Training Video:** Adding a Thermostat and Climate Scenes

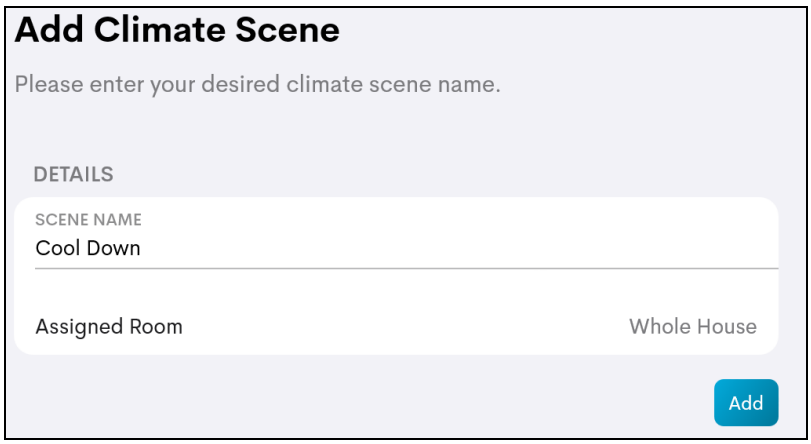
Create a Climate Scene

To create a climate scene:

1. Use the **Add Climate Scene** button to create climate scenes.



The **Add Climate Scene** screen is displayed.



2. Enter a **Scene Name**.
3. Select **Add**.

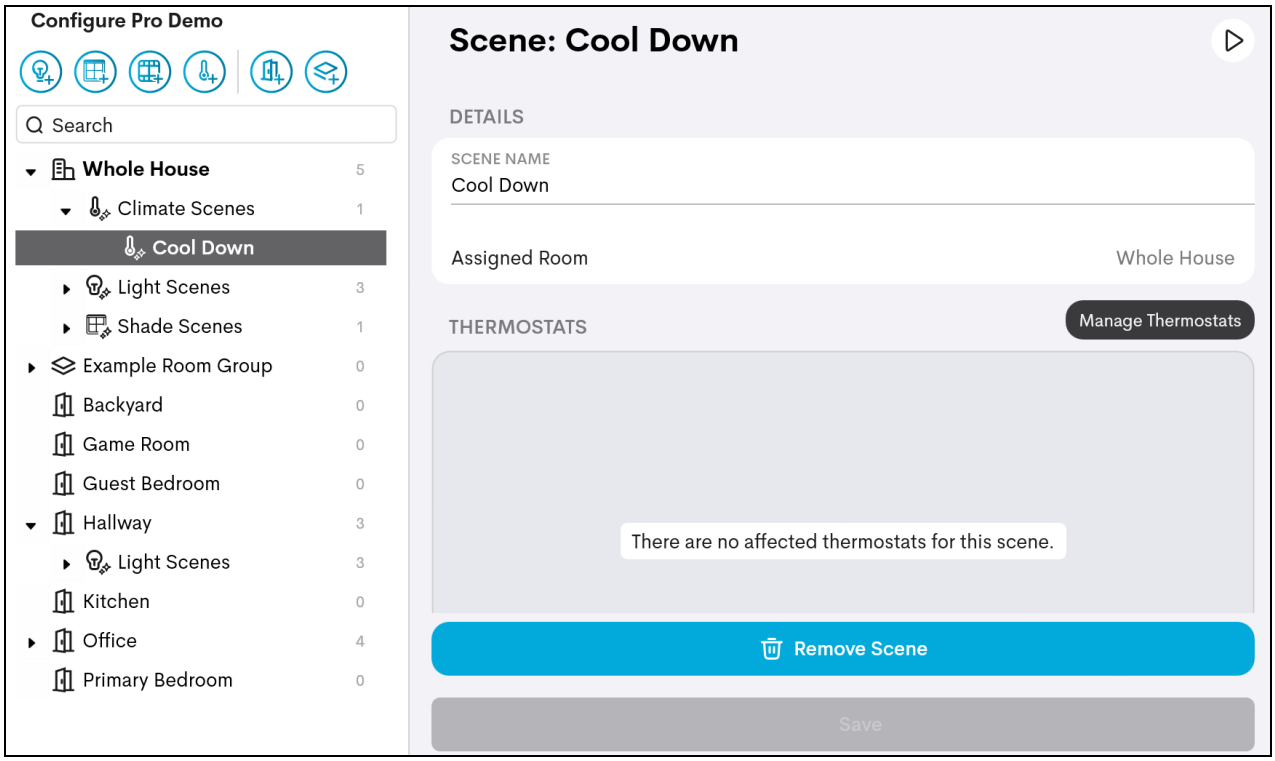
The scene now appears alongside the default scenes in the scene list on the left screen.



Configure a Climate Scene

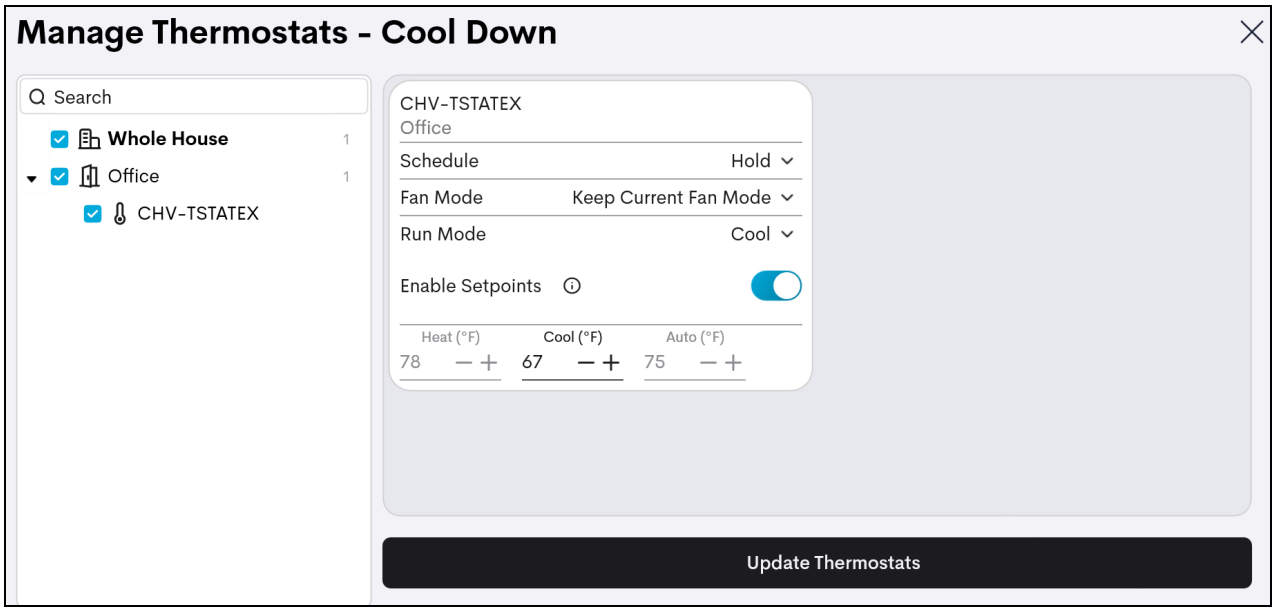
To configure a climate scene:

1. Select the scene in the scene list. The scene configuration screen opens on the right side.



2. Under **Details**, the **Scene Name** can be modified. For climate events, the **Assigned Room** is always **Whole House**.
3. Under **Thermostats**, select **Manage Thermostats** to add, remove, and configure thermostats for the scene.

4. On the left side of the screen, select the box next to a thermostat to add or remove it from the scene. Thermostats in any room can be added to the scene.



5. For each thermostat, set the options:
    - **Schedule:** Select a scheduling option:

      > **NOTE:** If the thermostat schedule is running because **Run** or **Unaffected** was triggered by the scene, the next scheduled climate event will overwrite the climate scene's set points.

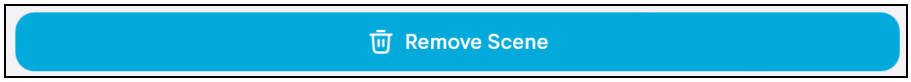
        - **Run:** Starts the schedule.
        - **Hold:** Pauses the schedule.
        - **Unaffected:** Does not change the current thermostat schedule.
    - **Fan Mode:** Select a fan behavior:

      > **NOTE:** Fan controls are not displayed if the thermostat does not support fan control or if the fan controls are hidden in the thermostat settings.

        - **Auto:** Turns the fan on and off automatically.
        - **On:** Turns the fan on.
        - **Keep Current Fan Mode:** Does not change the fan setting.
    - **Run Mode:** Select a thermostat mode:
        - **Off:** Turns the thermostat off.
        - **Cool:** Sets the operating mode to cool.
        - **Heat:** Sets the operating mode to heat.
        - **Auto:** Sets the operating mode to auto.
        - **Keep Current Mode:** Does not change the current thermostat mode.
    - **Enable Setpoints:** If this is enabled, select a temperature set point for the **Heat**, **Cool**, and **Auto** modes.
6. Select **Update Thermostats** to return to the **Scene** screen, then select **Save**.

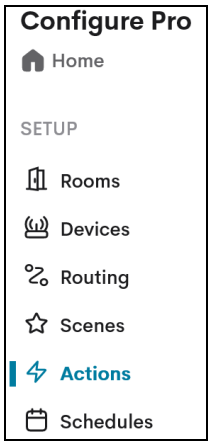
The updated scene now appears in the Crestron Home system.

Scenes can be removed by selecting **Remove Scene**.



Actions

Use the **Actions** screen to configure Quick Actions and variables.



Crestron Technical Institute Training Video: Adding Actions.

This section provides the following information:

- Quick Actions
- Variables
- Program Devices

Quick Actions

Recall a series of scenes, media functions, Lutron button scenes, external functions, or sequences using Quick Actions.

Crestron Technical Institute Training Video: Quick Actions

NOTE: When creating Quick Actions, consider the following:

- The Crestron Home app displays the first 20 Quick Actions for each room in alphabetical order.
- Quick Actions in the Whole House room are displayed on the Home tab of the Crestron Home app.
- If a room displays a Quick Action that was created in a different room, the Quick Action is displayed at the end of the list of Quick Actions. These Quick Actions are displayed in alphabetical order by room name and then by Quick Action name.

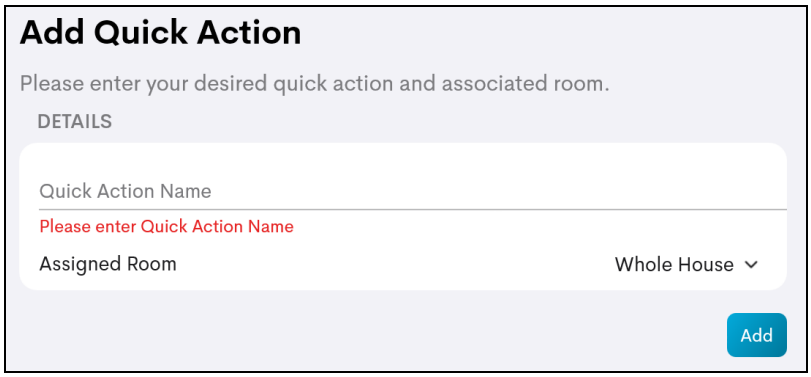
Create Quick Actions

To create a Quick Action:

1. Select the Add Quick Action button.

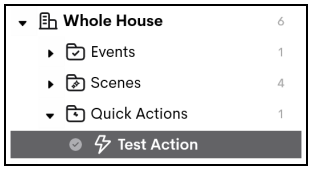


The **Add Quick Action** screen appears.



2. Enter a name for the Quick Action.
3. Under **Assigned Room**, use the ▼ to select the room that the Quick Action occurs in.
4. Select **Add**.

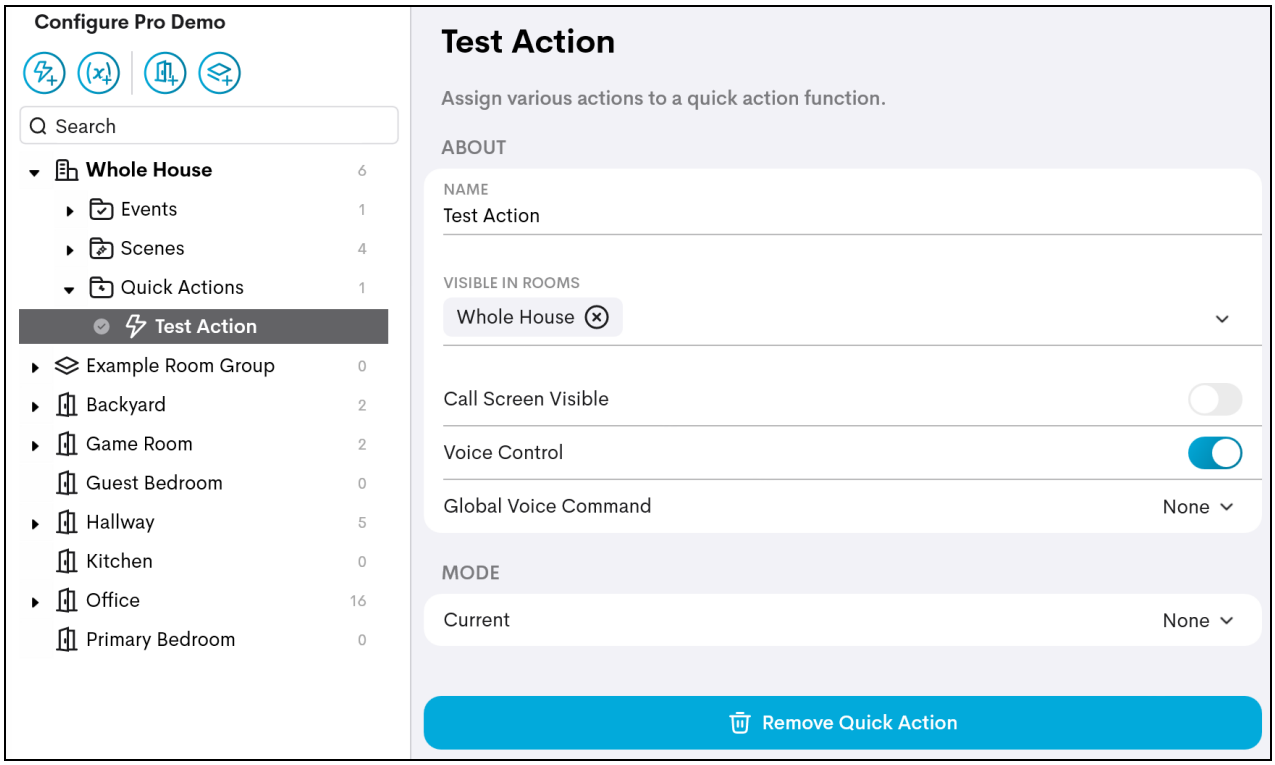
The Quick Action can now be selected in the room list.



Configure the Quick Action

To configure the Quick Action:

1. Select the Quick Action in the room list. The Quick Action configurator opens on the right side of the screen.



2. Under **About**, configure the following options:
   - **Scene Name:** Set the name of the scene.
   - **Visible in Rooms:** Use the ▼ to bring up a drop-down list of all rooms. Select the rooms that should include this Quick Action.
   - **Call Screen Visible:** Enable to add the Quick Action to a touch screen intercom call.
   - **Voice Control:** Enable to turn voice control services on.
   - **Global Voice Control:** Available for Whole House Quick Actions only. Recall the Quick Action using a voice command. To use a Global Voice Command, select **Home**, **Away**, **Good Morning**, or **Good Night**. A command can only be selected once in the system. The default selection is **None**. To use the Global Voice Command say, "Alexa, tell Crestron [Global Voice Command]". For example, "Alexa, tell Crestron Good Morning."
3. Under **Mode**, use the ▼ to select one of the following: **Scene**, **Media Function**, **Button Emulation**, **External Function**, **Sequence**, or **Add an If Statement**. For details on these modes and how to configure them, refer to Quick Action Modes on page 86.

After configuring the mode, the Quick Action is ready for use.

Quick Actions can be removed by selecting **Remove Quick Action**.



Quick Action Modes

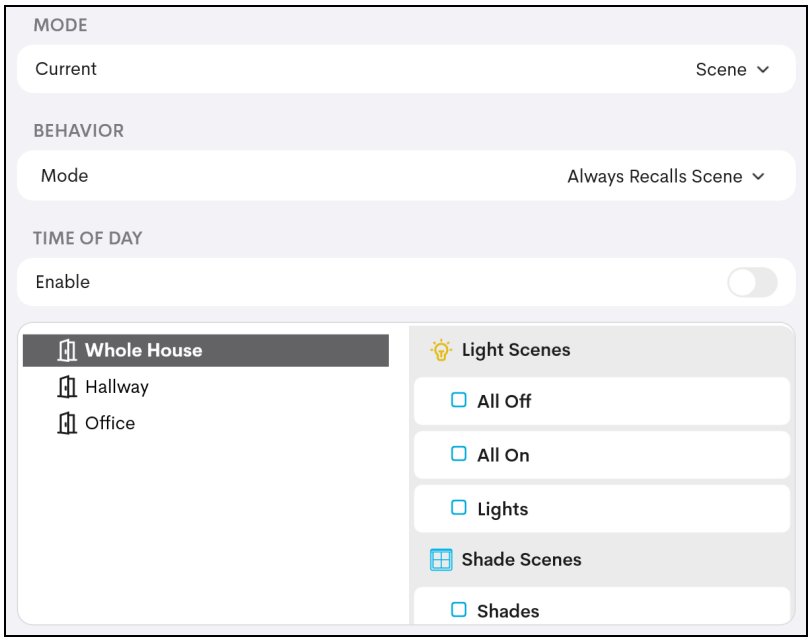
Quick Actions can be utilize the following modes:

- **Scene:** Recall a scene.
- **Media Function:** Recall a media function.
- **Button Emulation:** Emulate a button on a Lutron keypad.
- **External Function:** Recall an external function.
- **Sequence:** Recall a series of actions.

Refer to the sections below for details on each mode.

Scene

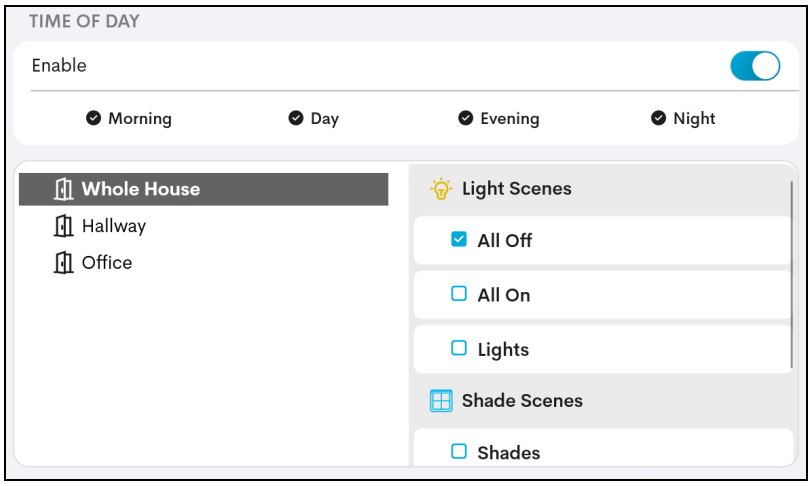
Select **Scene** from the **Mode** drop-down list to recall a scene when the Quick Action is recalled.



The bottom of the screen displays a list of all rooms and scenes. To add a scene to the Quick Action, select the box next to it.

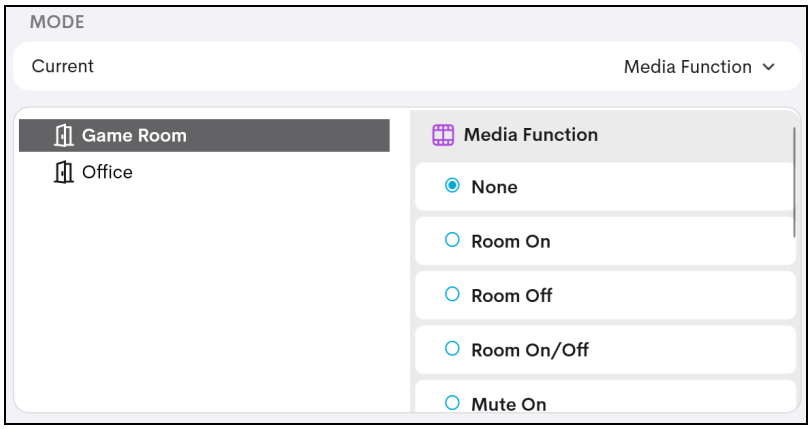
The following options are available:

- **Behavior Mode:** In **Scene** mode, this is set to **Always Recalls Scene**.
- **Enable Time of Day:** Recall a different scene based on the time of day. To assign a different scene for the morning, day, evening, and night time periods, follow the steps below.
    1. Enable **Time of Day Actions**.
    2. Select **Morning**, **Day**, **Evening**, or **Night** and then select scenes at the bottom of the screen. Select a scene for all time periods. If scenes are not selected for a time period, no action will be performed when the Quick Action is recalled during the time period.



Media Function

Select **Media Function** from the **Mode** drop-down list to recall a media function when the Quick Action is recalled.



The bottom of the screen displays a list of all rooms and **Media Functions**. To add a **Media Function** to the Quick Action, select the box next to it.

Button Emulation

Select **Button Emulation** from the Mode drop-down list to emulate a button on a Lutron keypad when the Quick Action is recalled.

NOTES:

- To emulate multiple Lutron buttons, create a phantom button in the Lutron system that performs all of the required functions. Assign the phantom button to the Quick Action.
- To emulate a Lutron button and a function within Crestron Home, create a sequence that recalls the Lutron button and the Crestron Home function. For details, refer to Sequence on page 88.

External Function

Select **External Function** from the Mode drop-down menu to recall an external function when the Quick Action is recalled.

Sequence

Select **Sequence** from the Mode drop-down menu to recall a series of actions when the Quick Action is recalled.

Items that can be included in a sequence:

- Audio Servers
- AVRs
- Blu-ray Players
- Cable Boxes
- Displays
- Do Not Disturb
- Extension Drivers
- Horizon Keypads
- Lighting Loads
- Lighting Scenes
- Media Scenes
- Multiple Displays
- Streaming Service Profiles
- Quick Actions
- Relay Controlled Devices
- Scheduled Events
- Shade Groups
- Shade Loads
- Shade Scenes
- Video Servers

Crestron Technical Institute Training Video: Conditional Logic: Creating Sequences

NOTES:

- If a device (or a room) is deleted from the system, all steps associated with the device (or room) in all sequences will be removed.
- An exclamation mark is displayed if the source route is broken after it is added to the sequence.

Sequences are created as a series of steps. When the Quick Action is recalled, all steps will trigger in order.



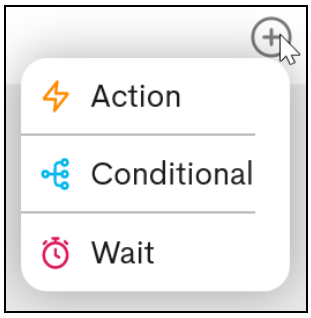
- Select **Play** ▷ to execute the **Sequence**.
- Select **Trash** 🗑 to clear the **Sequence Builder**.
- Under **Sequence Builder**, create the sequence:
  1. To add the first step to the sequence, select **Action**, **Conditional**, or **Wait**. For details on the types of steps, refer to Action on page 89.

  2. Select the green check to save the step or the red X to delete it.

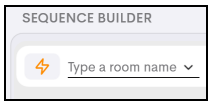
  3. To add additional steps, select the **+** on an existing step.

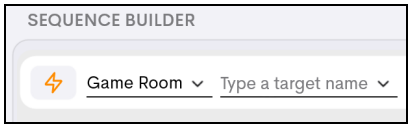
Action

Follow the steps below to configure an **Action** step.

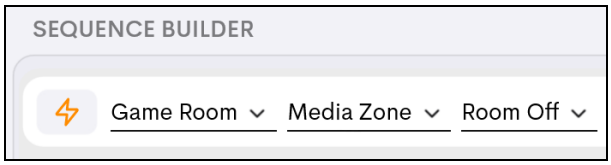
1. Use the room name ▼ (or type a room name) to select a room.

2. Use the target name ▼ to select an **Action** type.

3. If the **Action** type requires it, use the operation name ▼ to further define the **Action**.



Action types include the following functions:

- **Lighting and Shade Scenes:** Displays the lighting or shade scenes that are available in the room.

  > **NOTES:**
  > - Scenes that are created in a room and hidden (no rooms selected in the Show Scenes In dialog) are displayed in the list.
  > - Scenes are only displayed in the room that they are created. Scenes that are displayed in another room using the Show Scenes In dialog when creating the scene will not be shown.

- **Media Scenes:** Displays the media scenes that are available in the room.
- **Media Operations:** Displays the media controls that are available in the room. Media operations include routing a source to a room, sending source commands to an active source, and sending room level commands to a room.
  - **Route:** Displays the sources that can be routed to the room. Media sources provided by Smart TVs are also displayed.

    > **NOTE:** Sources are displayed in the **Route** menu even if they are deselected in the **Allowed Sources** menu during **Route** configuration.

  - **Source:** Displays source commands that can be sent to the active media source. For example, commands can be sent for source control (for example, play, pause, shuffle), menu navigation (guide, menu, back, up/down/left/right), and channel control.

    > **NOTE:** The Crestron Home system directs the command to the active media source. If there are no active media sources, the command is not sent to any device.

  - **Room Commands:** Displays the room-level commands that are available for the room. For example, volume raise or lower, sleep timer, and room on or off commands.
- **Room Operations:** Displays the Do Not Disturb actions that are available in the room.

- **Quick Actions:** Displays the Quick Actions that are available in the room.

  NOTES:
  - Quick Actions that are created in a room and hidden (no rooms selected in the Show Quick Action In dialog) are displayed in the list.
  - Quick Actions are only displayed in the room that they are created. Quick Actions that are displayed in another room using the Show Quick Action In dialog when creating the Quick Action will not be shown.
  - The sequence that is being created is not displayed in the **Quick Actions** menu.
  - A sequence Quick Action can be added as a step in a different sequence Quick Action. For example, **Sequence Quick Action A** can be added as a step in **Sequence Quick Action B**.
  - A sequence Quick Action cannot be added as a step in a different sequence Quick Action if a loop will occur. For example, if **Sequence Quick Action A** was added as a step in **Sequence Quick Action B**, **Sequence Quick Action B** cannot be added as a step in **Sequence Quick Action A**.

- **Scheduled Events:** Displays the scheduled events that can be enabled or disabled.
- **Devices:** Displays the devices in the room that can be directly controlled, such as lighting loads, shades, shade groups, Blu-Ray players, cable boxes, video servers, displays, Horizon keypads, relay controlled devices, and AVRs.

  NOTES:
  - The Crestron Home system always directs the command to the selected device even if it is not the active device. For example, you can issue the Send Keypad String command for a cable box even though the cable box is not the active source in the room.
  - Sources are displayed in the menu even if they are deselected in the **Allowed Sources** menu during **Route** configuration.
  - Relay controlled devices include fireplace, fountain, garage door, gate, irrigation, screen, and lift relays. The function available in the sequence (toggle open/close, toggle on/off, on, off, open, and close) is determined by the settings for the device.
  - The color and brightness settings can be changed on some keypads.

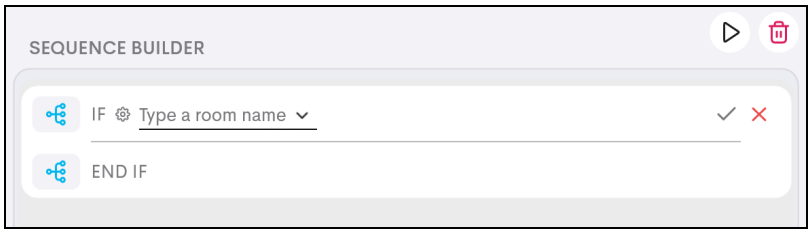
Conditional

Use a **Conditional** to add an action to the sequence that only triggers if the specified conditions are met.

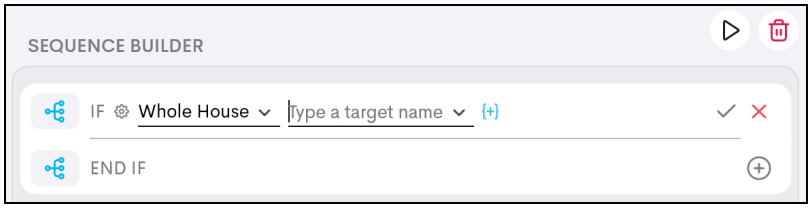
Crestron Technical Institute Training Video: Conditional Logic: IF, IFELSE, NESTED IF, Expression Editor (AND/OR)

NOTES:
- If Statements often utilize **Variables**. For more information, refer to Variables on page 95.
- For example scenarios using these features, refer to the Conditional Use Cases Guide.

To configure a **Conditional** step:



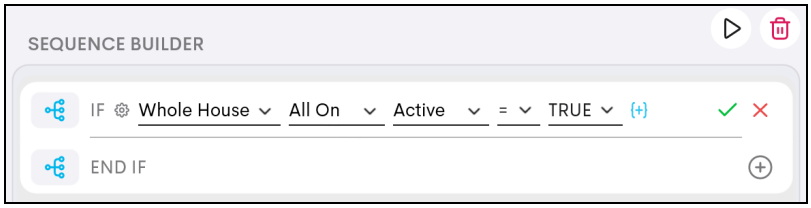
1. Type a room name or use the use the ▼ to select one from the drop-down list.



2. Type an operation name or use the ▼ to select an operation. Options for operations include Variables and a wide array of events based on the devices in the system. Some examples include:
   - Room occupancy status
   - Light level
   - Room temperature or humidity
   - Media Zone Events
   - Time of day
3. If the **operations** field is present, type a name or use the ▼ to select from the following list:
   - **=:** Equals
   - **!=:** Does not equal
   - **<:** Less than
   - **<=:** Less than or equal to
   - **>:** Greater than
   - **>=:** Greater than or equal to

   > **NOTE:** Some conditions do not have a selectable operator or may have a limited list of options.

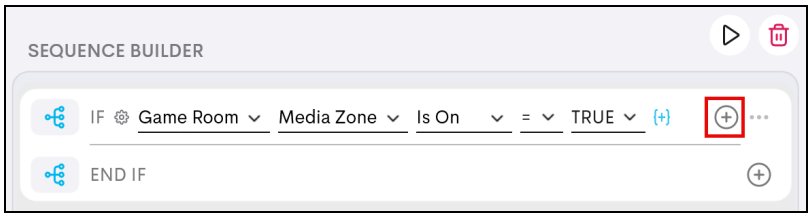
4. Enter or use the ▼ to select a **Value**. Possible selections depend on the type of the condition. Common options include **True**/**False** and a numerical value.



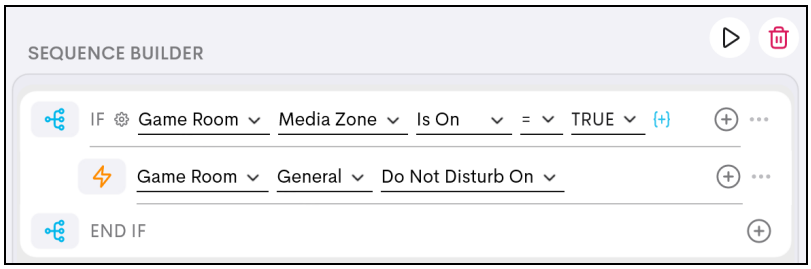
5. Select the green check to save the **Conditional** or the red X to delete it.



6. Select the **+** within the **Conditional** to add a step to the sequence that will trigger based upon the **Conditional**.



7. Configure the step as normal. In the example below, if the Game Room's **Media Zone** is **On**, the Game Room will be set to **Do Not Disturb**.



The **...** menu next to each step provides the following options:

- **Play:** Test the step.
- **Move up:** Move the step up in the list.
- **Move down:** Move the step down in the list.
- **Delete:** Remove the step.

Wait

Use a **Wait** step to temporarily pause the sequence between steps for a defined amount of time.

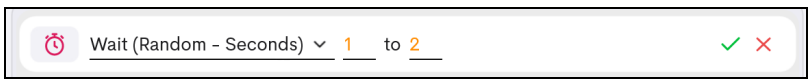
> **NOTE:** Timed action steps and delays run concurrently. For example:
>
> - If two lighting load actions are added with 5 second fade times, the loads will fade to their brightness settings at the same time.
> - If two lighting load actions are added with 5 second fade times and a 10 second delay is added between the steps, the second lighting load action begins 10 seconds after the first lighting load starts to dim.

Use the ▼ to select one of the following options:

- **Wait (Seconds)** (default)**:** Enter a number. The sequence will pause for exactly that number seconds.



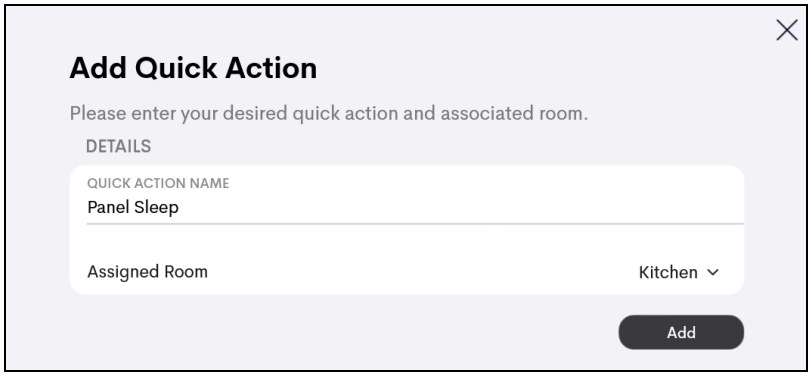
- **Wait (Random - Seconds):** Enter two numbers. The sequence will pause for a random amount of seconds between the two values.



Put a Touch Screen Display to Sleep

Add a button to a touch screen that puts the display to sleep. The touch screen screensaver configuration determines if the display activates the screen saver or turns the display off. If the screen saver is enabled, the screen saver is displayed. To configure the screen saver, refer to Display on page 331.

To create the button, create a Quick Action with the name **Panel Sleep**, **Screen Sleep**, or **Standby**. The Quick Action can be created in any room and recalled by any touch screen. Only the touch screen that recalls the Quick Action goes to sleep.



NOTES:

- The Quick Action does not require programming to put the touch screen display to sleep.
- The Quick Action name is not case sensitive.
- Use the Web UI interface for the touch screen to turn off the proximity sensor. Otherwise, the display will turn on if it detects motion.
- Additional functions can be added to the Quick Action.

Variables

Variables are used to create adjustable values that can then be used as Conditional actions. For more information on Conditionals, refer to Conditional on page 91.

For example, a **Bedtime** variable can be created to indicate when the household has gone to sleep. A button press or automated event can be set to trigger the beginning and end of **Bedtime**. With If Statements, conditional actions can be set up to behave differently depending on if **Bedtime** is active or not. Actions such as TV On or Lights On can be configured to keep the light and volume levels low during **Bedtime**.

Crestron Technical Institute Training Video: Conditional Logic: Adding Variables

NOTE: Variables alone do not have any function. Create actions or events to set the state of the variable and then use If Statements to create sequences that perform different actions based on the state of that variable. For instructions on If Statements, refer to Add an If Statement.

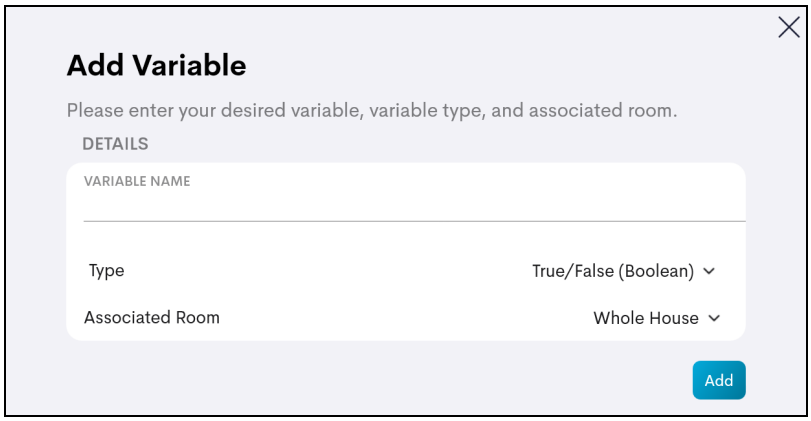
Create a Variable

To create a variable:

1. Select **Add Variable**.

   The **Add Variable** screen appears.

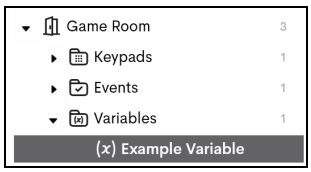
2. Enter a **Variable Name**.

3. Under **Type**, use the ▼ to select one of the following:
    - **True/False**: Use for variables with only two states, such as a mode being on (True) or off (False).
    - **Number**: Use for variables that track the state of a numerical value.
    - **Text**: Use for any other variables.

    > **NOTE:** The **Type** selections are used to categorize the variable and to capture its available states within the UI. Selecting a type is for informational purposes only and does not apply any programming logic to the variable.

4. Under **Associated Room**, use the ▼ to select the room that the variable occurs in.
5. Select **Add**.

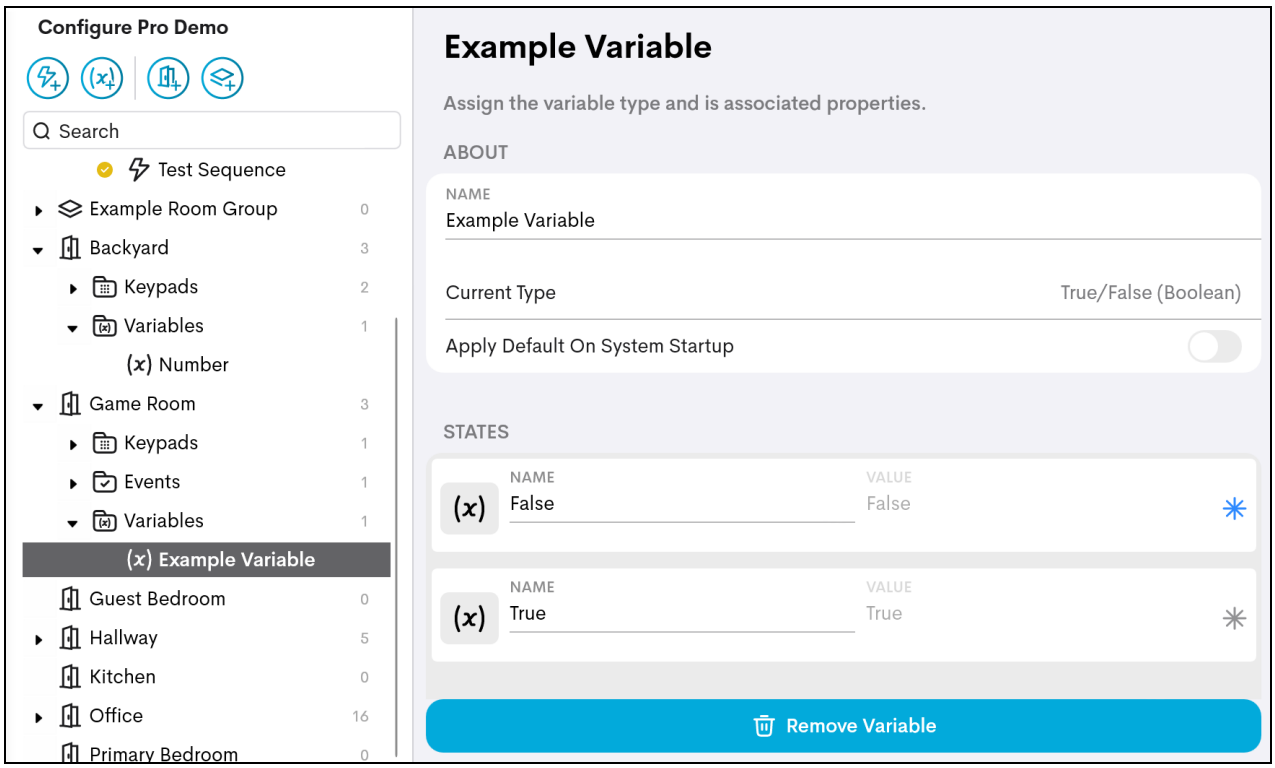
The variable now appears in the room list.



Configure a Variable

To configure a variable:

1. Select the variable in the room list. The scene configuration screen opens on the right side.



2. On the variable configuration screen, the following options are available under **About**:
    a. **Name:** Modify the variable name.
    b. **Current Type:** Shows the selected variable type.
    c. **Apply Default on System Startup:** Enable this option to force the variable to the default (marked with an asterisk ✳) upon startup.
3. Under **States**, add additional states for the variable as by selecting the **+**. Enter a **Name** and **Value** for the new state. Unwanted states can be deleted by selecting the **X**.

NOTES:

- The **Name** and **Value** fields are used to label the different states for a variable. Creating additional states is for informational purposes only and does not apply any programming logic to the variable.
- **True/False** variables only have two states: **True** and **False**. The values cannot be changed.

Created variables appear in the list of Sequence actions.

Variables can be removed by selecting **Remove Variable**.



Program Devices

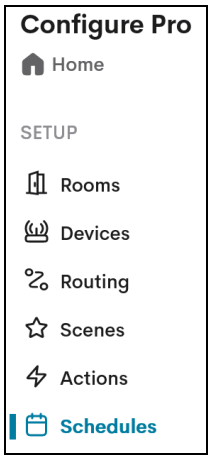
Devices can be programmed through the **Action** screen.

Crestron Technical Institute Training Videos:

- Keypads
- HR-310 Remote
- HR-CV-MINI Remote

Schedules

Schedule events to occur in the home at specific times using the **Schedules** screen. Use schedules to recall scenes, Quick Actions, and external events based on the day and the time.



Crestron Technical Institute Training Video: Adding Schedules

Refer to the following sections:

- System Schedule on page 98
- Scheduled Event (Thermostats) on page 101

System Schedule

System schedule events can involve many devices, rooms, or the entire house.

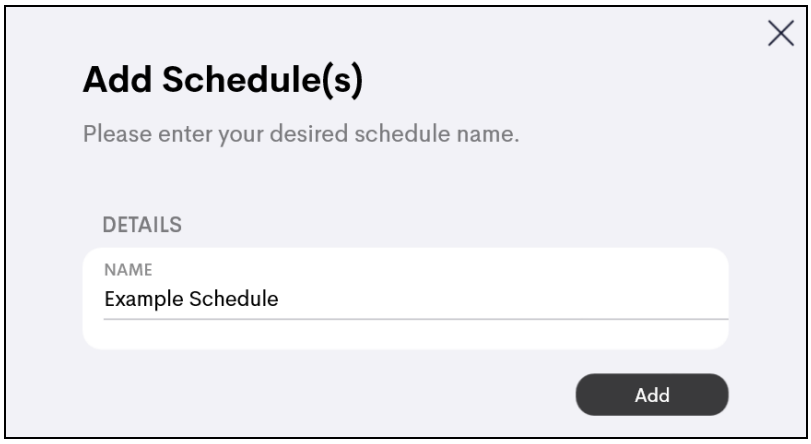
Create System Schedule Events

To create a system schedule:

1. Select **Add System Schedule**.



2. On the **Add Schedule(s)** screen, name the schedule and select **Add**.

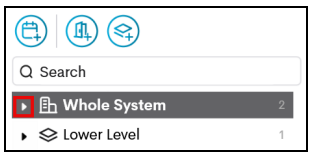


The schedule is added to the Crestron Home system.

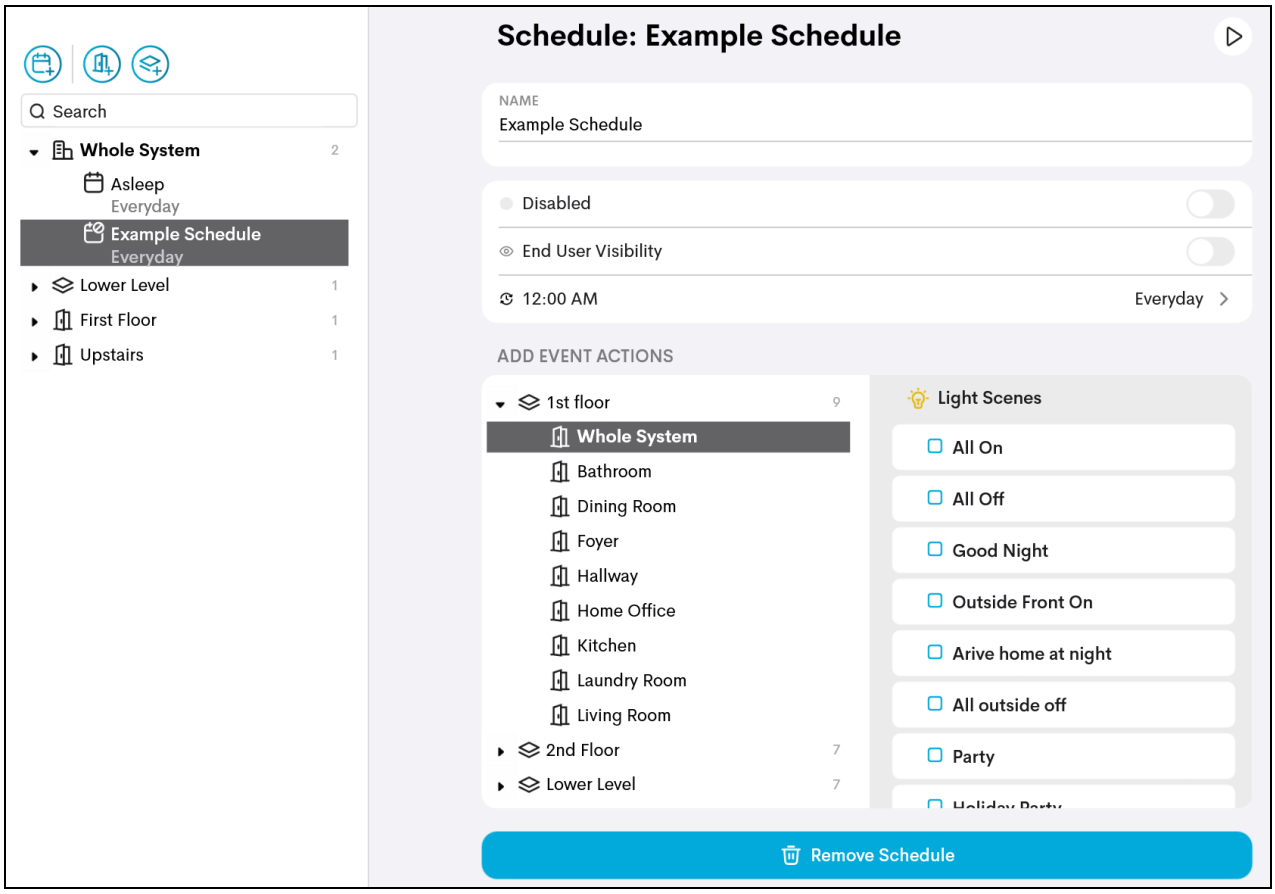
Configure System Schedules

To configure the schedule:

1. On the **Schedules** screen, select the arrow next to the room (or room group) that contains the schedule to be configured.



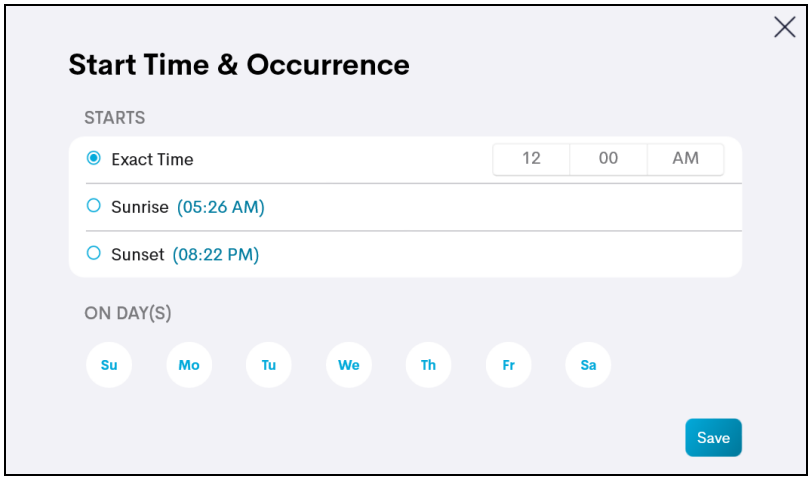
2. Select the schedule from the list to configure it. A **Schedule** screen appears on the right side.



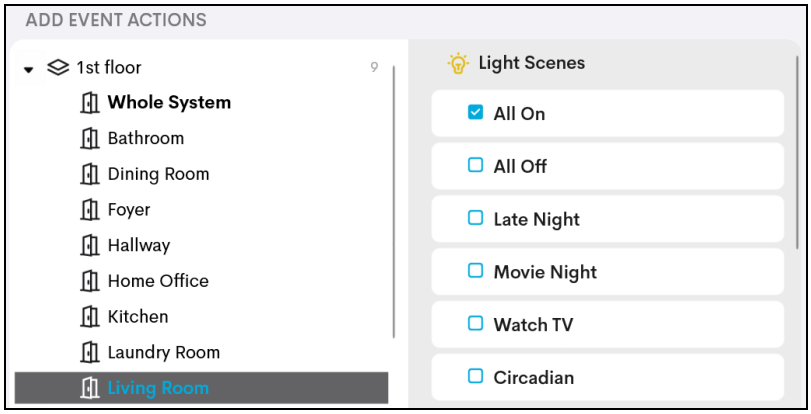
The following options are available:

- **Disabled/Enabled:** Turn the schedule on or off. To turn a schedule on, set the toggle to **Enabled**. New scheduled events are turned off by default.
- **End-User Visibility:** Set the toggle to the right to show the schedule in the user interface.

- **Time and Days:** Select to open the **Start Time & Occurrence** screen.
  - Select an **Exact Time**, **Sunrise**, or **Sunset** to determine when the schedule triggers.
  - Under **On Day(s)**, select and unselect days of the week. The schedule will trigger on all selected days.



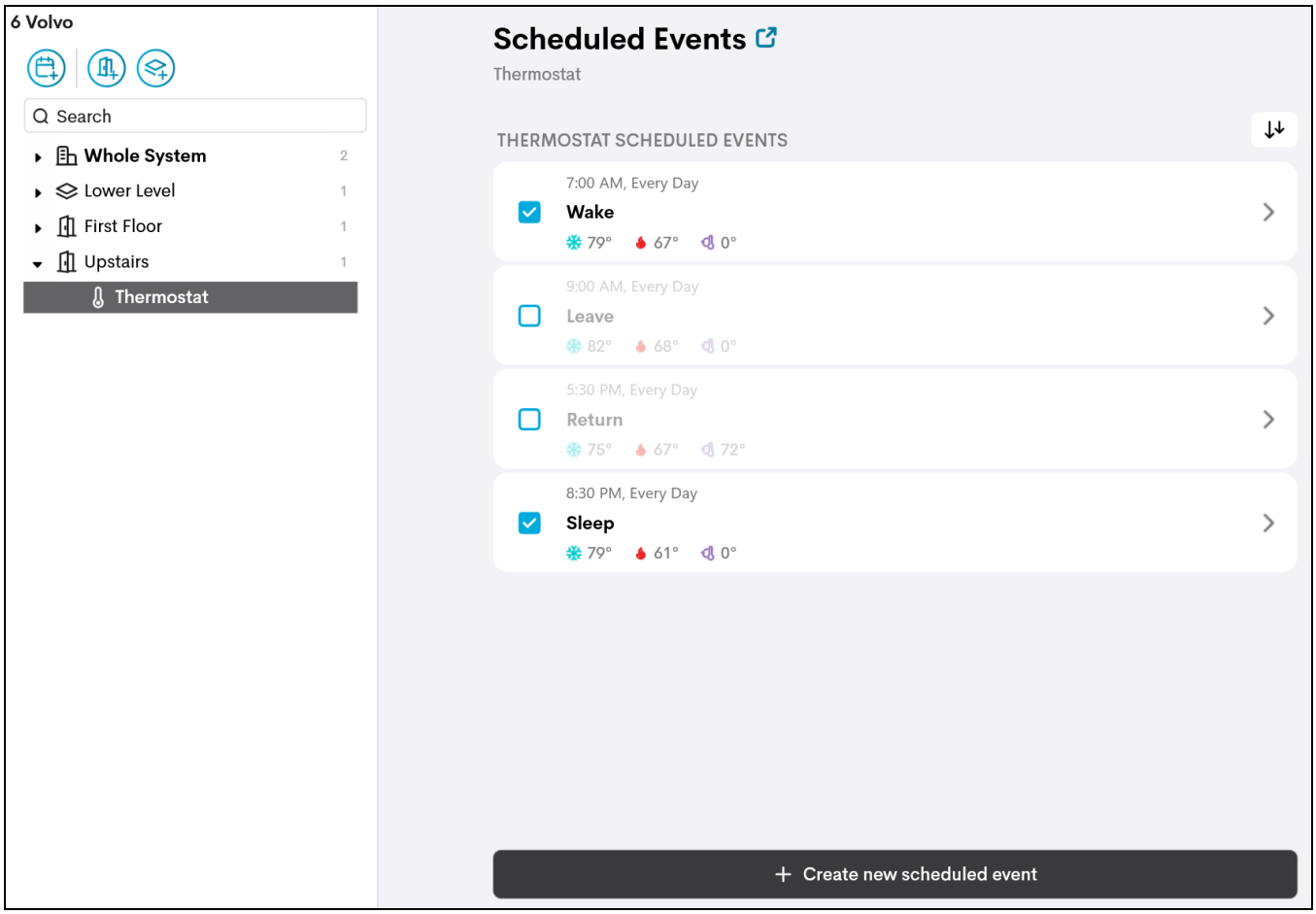
- **Add Event Actions:** Select **Whole System** or a specific room to display all scenes and Quick Actions associated with it. Select the checkbox to include that scene or Quick Action in the schedule.



- **Remove Schedule:** Select to remove the schedule from the system.

Scheduled Event (Thermostats)

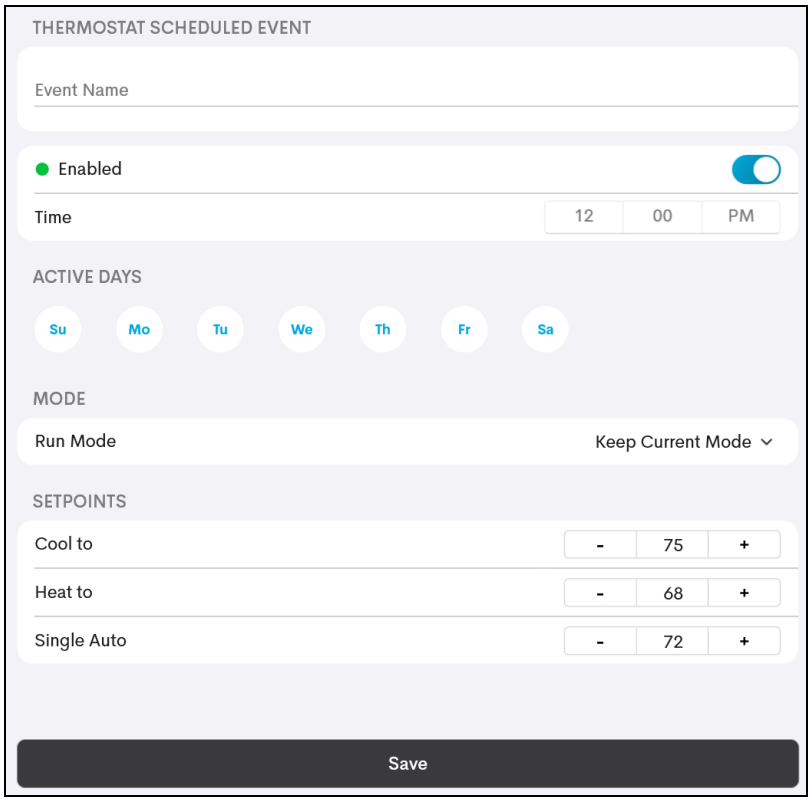
In the room list on the **Schedules** screen, select a thermostat to configure the scheduled events for it.



When a thermostat is added to the Crestron Home system, events are created for **Sleep**, **Wake**, **Leave**, and **Return**. These events are disabled by default. To enable them, tap the event's check box to the left of the event name. A filled check box indicates that the scene is enabled.

- To create a new scheduled event, select **+ Create New Scheduled Event**.
- To modify an existing scheduled event, select the arrow next to it.

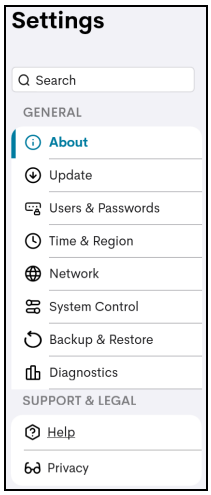
Creating or modifying events is done on the **Thermostat Scheduled Event** screen:



- **Event Name:** Enter a descriptive name for the event.
- **Enabled/Disabled:** Turn the event on or off. To turn an event on, set the toggle to **Enabled**. New scheduled events are turned off by default.
- **Time:** Set a time for the event.
- **Active Days:** Select the days that the event should occur.
- **Setpoints:** Select the temperature set points for **Cool to**, **Heat to**, and **Auto**.

Settings

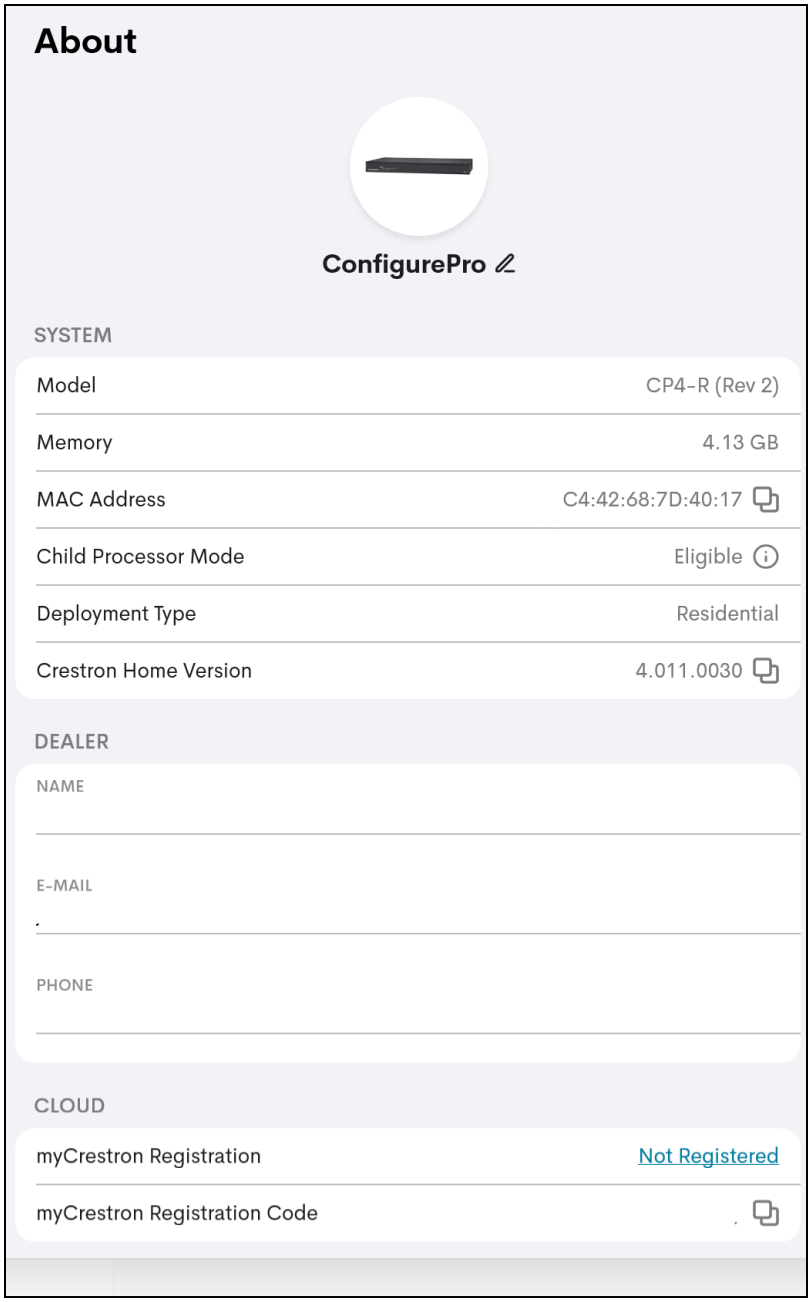
The **Settings** screen contains various settings for the Crestron Home system.



Crestron Technical Institute Training Video: Settings Menu

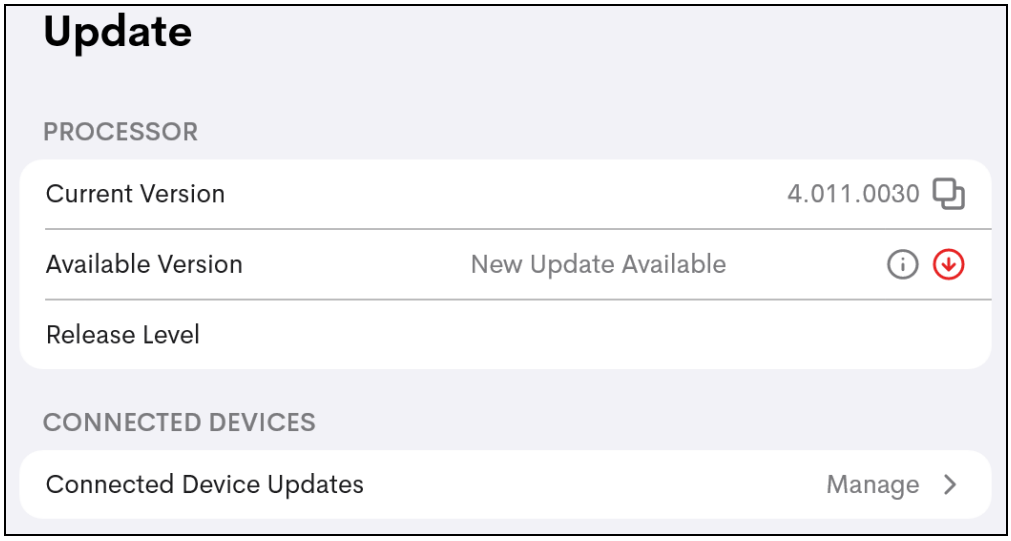
About

The **About** screen displays general information about the **System**, **Dealer**, and **Cloud** (myCrestron).



Update

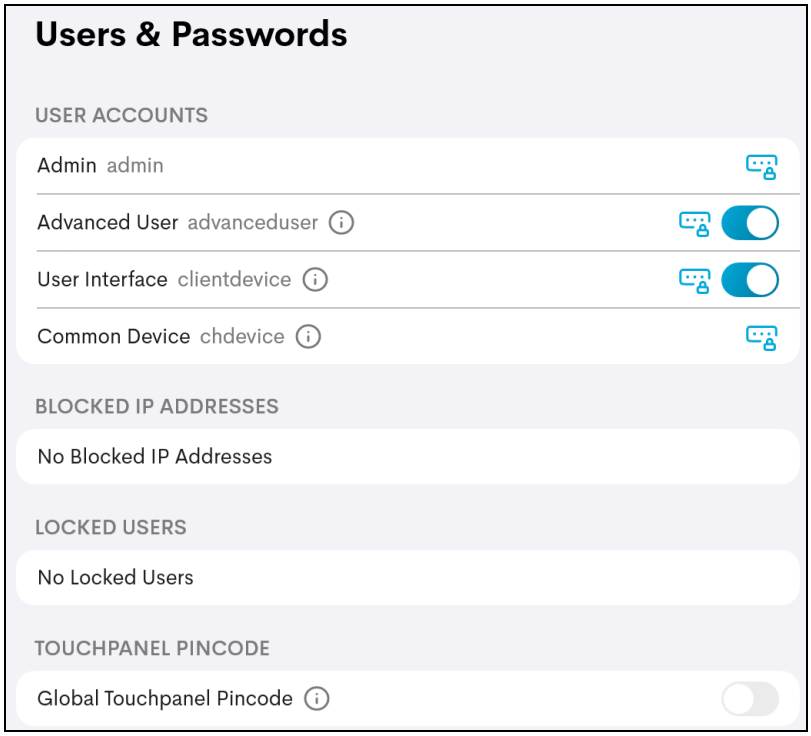
The **Update** screen contains the following information and options:



- **Current Software Version:** Displays the firmware on the control processor.
- **Available Version:** If an update is available, select this to update. A prompt walks through the update procedure, which will take around 25 minutes.
- **Release Level:** Do not adjust this setting.
- **Connected Device Updates:** Select **Manage** to check for firmware updates on connected devices. If any updates are available, select the desired devices and then **Update Selected**.

Users & Passwords

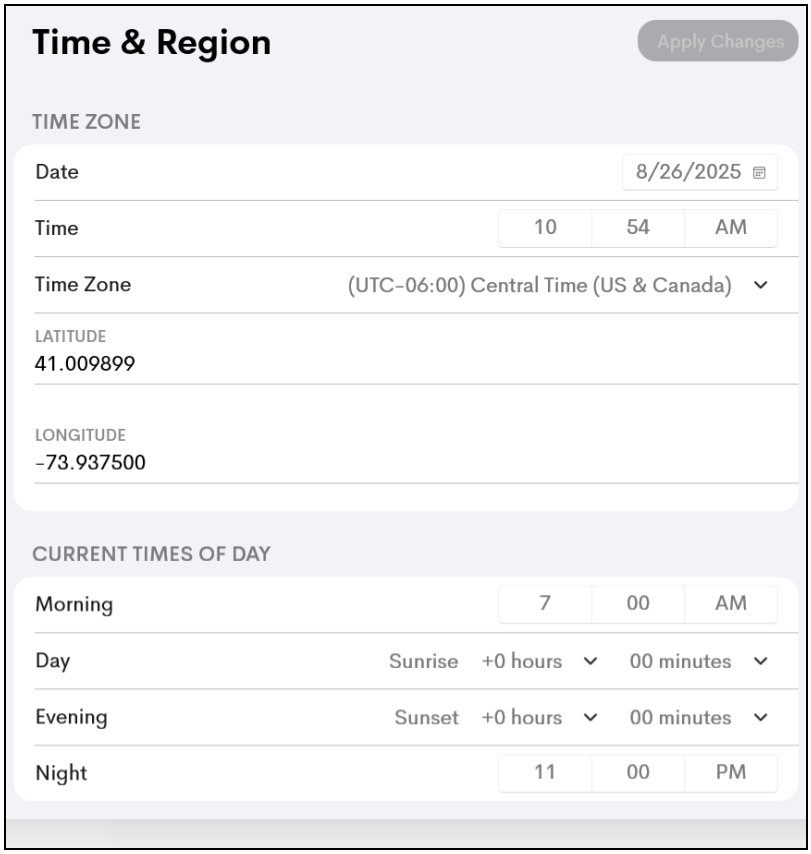
The **Users & Passwords** screen contains the following information and options:



- **User Accounts:** Enable or disable the user accounts listed below.
  - **Admin:** This is always enabled. Select **...** to change the password.
  - **Advanced User:** Use this for cloud relay or accessing advanced user functionality.
  - **User Interface:** Use this for UI communication with the control processor.
  - **Common Device:** Use this for all connected device communication.
- **Blocked IP Addresses:** Any blocked IP addresses will be displayed here.
- **Locked Users:** Any locked users will be displayed here.
- **Global Touchpanel Pincode:** Use this for setting up a global touch screen pincode. **Advanced User** must be enabled for this feature.

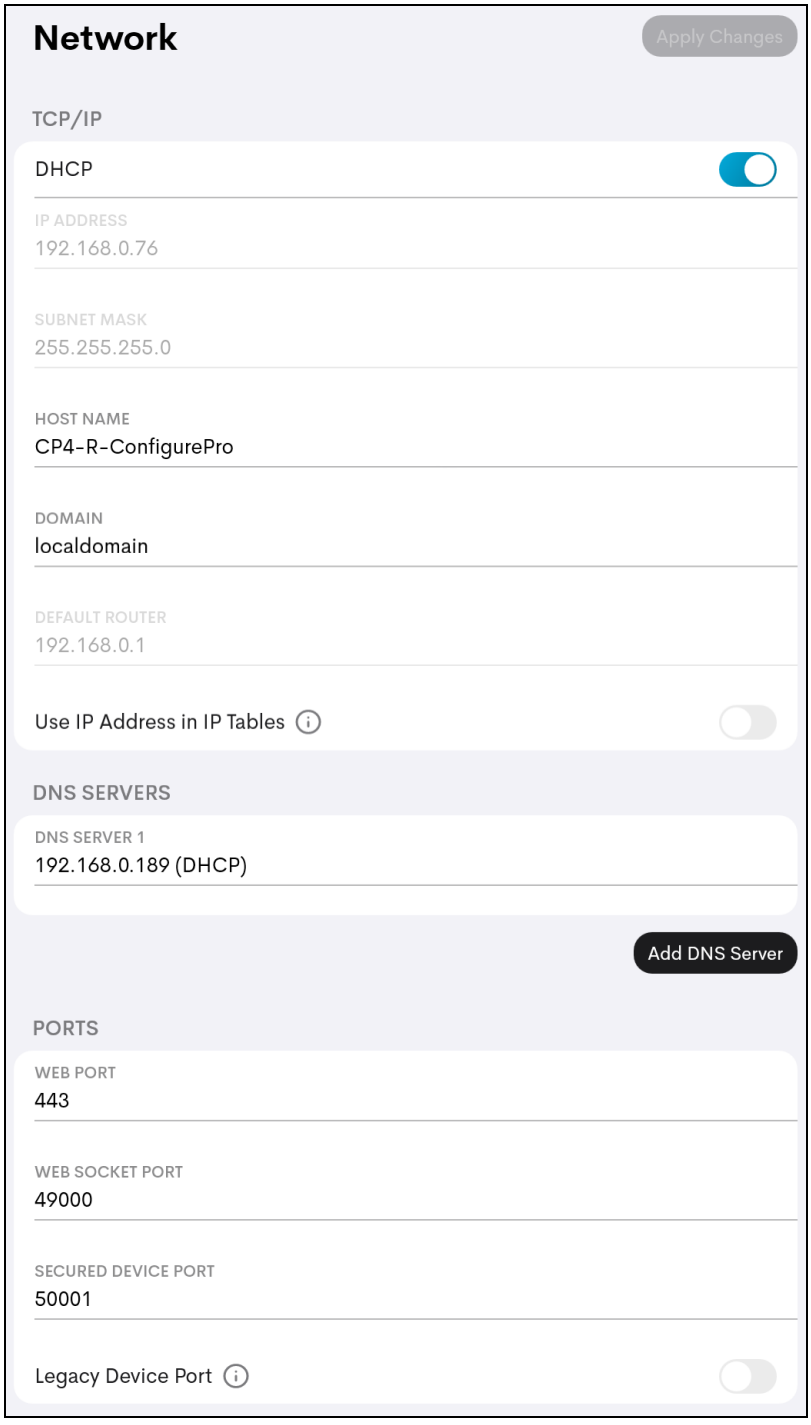
Time & Region

The **Time & Region** screen displays information and options for the time and location.



Network

The **Network** screen displays information and options for the network connection.



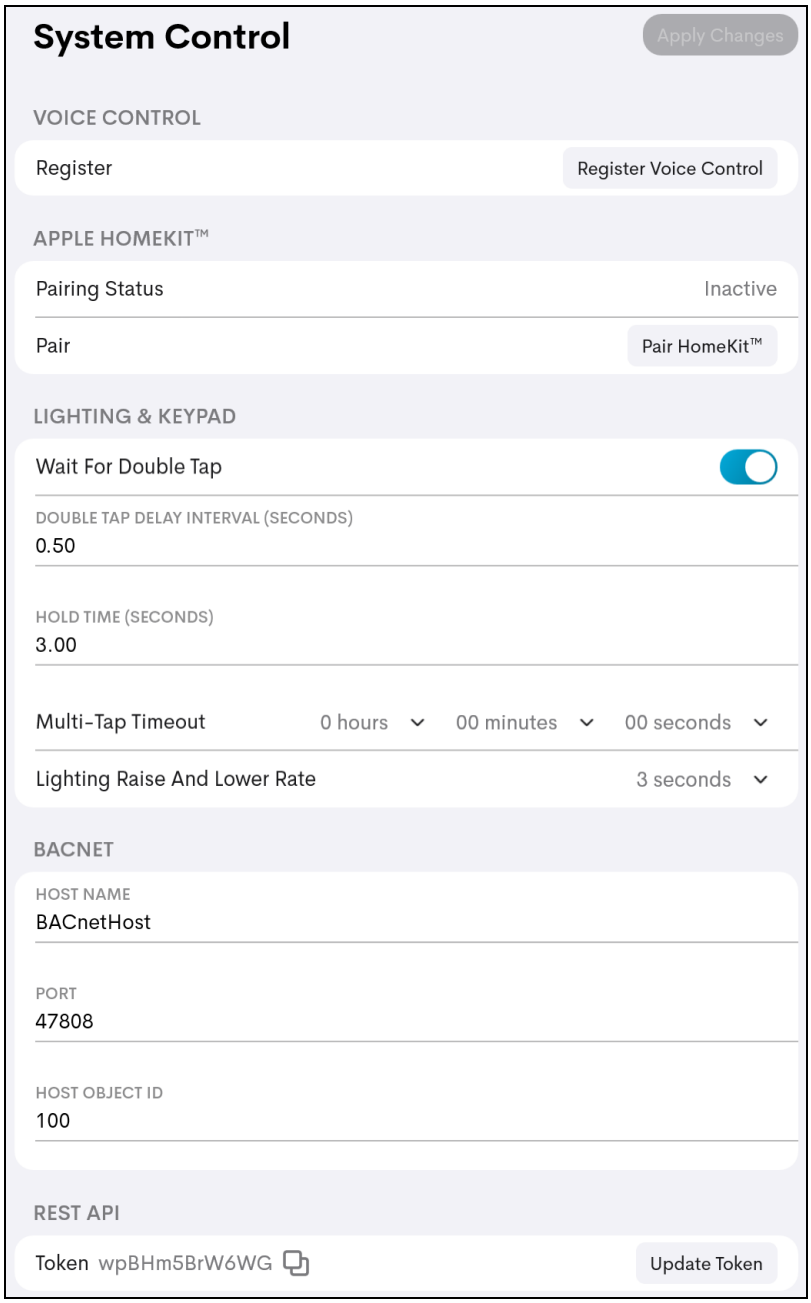
- **Secured Device Port:** This is used to communicate with Crestron User Interface Devices. The default port is 50001. Change the **Secured Device Port** if the default port is in use by the ISP and cannot be forwarded.

- **Legacy Device Port:**. Enable this if connecting the Crestron Home system to a SIMPL control processor or certain Legacy Devices (such as TSW-x52 touch screens).

For more information, refer to Ports Used by Crestron Home on page 531.

System Control

The **System and Control** screen contains the following information and options:



- **Voice Control:** Displays information about configured voice control. Select **Register Voice Control** and enter the provider information to use voice control.

- **Apple Homekit™**: Displays information about Apple Homekit pairing. To pair Apple HomeKit, follow the instructions below.
    1. Select **Pair Homekit™**. A **Pair Crestron Home with Apple HomeKit** window is displayed.
    2. Using your customer's iOS device, open the Apple Home app and select **Add Accessory**.
    3. Locate the QR code on your Crestron Home device and scan it. Configure Pro will display a code.
    4. Enter the code in the Apple Home app. A successful pairing message will appear.
- **Lighting & Keypad:** Select desired keypad behavior.
    - **Wait for Double Tap:** This determines if the Crestron Home system triggers the Double Tap button action.
    - **Double Tap Delay Interval:** The delay is the amount of time (in seconds) that the system waits after a button press to determine if a subsequent button press is a double tap.
    - **Hold Time:** The amount of time (in seconds) that a button must be pressed during a press-and-hold operation before the Hold button action is performed.
    - **Multi-Tap Time Out:** The amount of time (in hours, minutes, and seconds) that the system waits to determine if the Double Tap button action is performed.
    - **Lighting Raise and Lower Rate:** The amount of time (in seconds) over which the Crestron Home system raises or lowers the current light level to a recalled scene or discrete level.
- **BACnet:** Displays BACnet information. Edit these settings to connect the Crestron Home system to a BACnet host.
- **Rest API:** Displays the Rest API token. Select **Update Token** to refresh it. For more information, refer to REST API for Crestron Home OS.

Backup & Restore

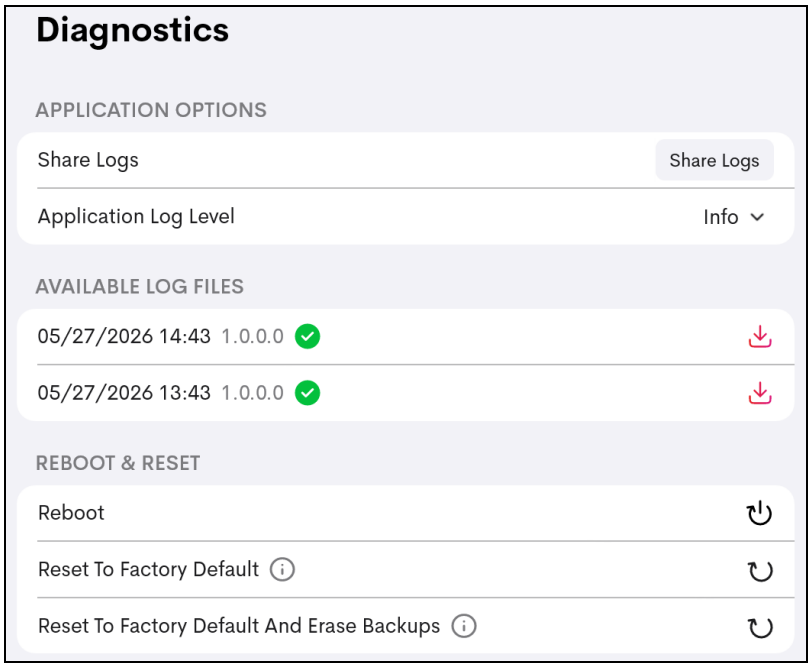
The **Backup & Restore** screen provides the following options:



- **Backup to Cloud:** Select **Backup** to create a backup of that type.
- **Deploy Code Import:** To bring in a configuration through a deploy code, enter the code in the **Code** field and then select **Import**.
- **Restore Configurations:** Select **Available Configurations** to select a backup to restore.

Diagnostics

The **Diagnostics** screen contains the following options.



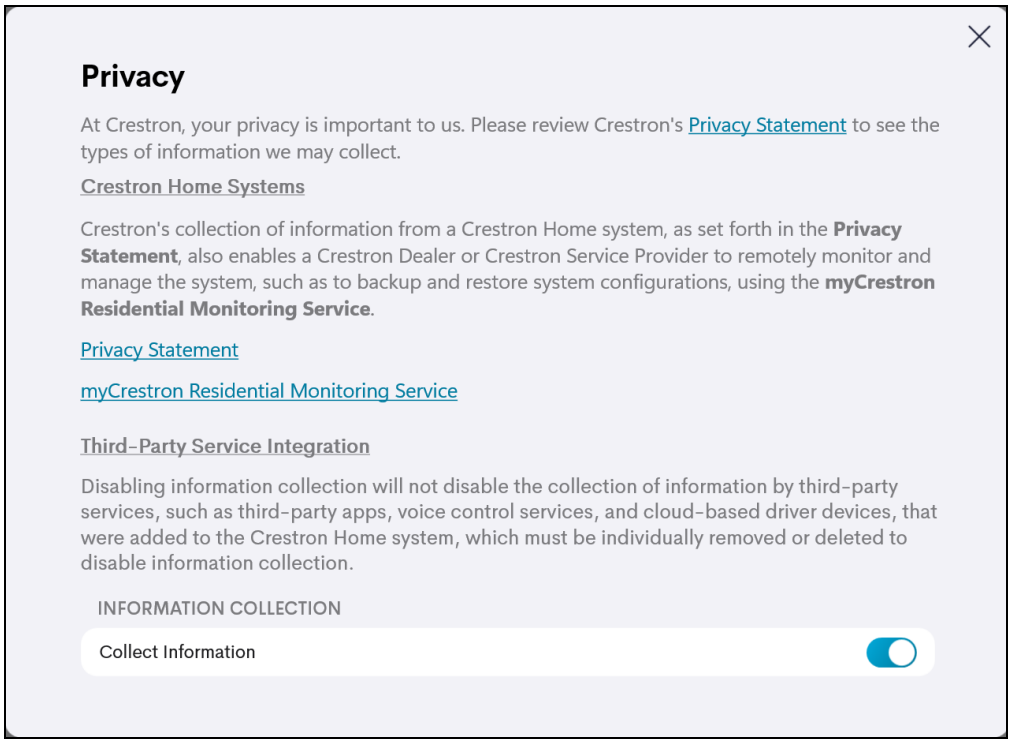
- **Application Options:**
  - **Share Logs:** Select **Share Logs** to share a .zip with the current log files. A **Share** window opens with a variety of applications for sharing.
  - **Application Log Level:** Use the drop-down list to select the type of information contained in the log.
- **Available Log Files:** Select the download icon to save a specific log.
- **Reboot & Reset:**
  - **Reboot:** Restart the Crestron Home processor.
  - **Reset to Factory Default:** Erase all data stored on the Crestron Home processor, including system information and acquired devices. myCrestron cloud data will not be erased.
  - **Reset to Factory Default and Erase Backups:** Erase all data stored on the Crestron Home processor, including system information and acquired devices. myCrestron cloud data will also be erased.

Help

Select **Help** to open this document in a web browser.

Privacy

Select **Privacy** to review Crestron's privacy statement and data collection options.



Information Collection

Collecting information allows a Crestron Dealer or a Crestron Service Provider to remotely configure, support, and monitor a customer's Crestron Home system. Additionally, they can use the myCrestron Residential Monitoring Service to view usage trends, create system backups, and restore system backups. Information collection is enabled by default.

NOTES:

- myCrestron backups are erased when information collection is disabled.
- Disabling information collection prevents the Crestron Home processor from utilizing any backup capabilities, usage statistics, and preemptive system monitoring.

Operation

The Crestron Home® user interface runs on 60-, 70-, and 80-series Crestron touch screens, UC-MM30-R tabletop conference devices, iOS devices, Android devices, and TSR-310 handheld remotes. Some functions can be controlled with the HR-CV-MINI handheld remote.

For an overview of the Crestron Home user interface, refer to the following sections:

- Crestron Home OS User Interface on page 115
- User Interface for TSR-310 Touch Screen Remotes on page 345
- HR-CV-MINI Remote on page 341
- UC-MM30-R Volume and Microphone Control on page 410

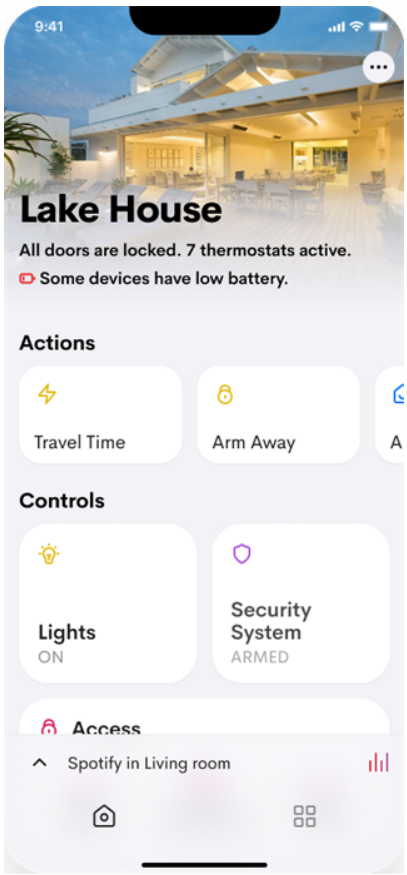
Crestron Home OS User Interface

The Crestron Home user interface runs on Crestron touch screens, iOS devices, and Android devices to provide a seamless user interface across all devices. The user interface for the Crestron Home system is populated based on the Crestron Home system configuration.

> **Crestron Technical Institute Training Video:** Using the Mobile App.

The Crestron Home interface is comprised of these tabs:

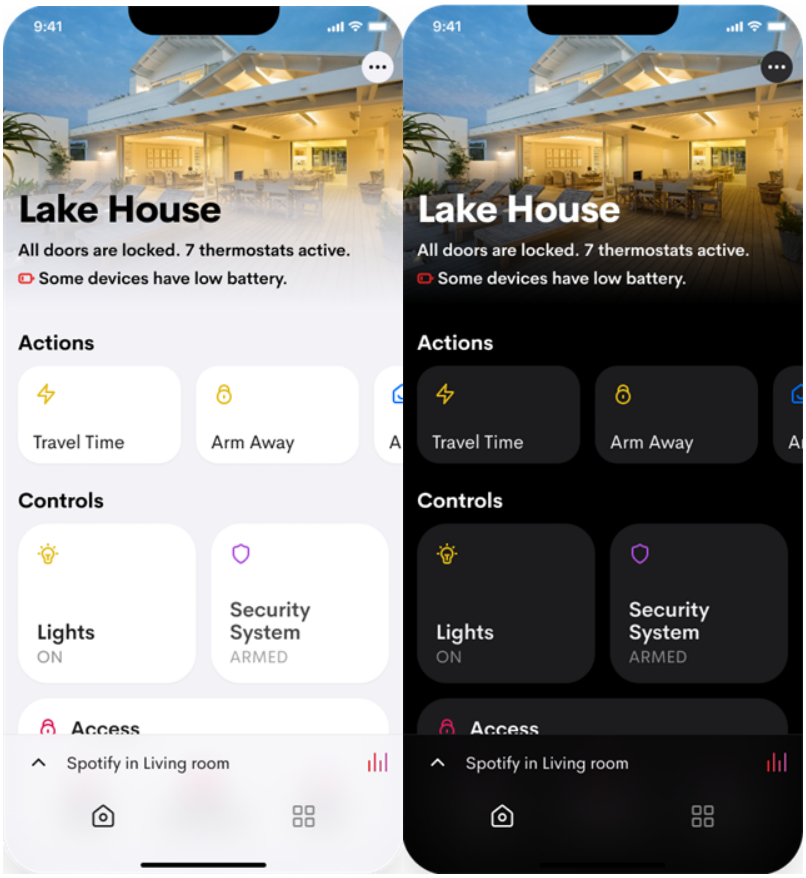
- **Home:** Displays controls that apply to the entire home. For details, refer to My Homes on page 117.
- **Rooms:** Displays all of the rooms in the home to navigate to room specific controls. For details, refer to Room Tab on page 173.



Light and Dark Mode

If Dark Mode is enabled on the Crestron touch screen, Android Device, or iOS Device, the Crestron Home app is displayed in dark mode.

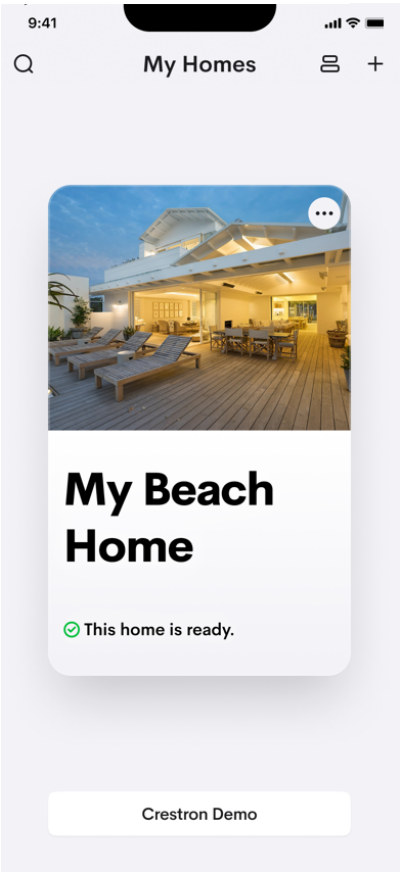
Home Screen Example - Light Mode (Left) and Dark Mode (Right)



My Homes

The **My Homes** screen displays the homes that are available on the device. To view the **My Homes** screen, go to **Menu > My Systems**.

Use the **My Homes** screen to change the view, add homes, edit connection information, and view the home status.



Icons

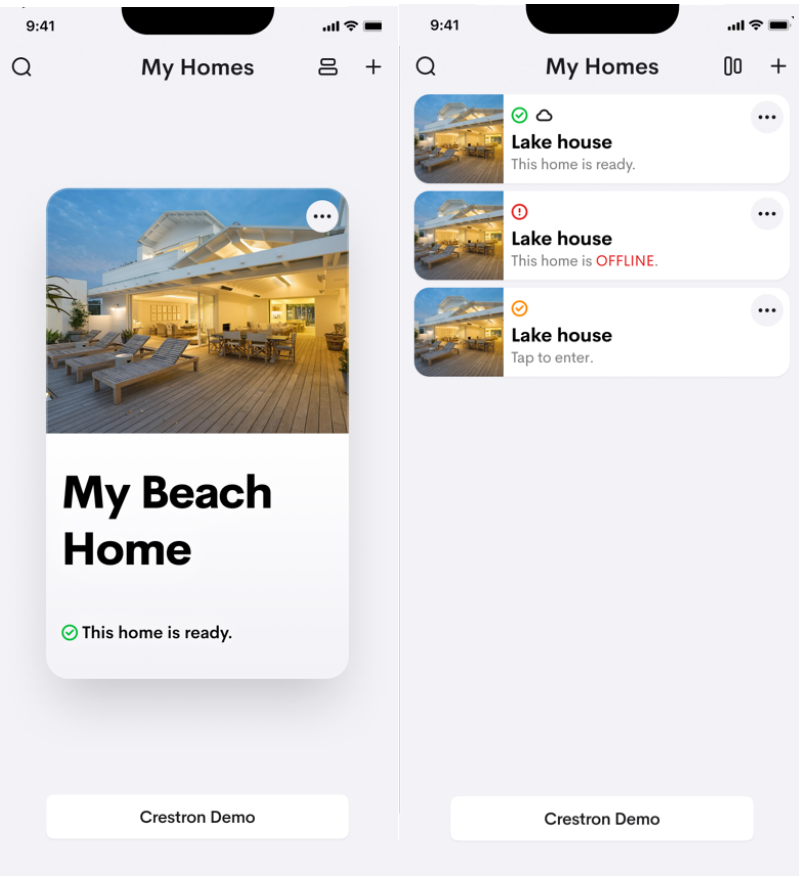
- **Cloud Icon:** A connection is made to the home using the cloud connection. Displays next to the status icon.
- **Green Check:** Indicates a secure connection using the cloud or local connection.
- **Orange Check:** The home is set up for connection using only the legacy remote connection type. This requires open ports on the network and may not be secure.
- **Red Check:** No connectivity. There is no local connection and no cloud connection. The cloud could not be configured or the cloud is down.

Home View

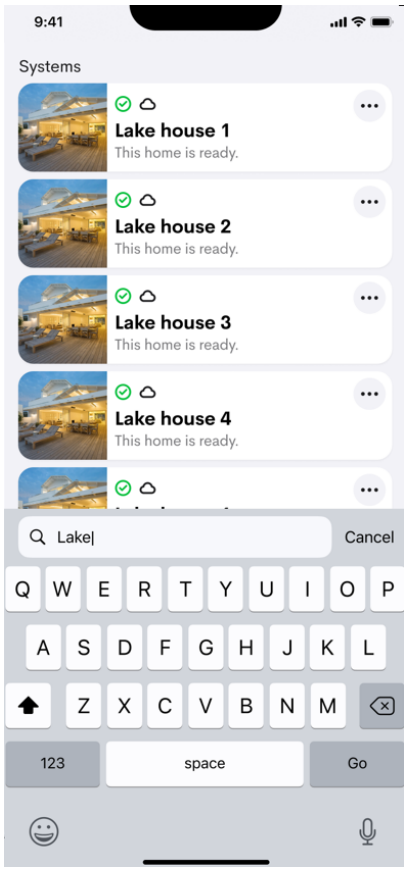
Display homes using a tile or list view.

To change the view, select **Tile** or **List**.

Homes in Tile View (Left) and List View (Right)

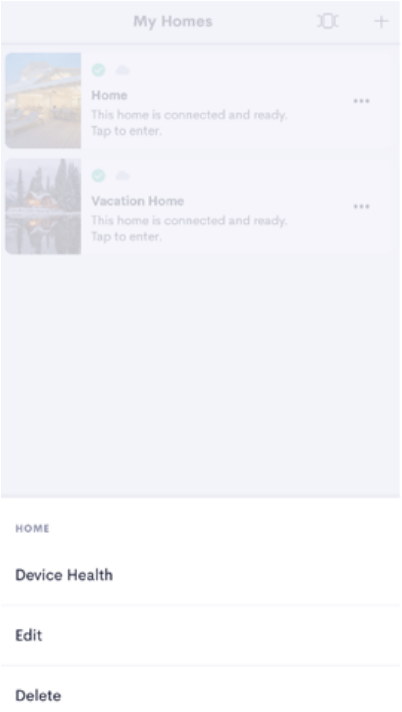


To search for a home, select **Search**.


9:41
Systems
Lake house 1
This home is ready.
Lake house 2
This home is ready.
Lake house 3
This home is ready.
Lake house 4
This home is ready.
Lake
Cancel
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
Go

Home Menu

Use the home menu to view the Device Health dashboard, edit a home, or delete a home.



Device Health

View the Device Health dashboard for the home. To go to the **Device Health** dashboard, select **... Menu** and then **Device Health**.

> **NOTE:** The Advanced User password is required to access the Device Health dashboard.

Edit Home

Change the display name or the connection settings for the home. To go to the **Edit Home** screen, select **... Menu** and then **Edit**.

> **NOTE:** The User Interface Device password is required to change the settings.

Delete Home

Delete a home from the device. To delete a home, select **... Menu**, **Delete**, and then **Delete** to confirm.

Demo Mode for iOS Devices

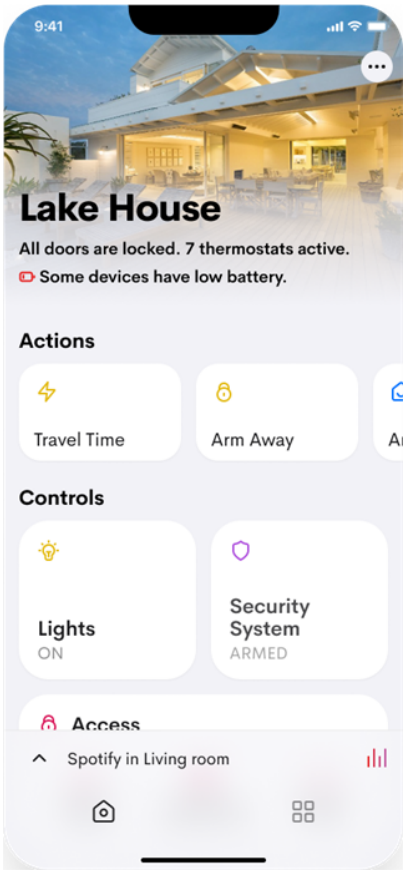
Demo mode is available to provide a preview of the Crestron Home user interface. It displays a common house that utilizes quick actions; security system and climate control; house access including garage door, door lock, and gate control; and rooms with light, shade, audio, and video devices.

To exit Crestron Demo mode, tap the **Exit Crestron Demo** button.

Home Tab

Use the **Home** screen to display controls that apply to the entire Crestron Home system.

To view the **Home** screen, tap the **Home** icon.

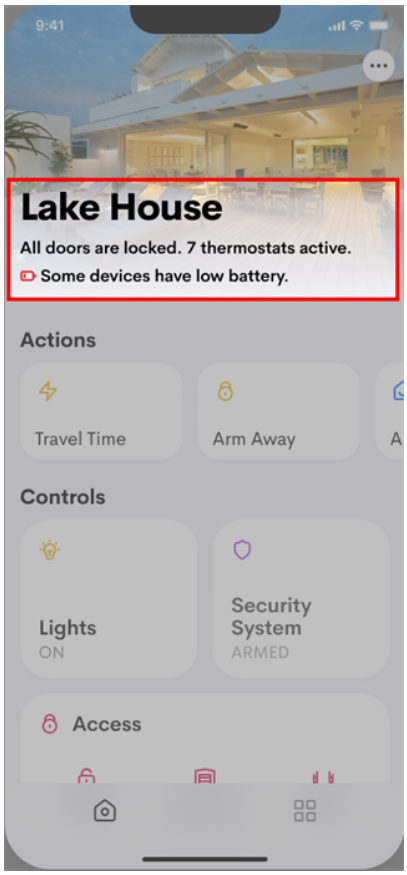


Home Information and Status

Information about the house and device status is shown on the top of the screen.

The name of the home is listed at the top. To switch homes, tap the down arrow and then select the home.

The status can include information such as the state of the door locks, gates, or garage doors, if the security system is active, if media is playing, and more.



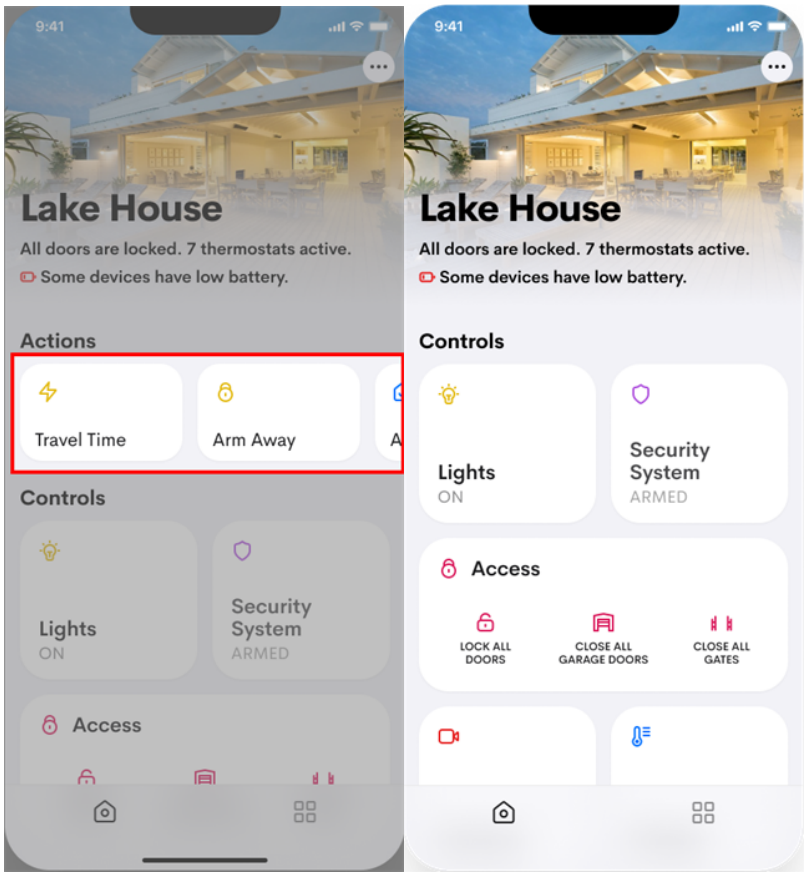
Actions

Use the **Actions** to perform several functions at the same time. For example, a quick action can be created that controls the lights, shades, and television in a room.

NOTES:

- The Crestron Home app displays up to 20 Actions.
- Actions are customized by Crestron Home installer using the Crestron Home app. The functionality is custom to the devices in the room, house, and your preferences.

Home Screen - Actions (Left) and No Actions (Right)

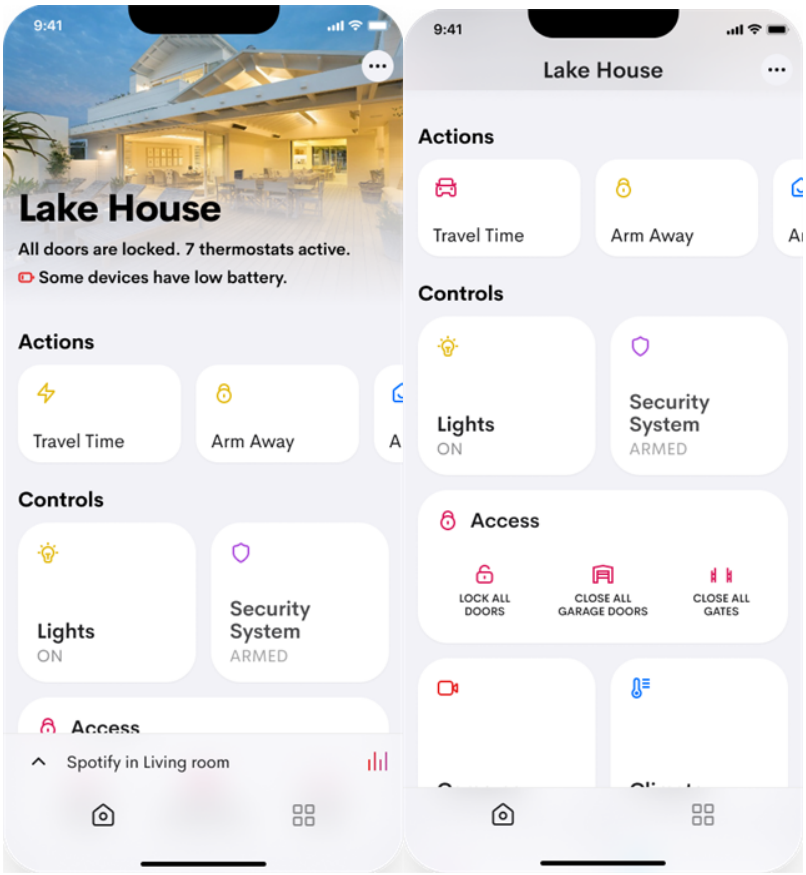


Home Controls

Use the **Home Controls** to control similar devices from one screen. **Home Controls** are available for these device types when they are included in the home:

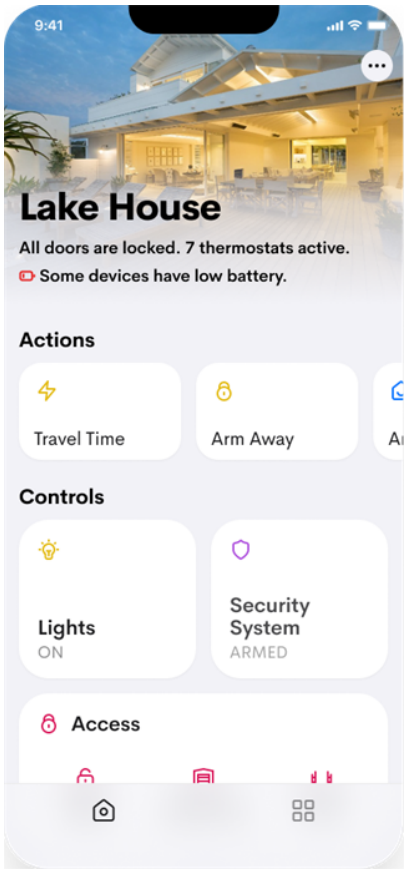
- **Lights:** View and control all lights in the system. For details, refer to Whole House Light Control on page 126.
- **Music:** View and control audio sources in the system. For details, refer to Control Media on page 208.
- **Security System:** View and control all security zones in the system. For details, refer to Control Security Systems on page 138.
- **Access:** View and control all locks, gates, and garage doors in the system. For details, refer to House Access on page 163.
- **Climate:** View and control all thermostats in the system. For details, refer to Control Climate on page 198.
- **Cameras:** View and control all security cameras in the system. For details, refer to Control Cameras on page 142.
- **Pool and Spa:** View and control all pools and spas from one screen. For details, refer to Control Pools and Spas on page 246.

Home Screen Example - Top (Left) and Scrolled Down (Right)



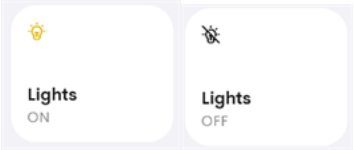
Whole House Light Control

The **Home Control** for **Lights** provides access to all light controls and whole house light scenes in the system in one location.



The **Lights** tile icon indicates **Lights Off** when all lights are off and **Lights On** when some or all of the lights are on. To control whole house lights and whole house light scenes, tap the **Lights** tile.

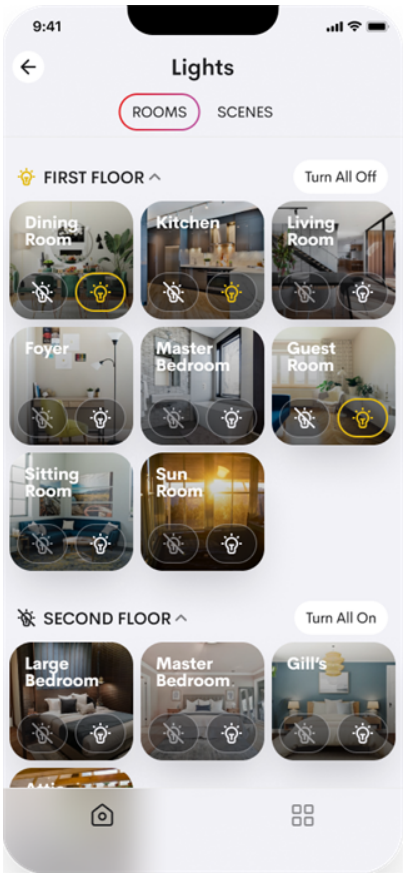
Lights Tile Icon - Lights On (Left) and Off (Right)



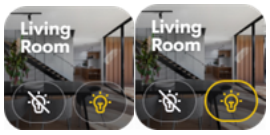
Whole House Lights

Control and view the status of the lights in each room and room group in the **Lights** tab. **Lights Off** indicates that all lights are off and **Lights On** indicates that some or all of the lights are on.

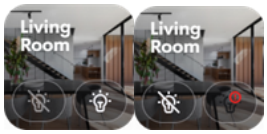
To collapse and expand room groups, select the **Room Group**. The room group's collapsed or expanded state persists in the app until it is changed.



Lights -Partial On (Left) and All On (Right)



Lights -Off (Left) and Error (Right)



Room Group Lights

Room groups that have rooms with lights are shown in the whole house lights page. Rooms that Control all lights in the room group:

- If all lights are off, turn on all lights in the room group by selecting **Turn All On**.
- If all lights are on, turn off all lights in the room group by selecting **Turn All Off**.

Room Group Lights - Turn All On



Room Group Lights - Turn All Off



Room Lights

Control lights in individual rooms:

- Tap a room tile to turn the lights on or off. The **All On** or **All Off** light scene is recalled.
- Select **... Menu** to open the Lights Control page for the room and control the loads individually or recall light scenes. To return to the whole house lights screen, swipe down or select **X Close**.

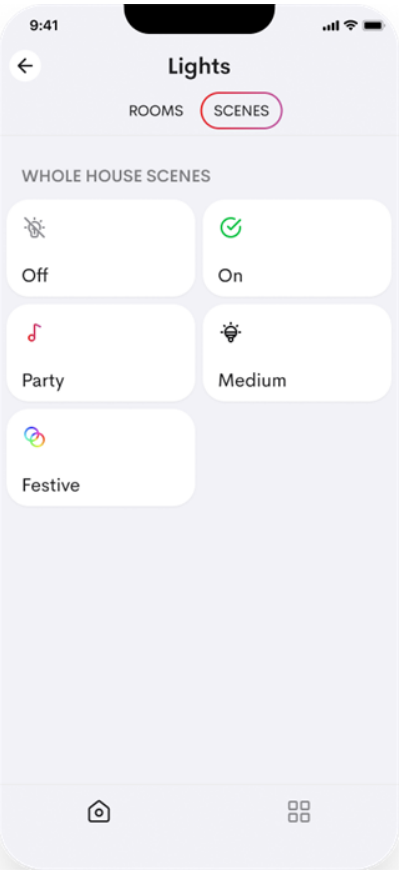
Reorder Rooms

Reorder the rooms within the room group.

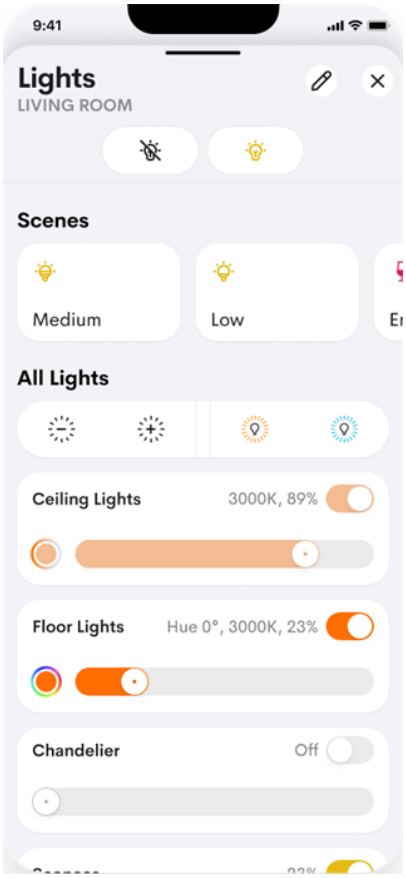
To reorder rooms, tap and hold the room and then drag it to the desired location within the room group.

Whole House Light Scenes

Recall whole house light scenes in the **Scenes** tab.

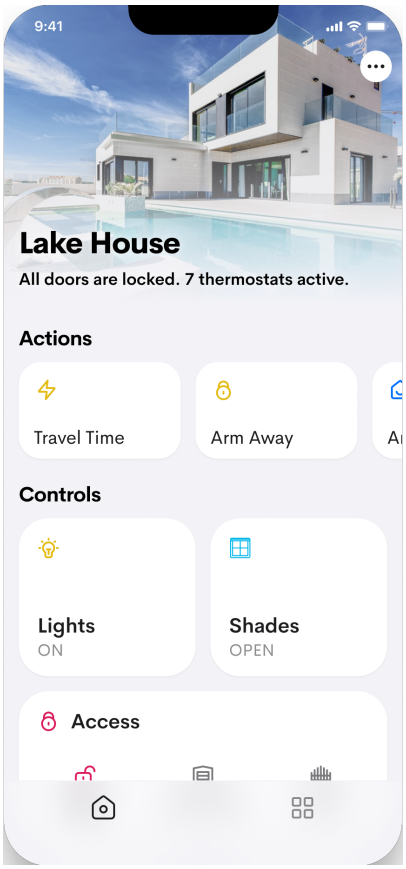


Select **Menu** to create, edit, and reorder scenes. For details, refer to Control Lights.



Whole House Shade Control

The **Home Control** for **Shades** provides access to whole house shade controls and scenes in the system in one location.

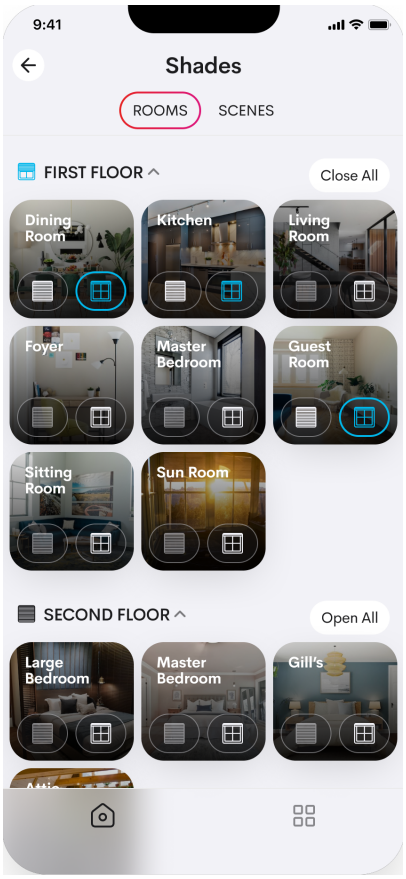


The **Shades** tile icon indicates **OPEN** when all shades are open and **CLOSED** when some or all of the shades are closed. To control whole house shades and scenes, tap the **Shades** tile.

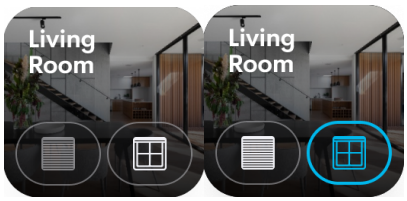
Whole House Shades

Control and view the status of the shades in each room and room group in the **Shades** tab.

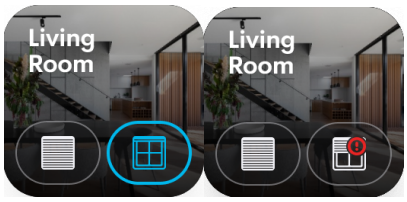
To collapse and expand room groups, select the **Room Group**. The room group's collapsed or expanded state persists in the app until it is changed.



Shades - All Closed (Left) and All Open (Right)



Shades - Some Open (Left) and Error (Right)



Room Group Shades

Room groups that have rooms with shades are shown in the whole house shades page. Rooms that control all shades in the room group:

- If all shades are closed, open all shades in the room group by selecting **All Open**.
- If all shades are open, close all shades in the room group by selecting **All Close**.

Room Group Shades - Open All



Room Group Shades - Close All



Room Shades

Control shades in individual rooms:

- Tap a room tile to open or close the shades. The **All Open** or **All Close** shade scene is recalled.
- Select **... Menu** to open the Shades Control page for the room and control the shades individually or recall shade scenes. To return to the whole house shades screen, swipe down or select **X Close**.

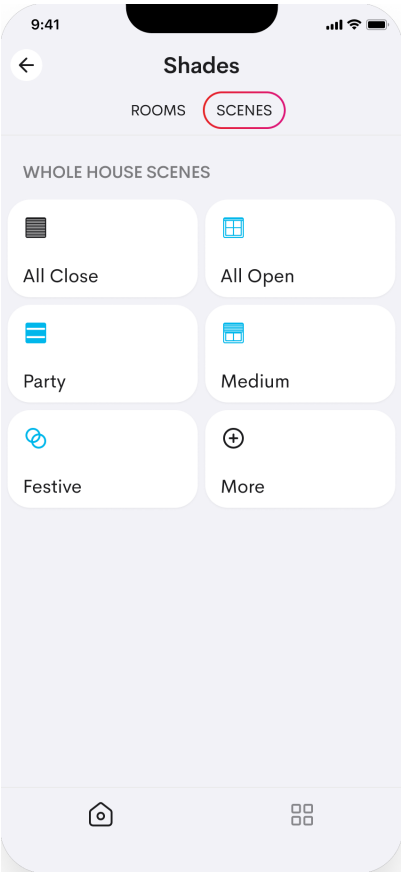
Reorder Rooms

Reorder the rooms within the room group.

To reorder rooms, tap and hold the room and then drag it to the desired location within the room group.

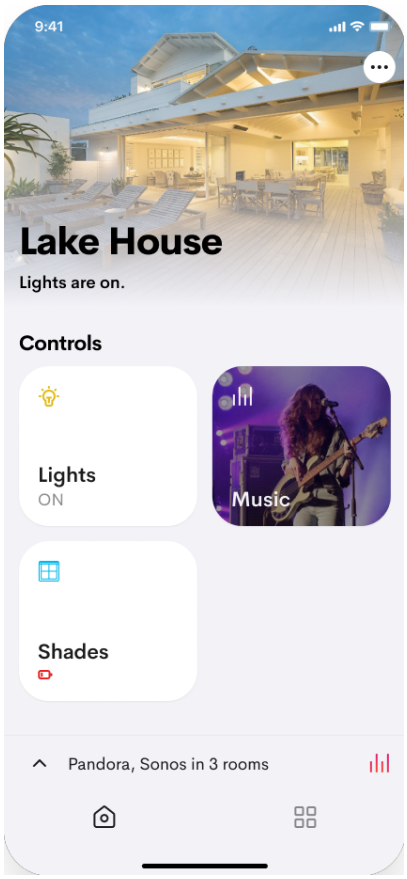
Whole House Shade Scenes

Recall whole house shade scenes in the **Scenes** tab.



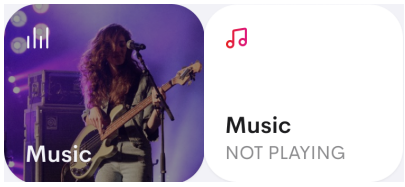
Whole House Music Control

The **Home Control** for **Music** provides access to all music controls in the system in one location.



The **Music** tile icon indicates **NOT PLAYING** when all music is off and album art (or **ON**) when some or all rooms have music on. To control whole house music, tap the **Music** tile.

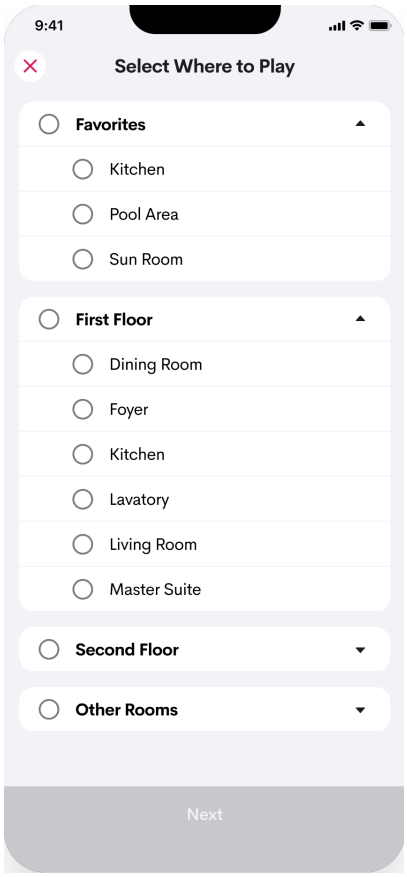
Music Tile Icon - Music On (Left) and Off (Right)



Whole House Music

Control and view the music status of in each room and room group in the **Music** tab.

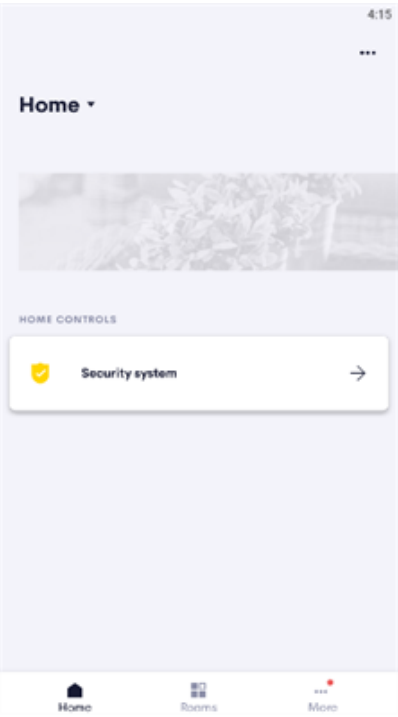
For details, refer to Music on page 216.



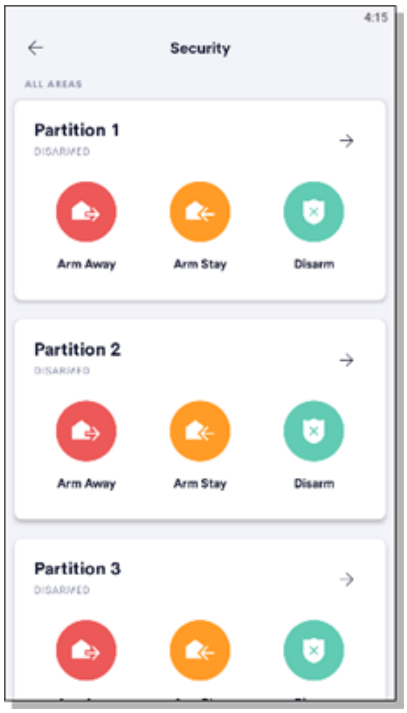
Control Security Systems

Tap the **Security System** tile on the **Home** screen. The **Security** screen displays the status of the security system at the top of the screen.

Security system functionality depends on the security system's make and model, configuration, and driver. The information and controls provided for the security system may include keypad emulation, an area list for systems that support areas, area controls to arm or disarm the system (including storing the password on the UI device), programming area arm or disarm events, and triggering area commands from button or trigger events via scenes.

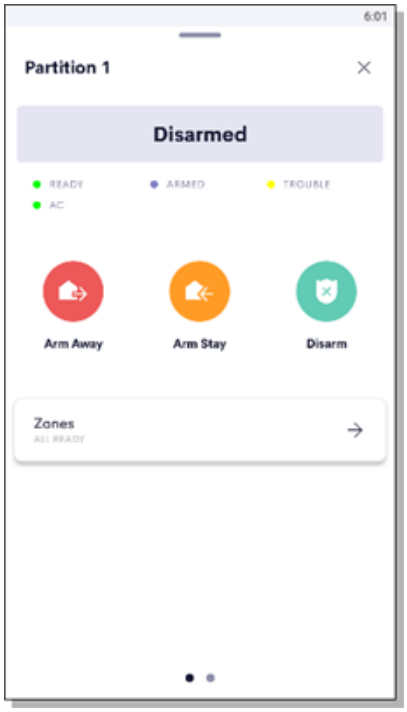


The area name, status, and actions are displayed for each area. To initiate an action, tap and hold an action button until the button icon updates.



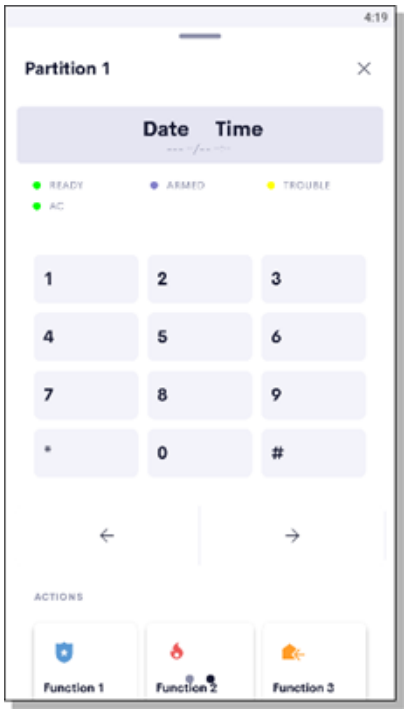
To view the zone information and additional controls for the area, select the Partition name.

Zone status is displayed. To initiate an action for the security system, tap and hold an action button until the button icon updates.

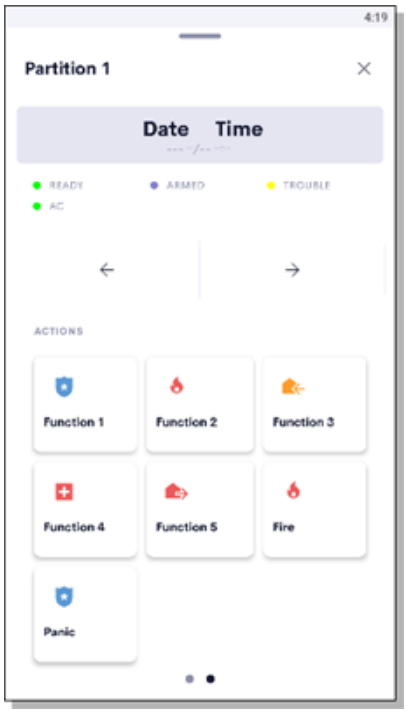


To view the keypad and additional actions, swipe left.

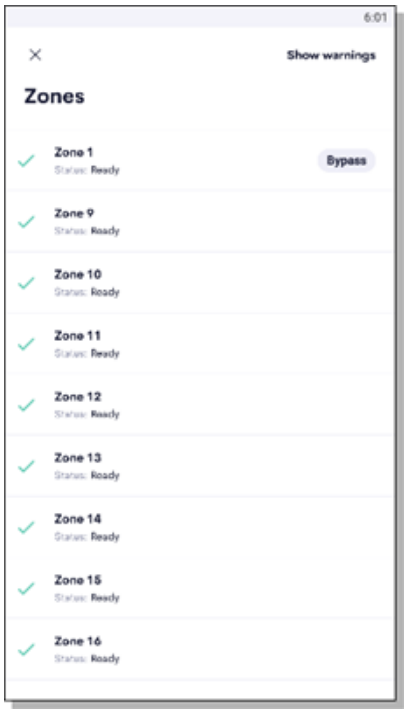
Use the keypad and direction arrows to control and enter the alarm code.



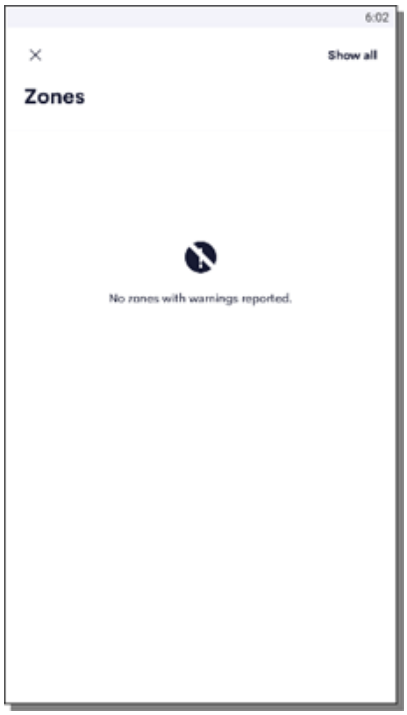
Additional security system actions are listed below the keypad. To initiate an action, tap and hold an action button until the button icon updates.



To view the zone status and warnings, select **Zones** from the Zone status page. To bypass a zone, select **Bypass**.



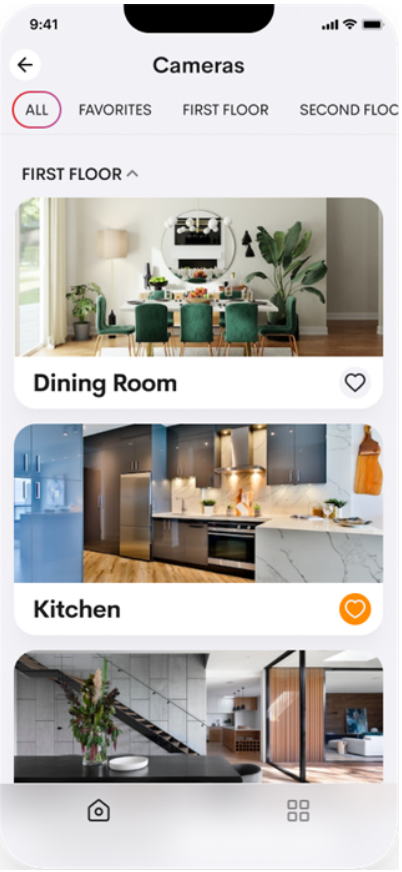
To view security system warnings, select **Show warnings**. To view the zones, select **Show all**.



Control Cameras

The **Cameras** screen displays a camera tile for each camera that is in the Crestron Home system. Each camera tile displays the camera name, the name of the room, and a snapshot from the camera. The snapshot is updated every five seconds.

Cameras View



View

> **NOTES:**
>
> - The camera name is listed before the room name. If the camera name and the room name match, the name is only listed once.
> - Cameras are sorted by favorite status, then room groups, and then alphabetically.
> - If a camera snapshot cannot be loaded, the image will be grayed out and an error message will be displayed. If a snapshot was previously loaded, the cached image will be displayed under the error message.

Tap a camera tile to view a camera stream.

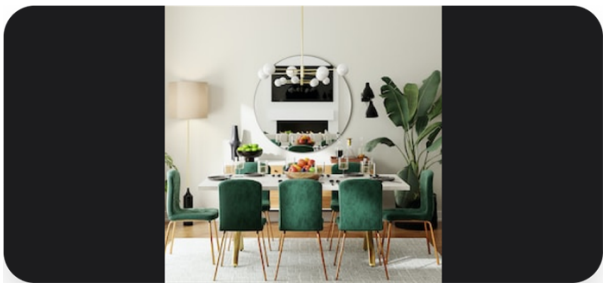
> **NOTE:** The aspect ratio of the camera dictates how the feed is displayed on your device. Borders will be displayed (letterboxing) if the aspect ratio of the camera does not match the aspect ratio of the

> user interface.

For cameras that support PTZ (pan, tilt, zoom) camera controls, the available PTZ controls are displayed when the camera stream is first displayed. After three seconds of inactivity, the PTZ camera controls are hidden.

Tap the camera stream to view the PTZ controls. Tap or tap and hold the PTZ camera controls to pan, tilt, and zoom the camera.

Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Hidden



Camera Control, 4:3 Aspect Ratio, Full Screen, Controls Hidden

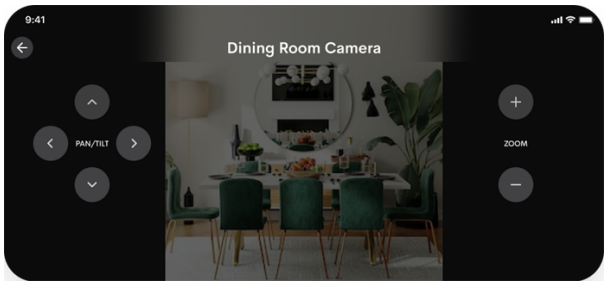


Camera Control, 16:9 Aspect Ratio, Full Screen, Controls Hidden

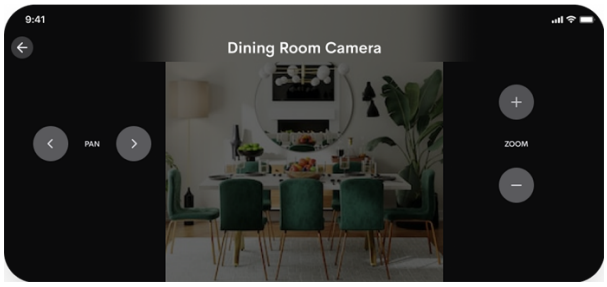


PTZ Controls

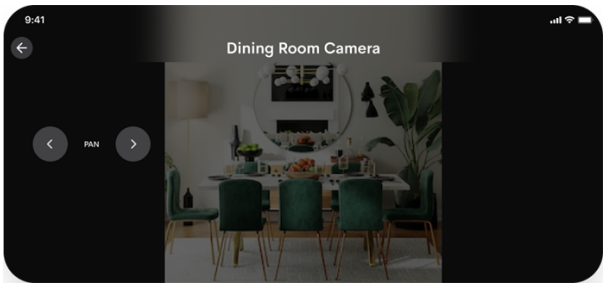
Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Pan Tilt Zoom


9:41
Dining Room Camera
PAN/TILT
ZOOM

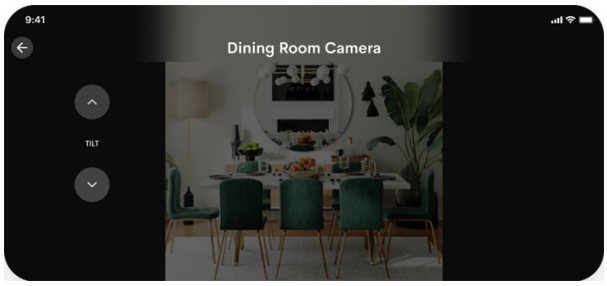
Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Pan Zoom


9:41
Dining Room Camera
PAN
ZOOM

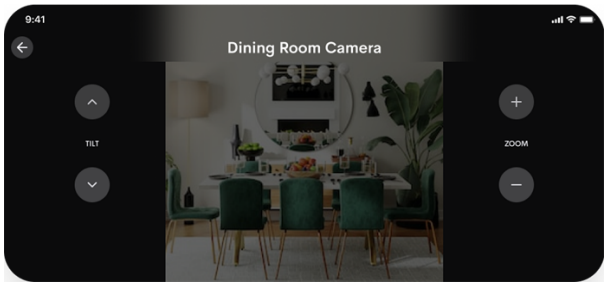
Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Pan


9:41
Dining Room Camera
PAN

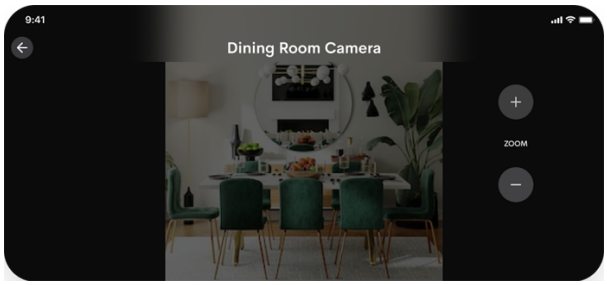
Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Tilt



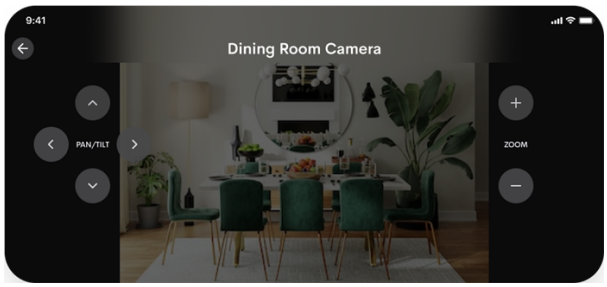
Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Tilt and Zoom



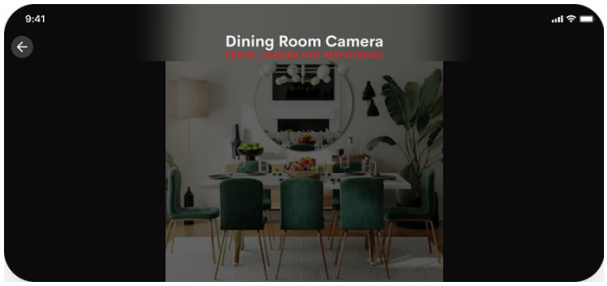
Camera Control, 1:1 Aspect Ratio, Full Screen, Controls Zoom

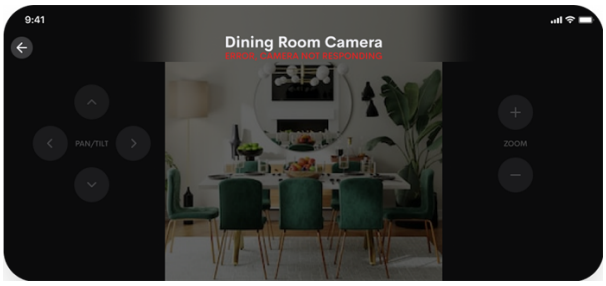


Camera Control, 4:3 Aspect Ratio, Full Screen, Controls PTZ



Errors




9:41
Dining Room Camera
PAN/TILT
ZOOM

2N® Door Stations Screen

Use a Crestron touch screen to control a 2N® door station from the Crestron Home system.

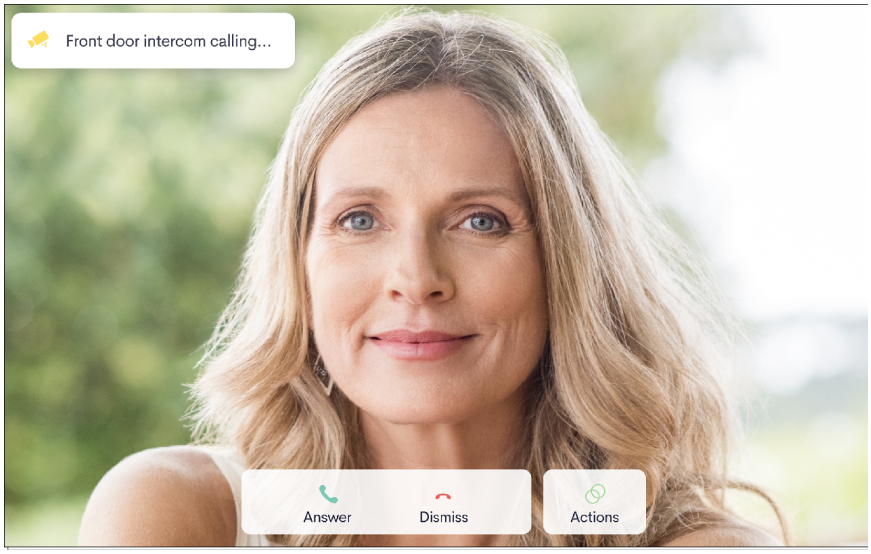
To integrate a 2N door station, refer to 2N® Door Station on page 450.

Answer a Call

When the touch screen receives a call from the door station, an incoming call window opens on the touch screen with the door station name and the camera feed. If the call is declined, the call window is closed.

To answer a call:

- Tap to answer the call.
- Tap to decline the call.

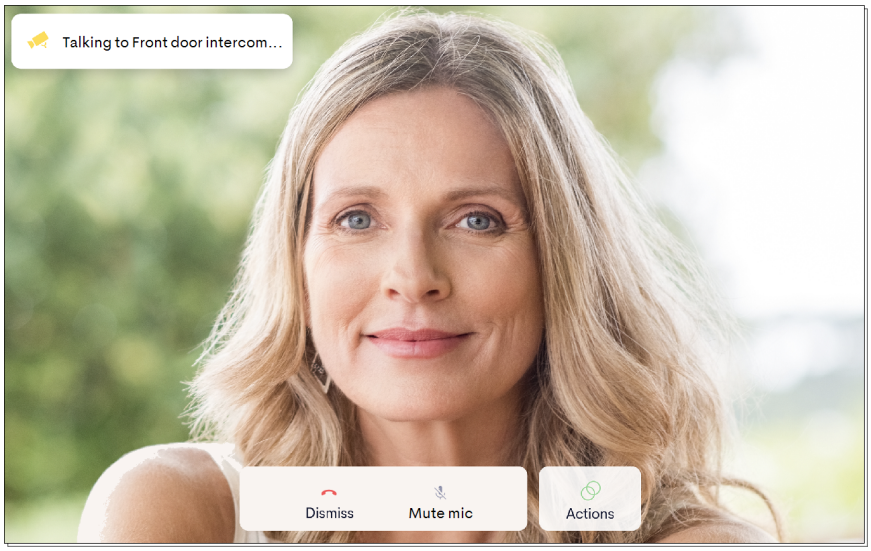


Mute the Microphone

Tap to mute or unmute the intercom microphone.

End a Call

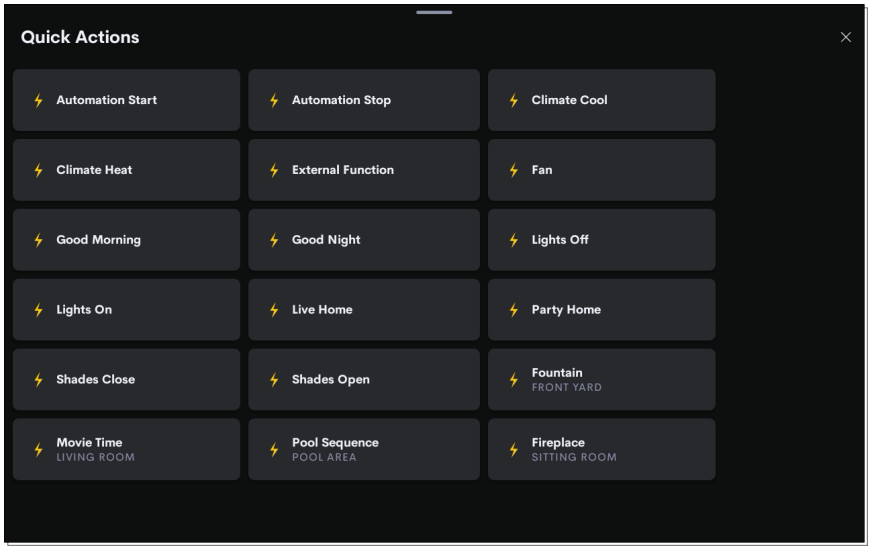
Tap to end the call. The call window is closed.



Recall Quick Actions

To view the available Quick Actions, select **Actions**. Tap a Quick Action to activate it.

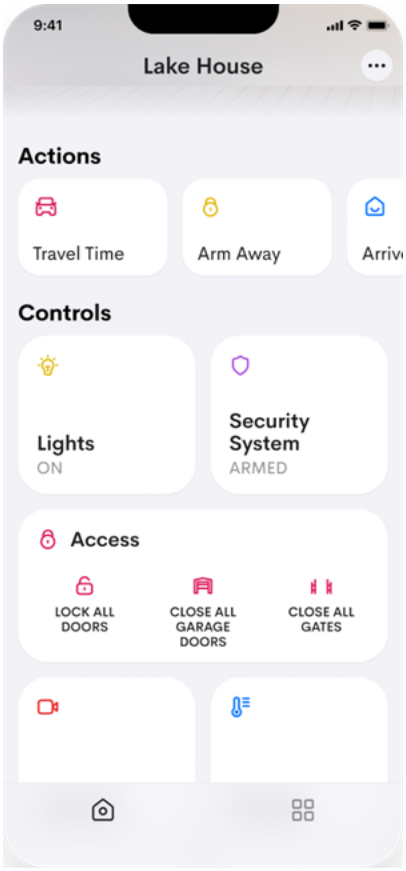
> **NOTE:** Quick Actions are displayed when they are enabled in the Settings for the Quick Action. For details, refer to Actions on page 83.



House Access

The **Access** tile provides control for locks, garage doors, and gates in the home.

> **NOTE:** The **Access** tile only displays the locks, garage doors, and gates that are in the house.

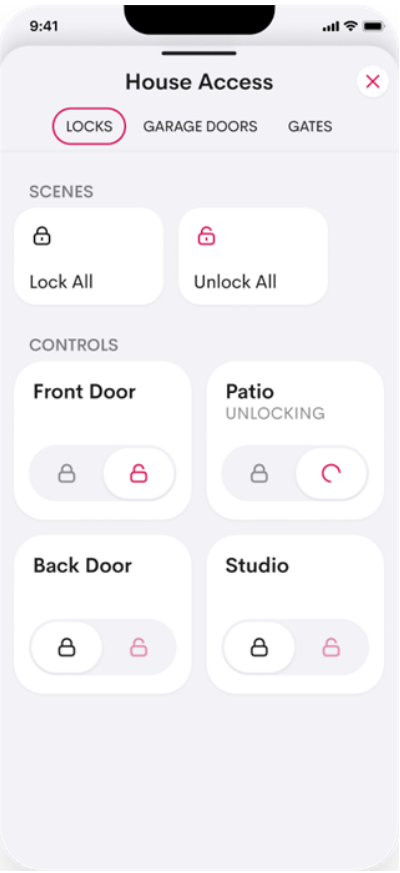


Access Tile

The **Access** tile provides control of all devices in the house. It also provides access to the **House Access** menu for individual control of all locks, gates, and garage doors.

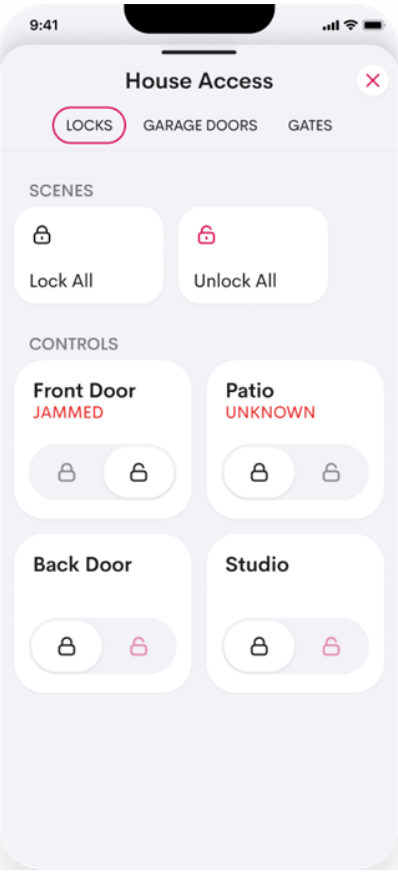
To control all locks, garage doors, or gates in the system, select a **Lock**, **Garage Door**, or **Gate** icon on the **Access** tile.

To open the **House Access** menu, select **Access**.



Scenes are provided along the top of the **Locks** tab. Tap the **Unlock all** or **Lock all** scene to unlock or lock all of the locks.

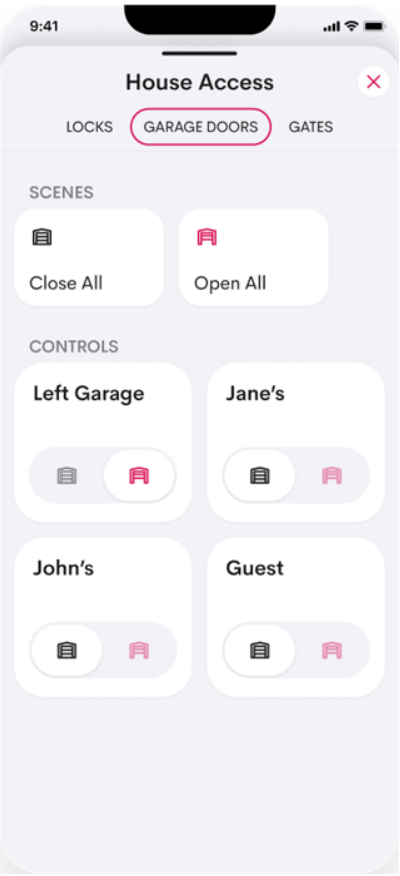
Individual lock control is provided in the **Controls** section. Here, you can control the lock independently of the Quick Action. Each lock displays the name of the lock, the lock status, and any error messages. Tap the lock tile to unlock or lock the individual locks.



Garage Doors Tab

Scenes are provided along the top of the **Garage Doors**tab. Tap the **Open all** or **Close all** scene to open or close all of the garage doors.

Individual garage door control is provided in the **Controls** section. Here, you can control the garage door independently of the Quick Action. Each garage door displays the name of the garage door, the garage door status, and any error messages. Tap the garage door tile to open or close the individual garage doors.



The garage door tile displays the status:

> **NOTE:** The garage door state is only provided if the garage door is configured with sensors that monitor the open and closed state of the garage door.

- **Open:** The garage door is open.
- **Opening:** The garage door is opening,.
- **Closed:** The garage door is closed.
- **Closing:** The garage door is closing.
- **Moving:** The garage door is moving, but the direction is not known.
- **Unknown:** The system is unable to determine the state of the garage door.

The garage door tile displays any errors:

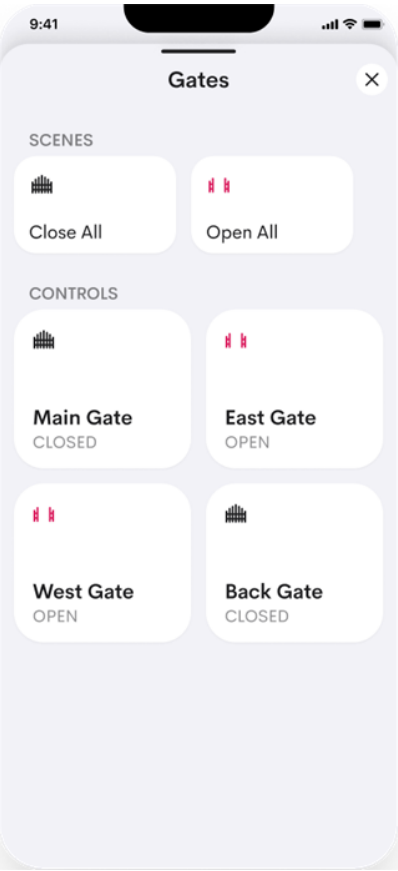
> **NOTE:** The error replaces the status information in the device tile.

- **Object in path:** When the garage door is known to be closing but ends up in the fully open position.
- **Device Stopped:** When the garage door is known to be traveling towards a monitored position but does not reach that position.
- **Offline:** When any component of the garage door is offline, the entire garage door is considered to be offline.

Gates Tab

Scenes are provided along the top of the **Gates** tab. Tap the **Open all** or **Close all** scene to unlock or lock all of the gates.

Individual gate control is provided in the **Controls** section. Here, you can control the gate independently of the Quick Action. Each gate displays the name of the gate , the gate status, and any error messages. Tap the gate tile to open or close the individual gates.



The gate tile displays the status:

> **NOTE:** The gate state is only provided if the gate is configured with sensors that monitor the open and closed state of the gate.

- **Open:** The gate is open.
- **Opening:** The gate door is opening,.
- **Closed:** The gate door is closed.
- **Closing:** The gate door is closing.
- **Moving:** The gate door is moving, but the direction is not known.
- **Unknown:** The system is unable to determine the state of the gate door.

The gate tile displays any errors:

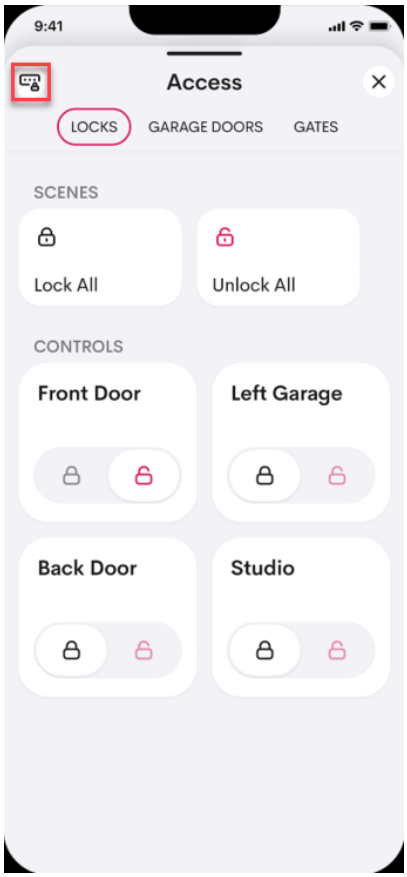
NOTE: The error replaces the status information in the device tile.

- **Object in path:** When the gate is known to be closing but ends up in the fully open position.
- **Device Stopped:** When the gate is known to be traveling towards a monitored position but does not reach that position.
- **Offline:** When any component of the gate is offline, the entire gate is considered to be offline.

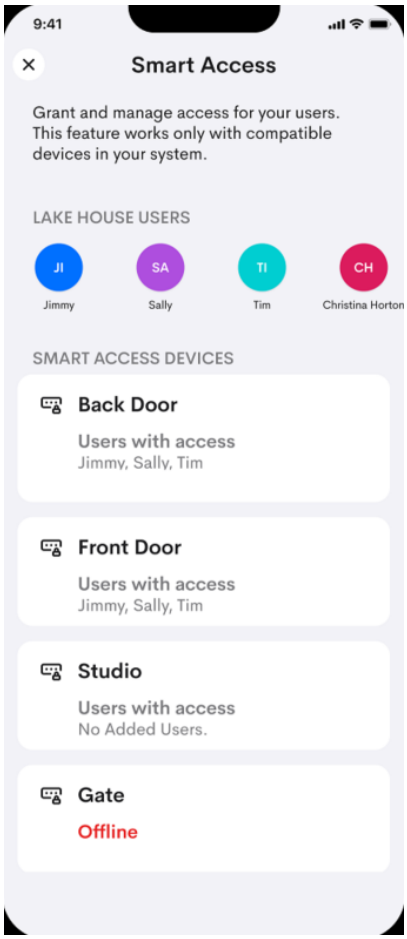
Smart Access

Crestron Home Cloud owners can use Smart Access functions. With Smart Access, permission levels for each compatible lock can be customized for each user.

To get started with Smart Access, select the Smart Access icon (⚿).

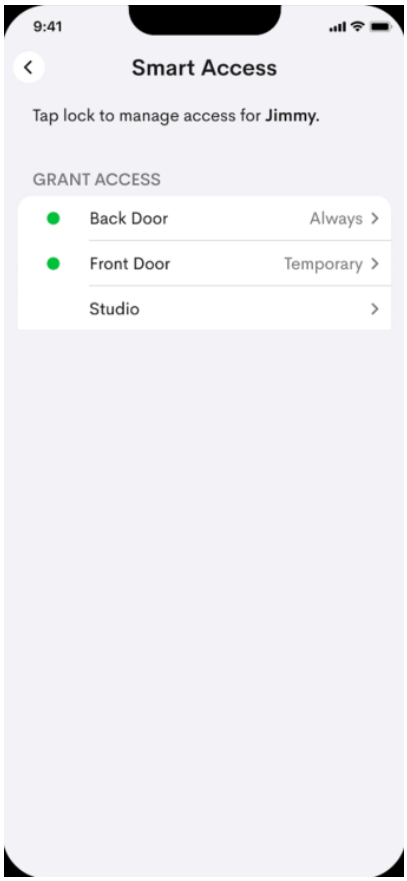


On the Smart Access screen, select a user to configure their access for all locks, or select an individual lock to configure access for each user.

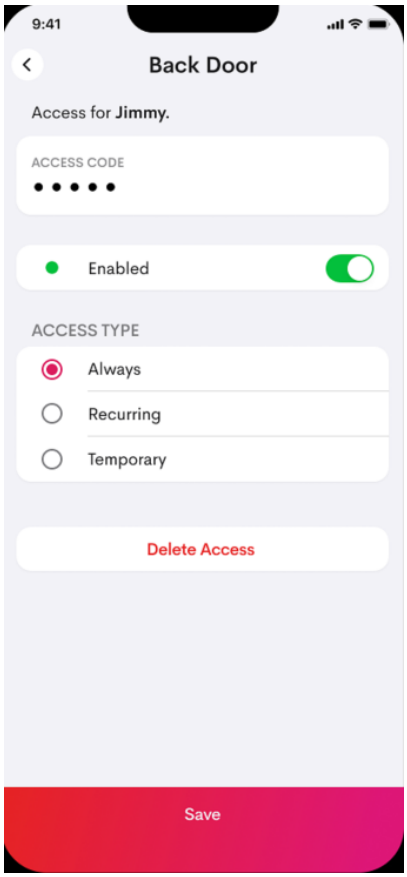


Access by User

After selecting a user on the **Smart Access** page, a list of all compatible locks and the user's current access level is displayed. Select a lock to configure the user's access.



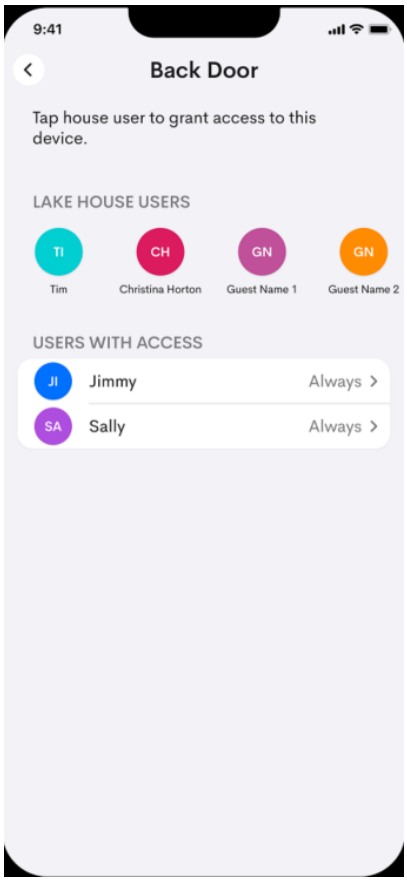
On the lock's screen, the following can be configured:



- **Access Code**: Set an access code for the user.
- **Enabled**: Turn on the toggle to enable access to this lock for the user.

Access by Lock

After selecting a lock on the **Smart Access** page, all users and their current access levels are displayed.



Select a user to configure the user's access to the selected lock as described in Access by User on page 170.

Room Tab

Use the **Rooms** tab to show the rooms in the Crestron Home system.

The Room Cards display the room name, image, and state.the rooms in your home are displayed in tiles that provide the status of the room. The list of rooms are also organized by Favorites and Room Groups within the Crestron Home app.

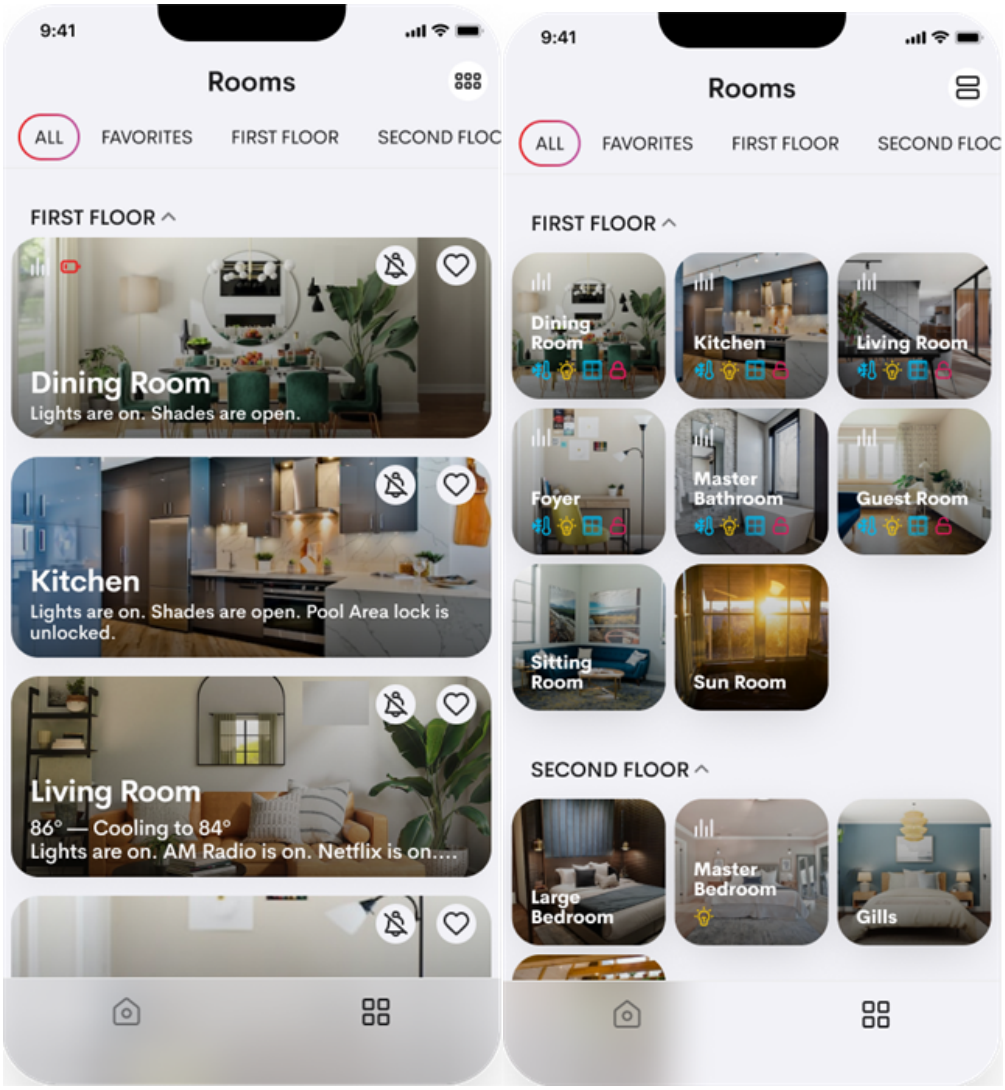
Tap a room tile to enter the Room View. For details, refer to Room Details View on page 175.

Room View

Display rooms using a grid or list view.

To change the view, select **Grid** or **List**.

Rooms in List View (Left) and Grid View (Right)



Tiles

Room tiles display the name of the rooms in the home and key information about each room, such as the temperature, if music is playing or the television is on, the status of the shades, and more.

Groups

Room groups filter the room tiles that are displayed on the right-hand side of the Crestron Home app. Room groups are created when the dealer configures your Crestron Home system. The **All Rooms**, **Favorites**, and **Other Rooms** room groups are automatically generated by the Crestron Home user interface.

Room groups are rooms that share similar characteristics and that were created by your dealer when configuring your Crestron Home system. For example, room groups may have names such as First Floor and Second Floor which display rooms based on their level in the house, Entertainment Rooms which displays all entertainment rooms in the house, or Bedrooms which displays all bedrooms in the house.

The **Other Rooms** room group displays all rooms that are not placed in a room group.

Favorites

Select favorite rooms to show them at the top of the page and in the **Favorites** room group. Select  and  to switch the favorite status.

Favorite rooms are unique to each user-interface device.

Do Not Disturb

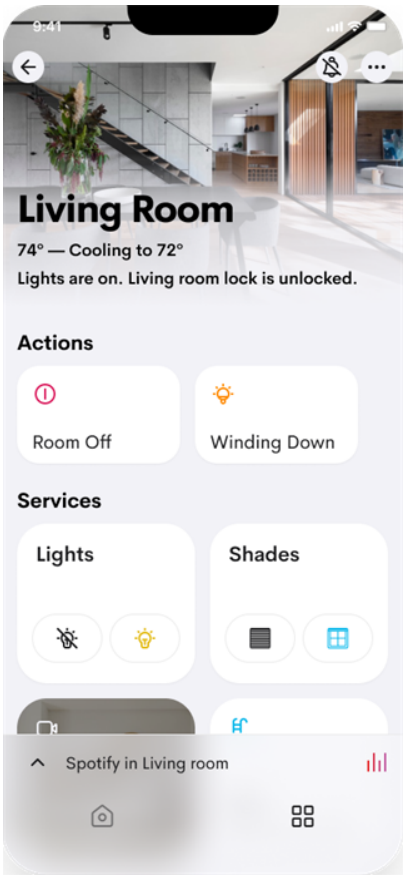
Use **Do not disturb** mode to silence chimes in the room. Chimes play when interrupts are triggered in the room. To turn **Do not disturb** mode on and off, select  and .

> **NOTES:**
>
> - Chimes can be programmed to bypass **Do not disturb** mode. For example, a fire alarm or security system chime can be set to override the do not disturb setting.
> - To show or hide the  and  **Do Not Disturb** icons, refer to Touch Panel Settings on page 330.

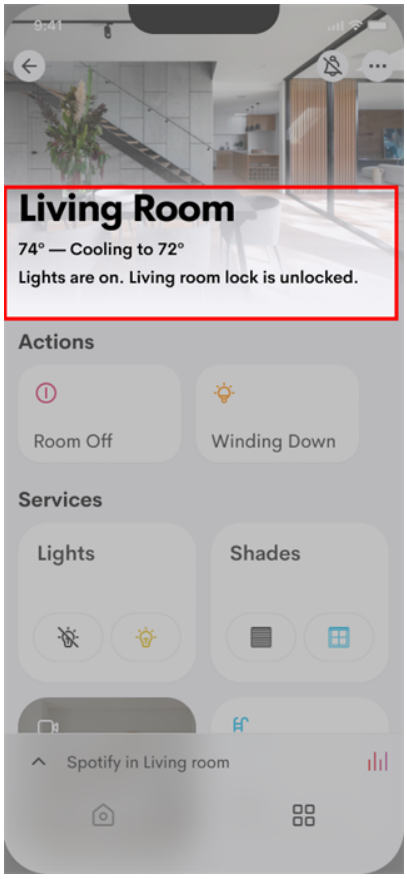
-  **Do Not Disturb Off**: Do not disturb mode is off. Interrupts and chimes will play in the room.
-  **Do Not Disturb On**: Do not disturb mode is on. Interrupts and chimes are silenced.

Room Details View

Use the **Room View** to display all actions that can be performed in a room.


Living Room
74° — Cooling to 72°
Lights are on. Living room lock is unlocked.
Actions
Room Off
Winding Down
Services
Lights
Shades
Spotify in Living room

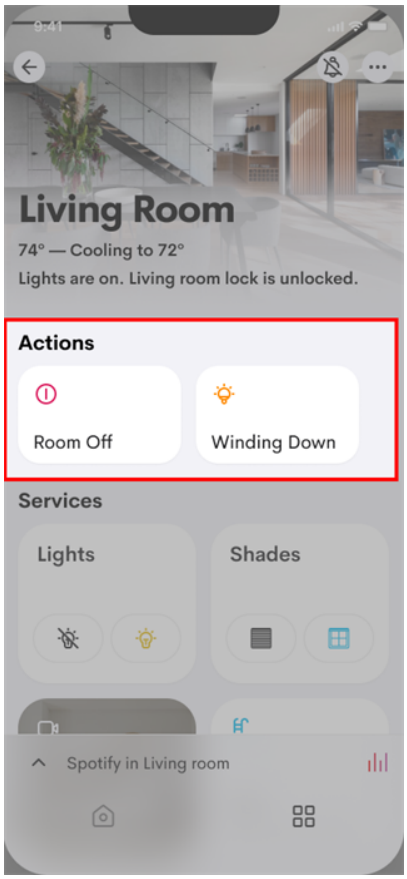
The top of the screen displays the name of the room and the status of devices that are in the room.



Actions

Use the **Actions** to perform several functions at the same time. For example, a quick action can be created that controls the lights, shades, and television in a room.

> **NOTES:**
>
> - The Crestron Home app displays up to 20 Actions.
> - Actions are customized by Crestron Home installer using the Crestron Home app. The functionality is custom to the devices in the room, house, and your preferences.



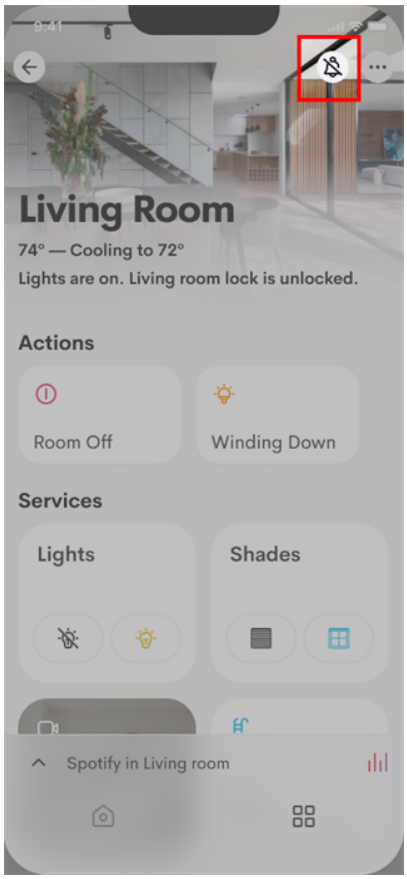
Do Not Disturb

Use **Do not disturb** mode to silence chimes in the room. Chimes play when interrupts are triggered in the room. To turn **Do not disturb** mode on and off, select and .

NOTES:

- Chimes can be programmed to bypass **Do not disturb** mode. For example, a fire alarm or security system chime can be set to override the do not disturb setting.
- To show or hide the and **Do Not Disturb** icons, refer to User Interface Settings.

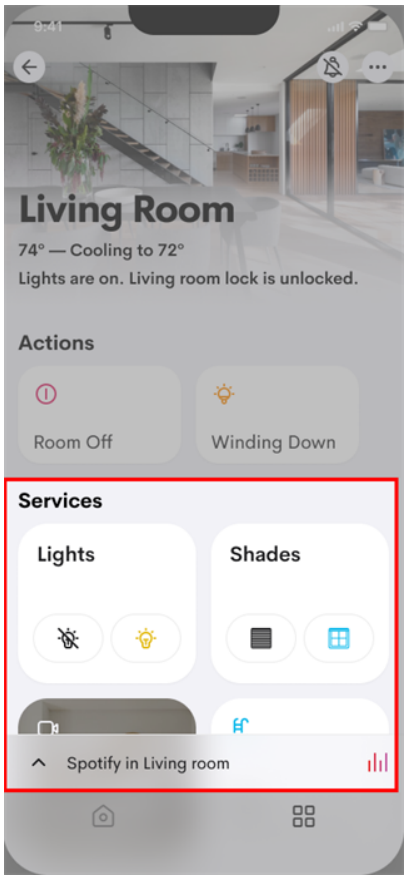
- **Do Not Disturb Off**: Do not disturb mode is off. Interrupts and chimes will play in the room.
- **Do Not Disturb On**: Do not disturb mode is on. Interrupts and chimes are silenced.


Living Room
74° — Cooling to 72°
Lights are on. Living room lock is unlocked.
Actions
Room Off
Winding Down
Services
Lights
Shades
Spotify in Living room

Services

Use the **Services** section to control each device type in the room.

Scroll up to view all of the **Services** that are available.



These Services are available:

- Control Lights on page 182
- Control Shades on page 195
- Control Climate on page 198
- Control Media on page 208
- Control Locks on page 237
- Control Garage Doors on page 243
- Control Gates on page 240
- Control Cameras on page 142
- Control Pools and Spas on page 246

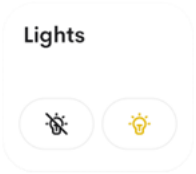
Control Lights

Control the lights in the room using the Room View screen or Lights Control screen.

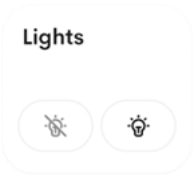
To turn the lights on and off from the Room View, tap On or Off on the **Lights** tile. The controls on the **Lights** tile recalls the All On and All Off scenes.

To open the light controls for the room, tap anywhere on the **Lights** tile.

Widget Navigation and Status



All Off



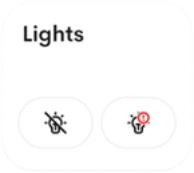
Some On



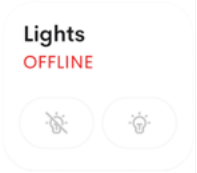
All On



Partial Offline

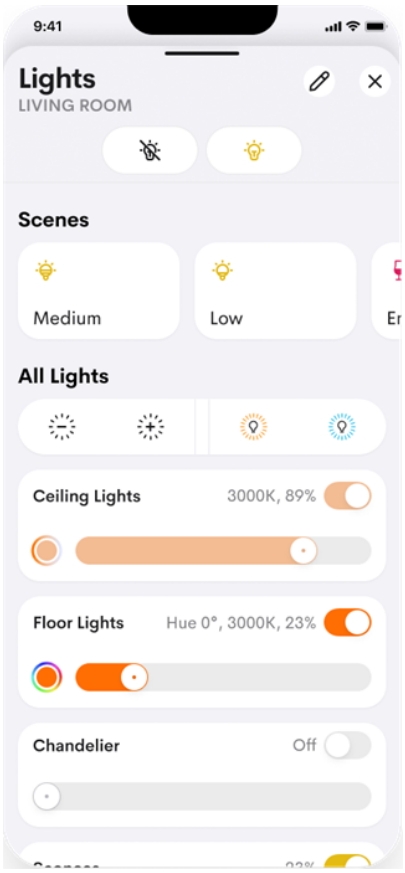


Offline



The Lights Control screen displays the light controls for the room:

- **Primary Controls:** Turns all lights on or off.
- **Scenes:** Recall a predefined set of lighting levels.
- **All Lights:** Controls for all lights in the room.
- **Controls:** Individual controls for each light in the room.

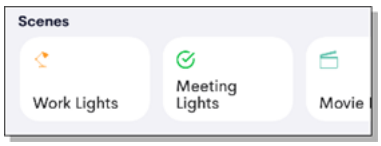


Scenes

Tap a scene to recall the lighting scene.

Light scenes can be created by the Crestron Home dealer or the homeowner.

- **Dealer:** Create scenes using the Configure Pro or the Crestron Home app (Create a Scene on page 187).
- **Homeowner:** Create scenes using the Crestron Home app (Create a Scene on page 187).



NOTES: For Crestron Home systems that include Lutron lighting controls:

- The Crestron Home user interface does not provide individual load control and load feedback for RA2 Select systems.
- If a Lutron scene controls a light and a shade, recalling the lighting scene also controls the shades.

The room may contain these default scenes:

- **All On:** Turns all lights in the room on. The default configuration includes all lights in the room and sets the lights to On (100%). The All On scene can be modified to include lights in different rooms or to set the lights to a different brightness level. This scene can be hidden or shown in other rooms.
- **All Off:** Turns all lights in the room off. The default configuration includes all lights in the room and sets the lights to Off (0%). The All Off scene can be modified to include lights in different rooms or to set the lights to a different brightness level. This scene can be hidden or shown in other rooms.
- **Circadian scene:** Available when any light in the room is included in the Circadian lighting settings. When active, the lights adjust according to the levels defined in the Circadian settings. For dimmable lights, the light intensity is adjusted. For tunable lights, the color temperature and intensity is adjusted.
- **SolarSync scene:** Available when tunable lights and a SolarSync® outdoor daylight and color temperature sensor (GLS-LCCT) is included in the installation. When active, the lights adjust the color temperature to match the outdoor color temperature values provided by the sensor. The intensity of the lights adjust according to the levels defined in Circadian settings. If the outdoor light levels are low (for example, it is night time or significant cloud cover is blocking the sun), the color temperature defined in Circadian settings is used.

Light Controls

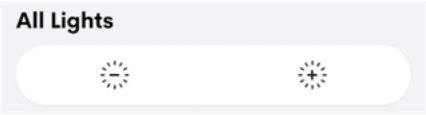
Use the **All Lights** menu or **Controls** menu to control the lights.

> **NOTE:** For light controllers that support override mode, consider the following:
>
> - When **Override** mode is active, the intensity for all lights is set to their defined override levels and the lights cannot be controlled.
> - If the light intensity is changed when **Override** mode is active, the interface displays the changes but the lights will not be controlled. After exiting Override mode, the intensity shown on the interface and the actual intensity of the light levels will be out of sync. The levels will synchronize when the light is controlled.

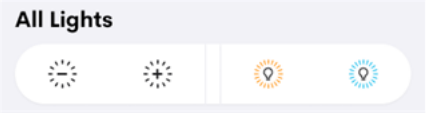
All Lights

Use the **All Lights** menu to adjust all lights in the room at the same time.

All Lights Control



All Lights Control with Color Tuning



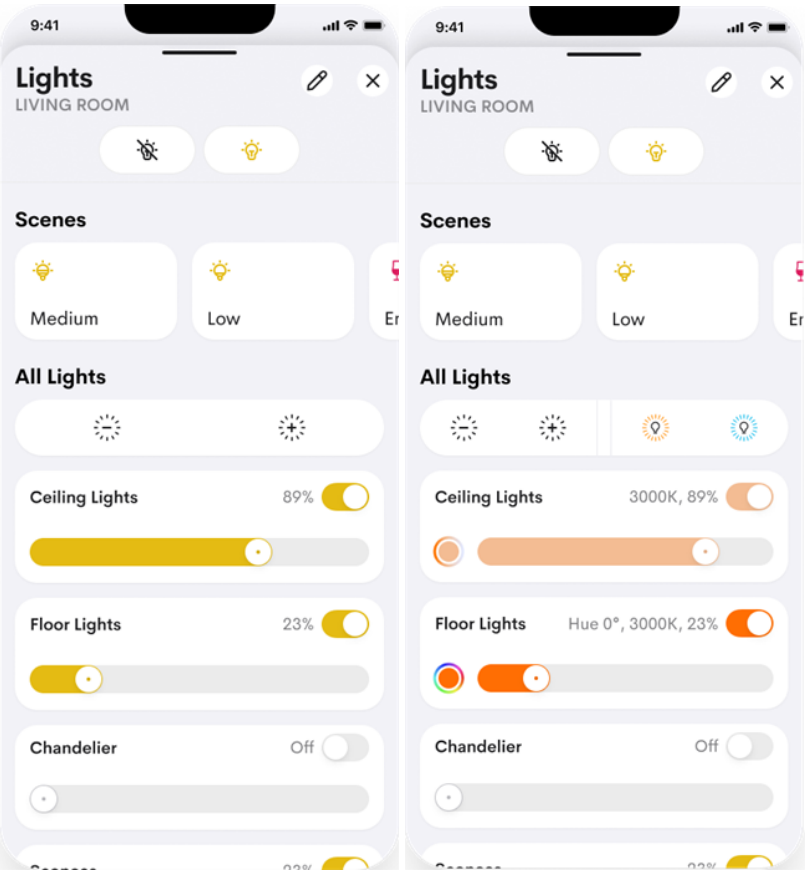
These controls are available:

- **Brighter +**
  - Tap **Brighter +** to raise the lights in the room in 1% increments. If a light is off (0%), it will be turned on. If a light is at 100%, the light level remains unchanged.
  - Tap and hold **Brighter +** to ramp the light level up. If a light is off (0%), it will be turned on. If a light is at 100%, the light level remains unchanged.
- **Dimmer -**
  - Tap **Dimmer -** to lower the lights in the room in 1% increments. If a light is at 1%, it will be turned off (0%). If a light is at 0% (off), the light level remains unchanged.
  - Tap and hold **Dimmer -** to ramp the light level down. If a light reaches 1%, it will pause briefly and then turn off (0%). If a light is at 0%, the light level remains unchanged.
- **Warmer**
  - Tap **Warmer** to lower the color temperature in increments of 100. Adjust the color temperature of the lights between 1650K (warmer, amber) and 8000K (cooler, white).
  - Tap and hold **Warmer** to ramp the color temperature down.
- **Cooler**
  - Tap **Cooler** to increase the color temperature in increments of 100. Adjust the color temperature of the lights between 1650K (warmer, amber) and 8000K (cooler, white).
  - Tap and hold **Cooler** to ramp the color temperature up.

Controls

Use the **Controls** menu to adjust individual lights in the room.

Lights Control (Left) with Color Tuning (Right)



Lights Control with Color Tuning

Each load displays the current load information

- **Dimmable load:** Shows the intensity information for the load.
- **Switched load:** Shows the intensity information for the load.
- **Tunable white load:** Shows the color temperature and intensity information for the load.
- **Full color tuning:** Shows the hue, color temperature, and intensity information for the load.

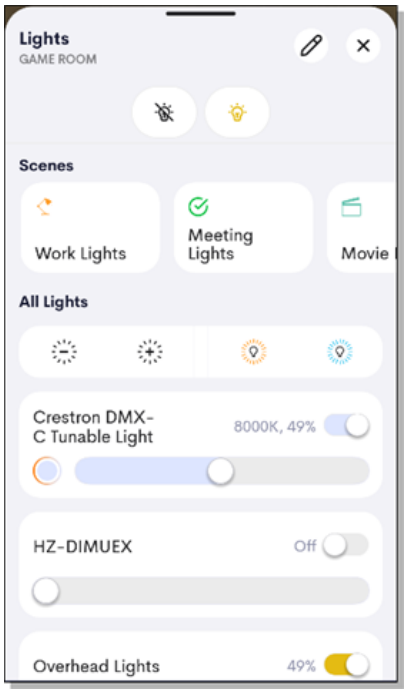
These controls are available:

- **Toggle:** Tap to turn the lights on (100%) and off (0%).
- **Slider:** Drag the slider to set the intensity of the lights.
- **Color control:** Tap the color control to change the color of the lights. These settings are retained temporarily. The defined settings are restored when the lights are turned off and then on again.

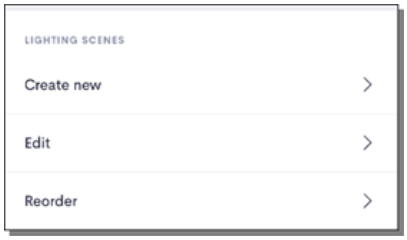
Create a Scene

To create a lighting scene:

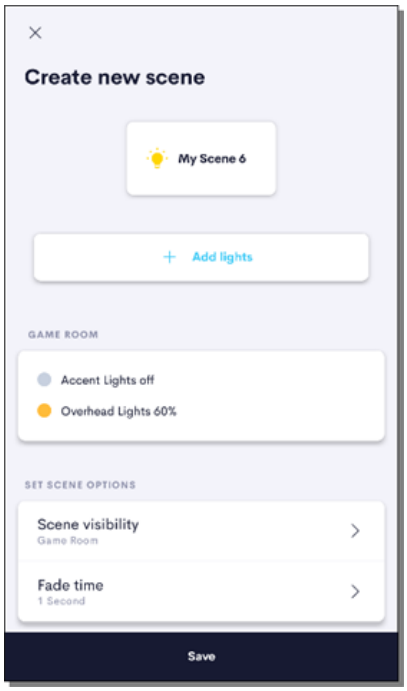
1. Open the **Scenes** menu. If prompted, enter the Advanced User Password.



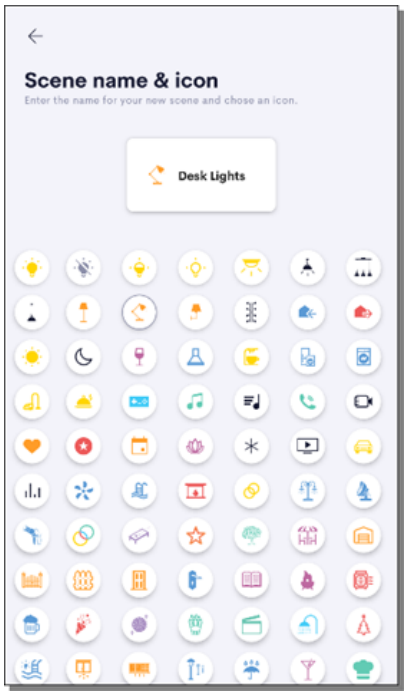
2. Select **Create new**.



3. The **Create new scene** menu opens.

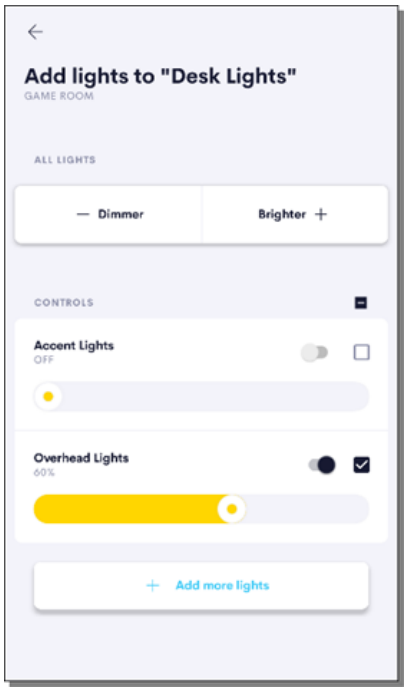


4. To name the scene or select a scene icon, tap the **My Scene** button:



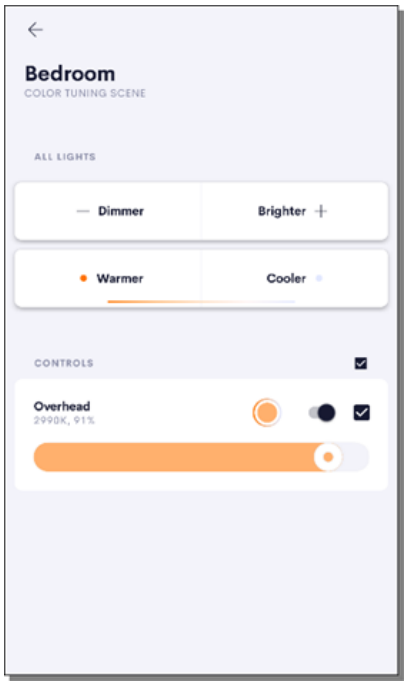
- **Name the scene:** Tap the scene and then enter a name.
- **Select the scene icon:** Select an icon from the list of icons.
- To save and exit, press **back**.

5. To configure the lights for the scene, select **Add lights** or select a light in the list of rooms:



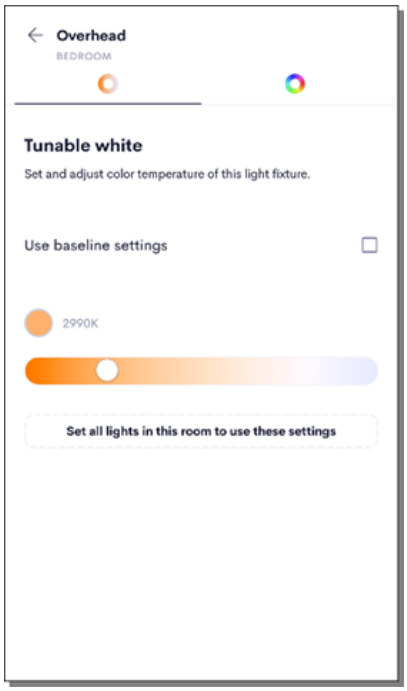
- **Select lights:** Select or deselect a light to include or remove the light from the scene. By default, all lights in the room are included in the scene.
- **Set light levels:** Use the slider to set the intensity of the light or the toggle switch to turn the light off or full on. To adjust the intensity for all lights in the room, tap or tap and hold **Dimmer** or **Brighter**.
- **Add lights from other rooms:** Select **Add more lights > select a room** and then select the lights and assign light levels.
- To save and exit, press **back**.

6. To configure tunable lights, select the color control.



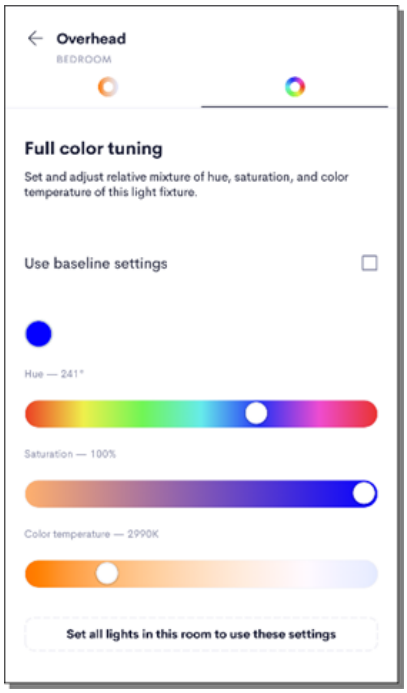
- **Tunable White settings:** Select **Tunable white** and then set the color temperature or select **Use baseline settings**. The baseline settings are defined in the settings for the lights.

  To set all lights in the room to the same settings, select **Set all lights in this room to use these settings**. These settings are retained only while the scene is created. The previous settings are restored when the lights are turned off and then on again.

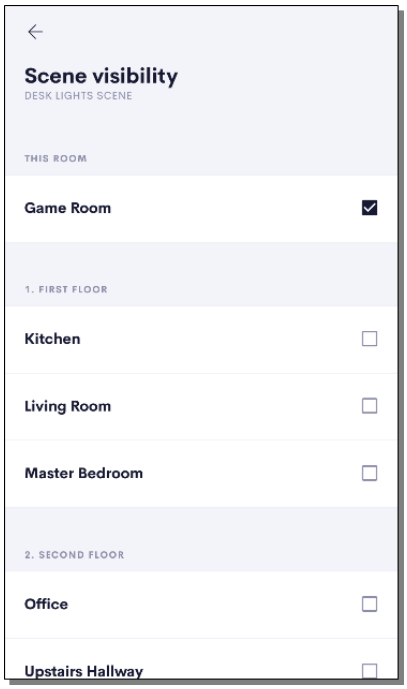


- **Color tunable settings**: Select **Full color tuning** and then set the **Hue**, **Saturation**, and **Color temperature** or select **Use baseline settings**. The baseline settings are defined in the settings for the lights.

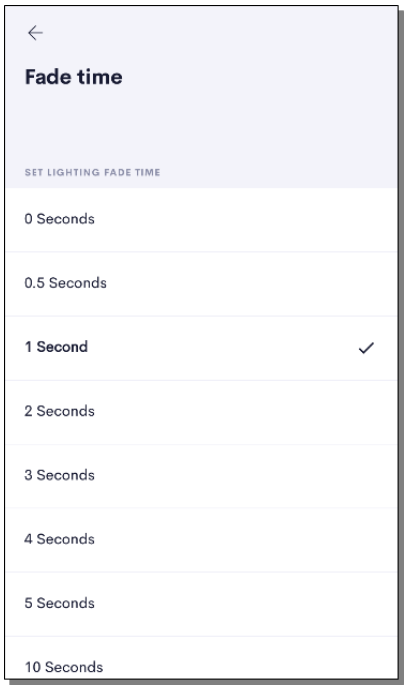
  To set all lights in the room to the same settings, select **Set all lights in this room to use these settings**. These settings are retained only while the scene is created. The previous settings are restored when the lights are turned off and then on again.



7. To show the scene in other rooms, select **Scene visibility** and then select the rooms. To save and exit, press **back**.



8. To set the fade time, select **Fade time** and then select a duration. To save and exit, press **back**.

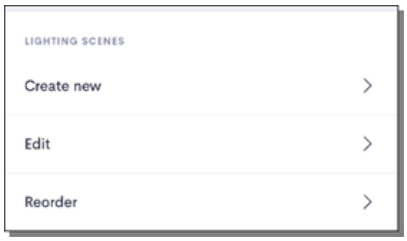


9. Select **Save**.

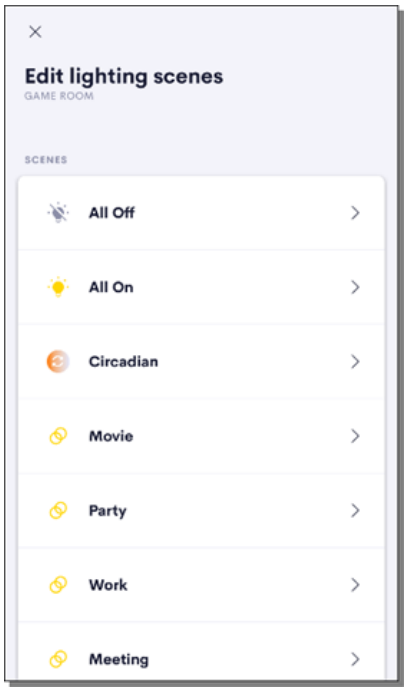
Edit a Scene

To edit a lighting scene:

1. Open the **... Scenes** menu. If prompted, enter the Advanced User Password.
2. Select **Edit**.



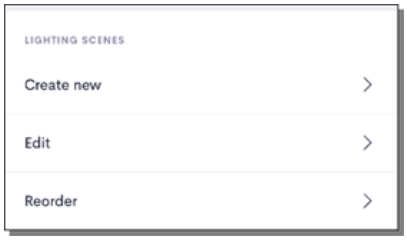
3. Select a scene.



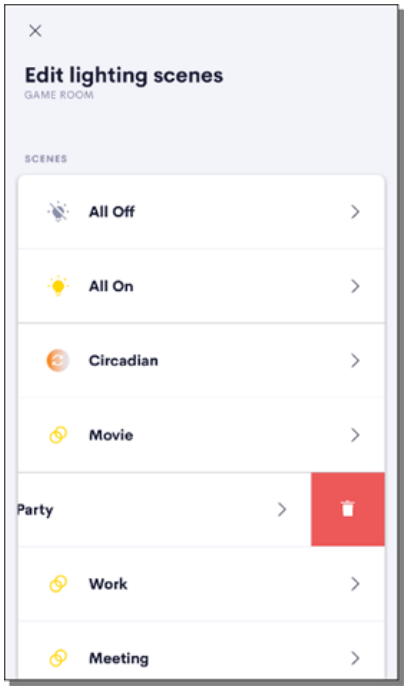
4. To rename, add lights, show in other rooms, and set the fade time, refer to steps 4 through 8 in Create a Scene on page 187.

Delete a Scene

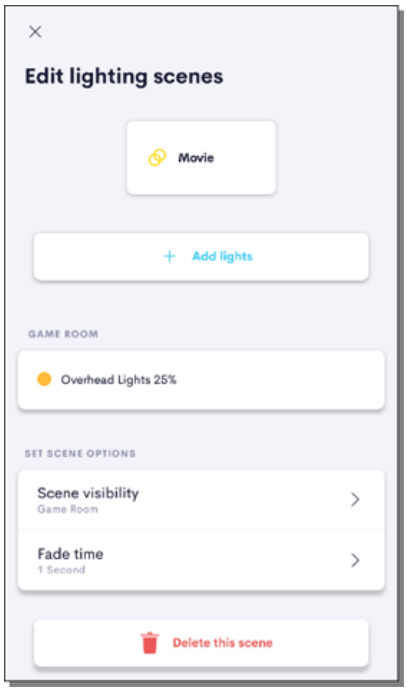
1. Open the **... Scenes** menu. If prompted, enter the Advanced User Password.
2. Select **Edit**.



3. To delete a scene, do one of the following:
   - Partially swipe the scene to the left to open the delete menu and then select **Delete**.



   - Fully swipe the scene to the left.
   - Select a scene and then select **Delete this scene**.

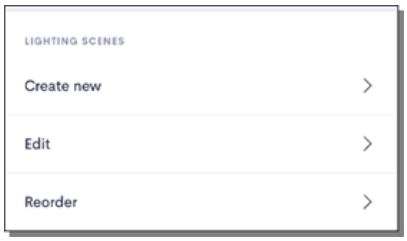


Reorder Scenes

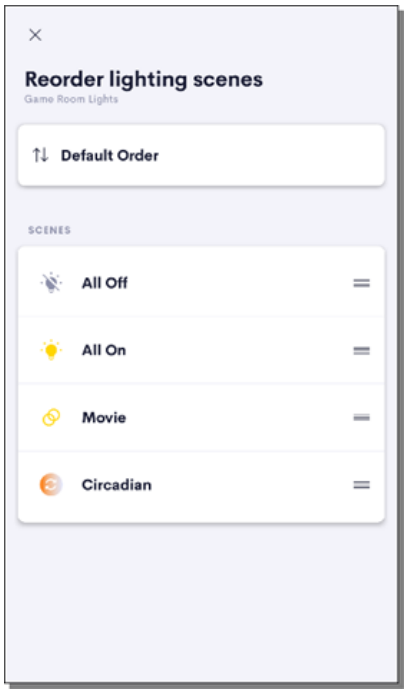
The default scene order is alphabetical.

To reorder lighting scenes:

1. Open the **... Scenes** menu. If prompted, enter the Advanced User Password.
2. Select **Reorder**.



3. To reorder the scenes, do either of the following:



   - Drag the handle for a scene and drop it in the desired spot.
   - Select ↑↓ **Default order** to place the scenes in alphabetical order.

Control Shades

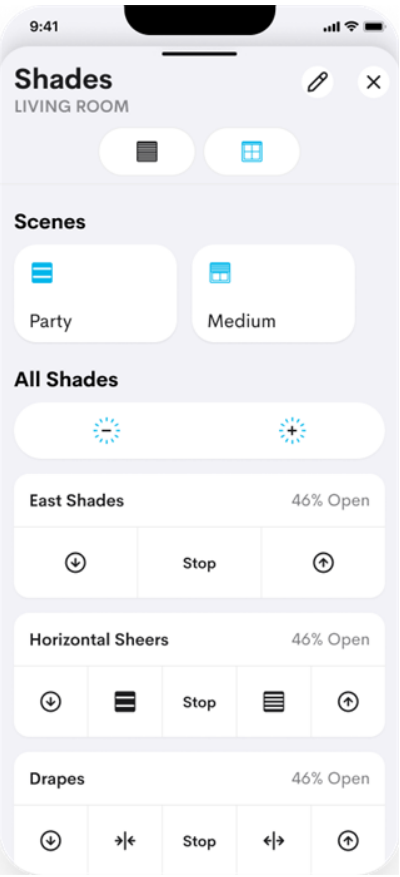
Use the Shades screen to control the shades in the room.

Scenes

The shade scenes are listed along the top of the screen. Tap a scene to recall the shade scene.

> **NOTE:** Scenes are customized by your Crestron Home installer. The functionality is custom to the devices in the room, house, and your preferences.

Shade Controls



> **NOTES:** For Crestron Home systems that include Lutron controls:
>
> - The Crestron Home user interface does not provide individual load control and load feedback for RA2 Select systems.
> - If a Lutron scene controls a light and a shade, recalling the lighting scene also controls the shades.

All Shades

Use the **More Light** and **Less Light** buttons to open or close the shades or drapes.

More Light

- Tap the **More Light** button to open the shades or drapes in the room in 1% increments.
- Tap and hold the **More Light** button to open the shades or drapes. Release the button to stop opening the shades or drapes.

Less Light

- Tap the **Less Light** button to close the shades or drapes in the room in 1% increments.
- Tap and hold the **Less Light** button to close the shades or drapes. Release the button to stop closing the shades or drapes.

Controls

Use the Up arrow, Down arrow, and Stop button to control individual shades and drapes in the room.

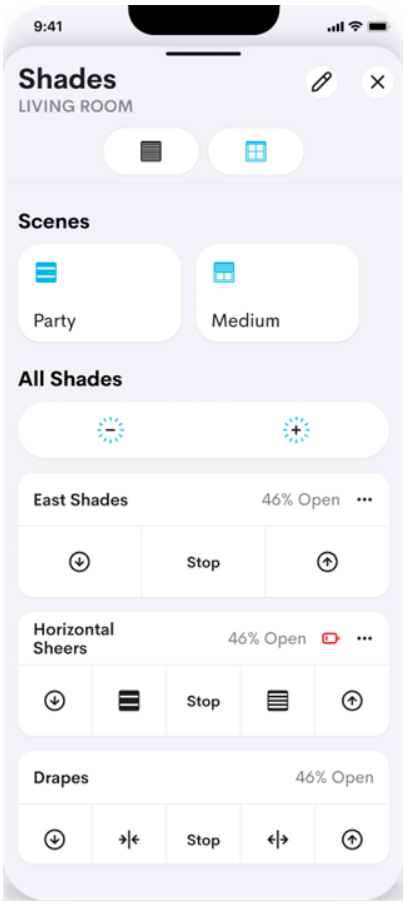
- Up arrow: Tap the Up arrow to open the shade or drape. The shade or drape will travel until it is fully open.
- Down arrow: Tap the Down arrow to close the shade or drape. The shade or drape will travel until it is fully closed.
- Stop button: Tap the **Stop** button to stop the shade or drape while it is traveling.

> **NOTE:** Crestron horizontal sheer shades have additional controls to adjust the tilt of the hembar and allow more or less light into the room.

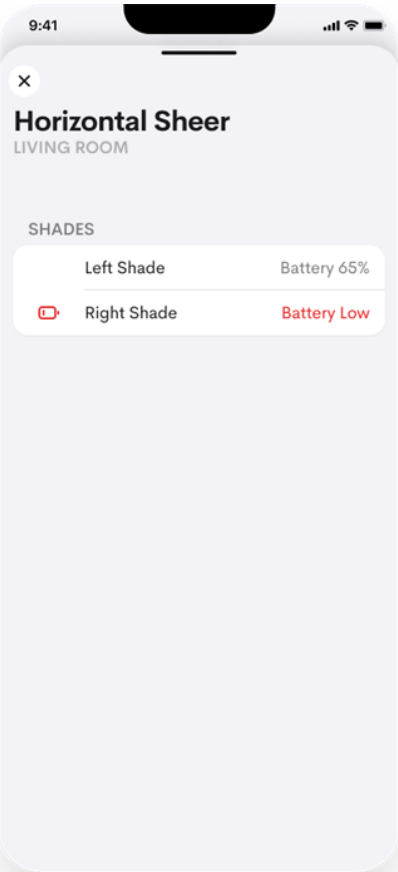
Shade Groups

To view the shade group details, select **... More**.

Shade Controls - With Shade Groups



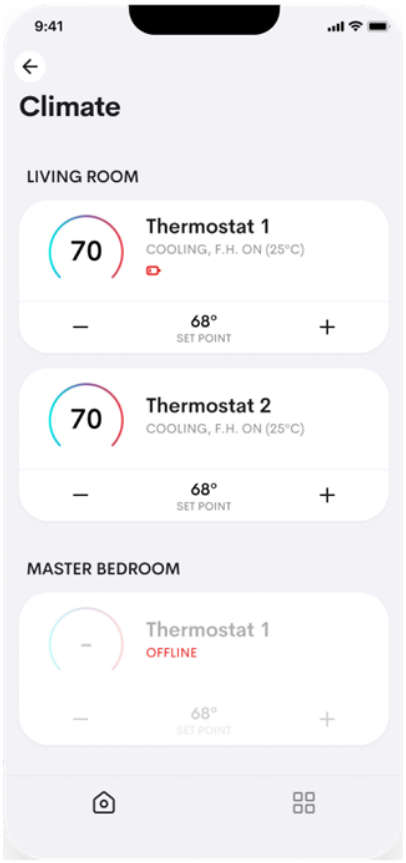
Shade Group Details



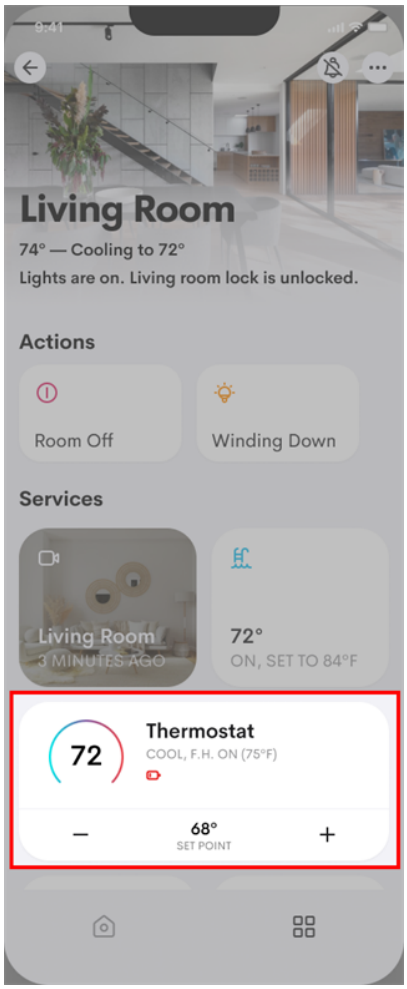
Control Climate

Set the temperature throughout the house, or a different temperature in every room. To view and control:

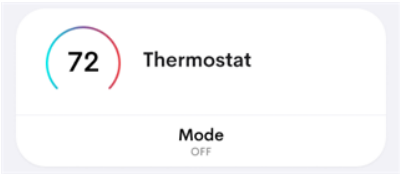
- **All thermostats in the house:** Tap the **Climate** tile on the **Home** screen. The **Climate** screen displays the current temperature, status, and temperature control for each thermostat.


9:41
Climate
LIVING ROOM
70
Thermostat 1
COOLING, F.H. ON (25°C)
68°
SET POINT
70
Thermostat 2
COOLING, F.H. ON (25°C)
68°
SET POINT
MASTER BEDROOM
Thermostat 1
OFFLINE
68°
SET POINT

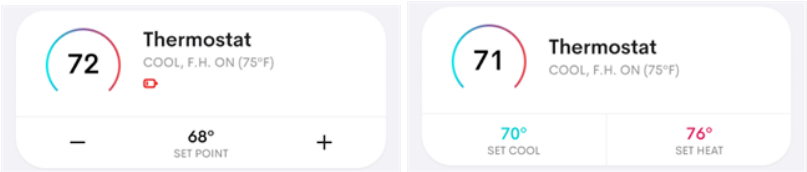
- **A thermostat in a room:** Tap a **Room** tile for a room that has a thermostat. The **Room View** displays the current temperature, status, and temperature control for the thermostat in the **Services** section.



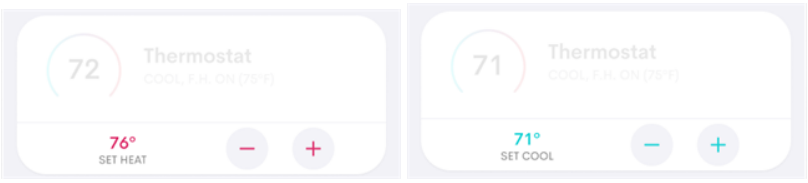
Room Control - Thermostat Off



Room Control - Heat Cool System with Single Setpoint (Left) and Dual Setpoint (Right)



Room Control - Heat Only System (Left) and Cool Only System (Right)

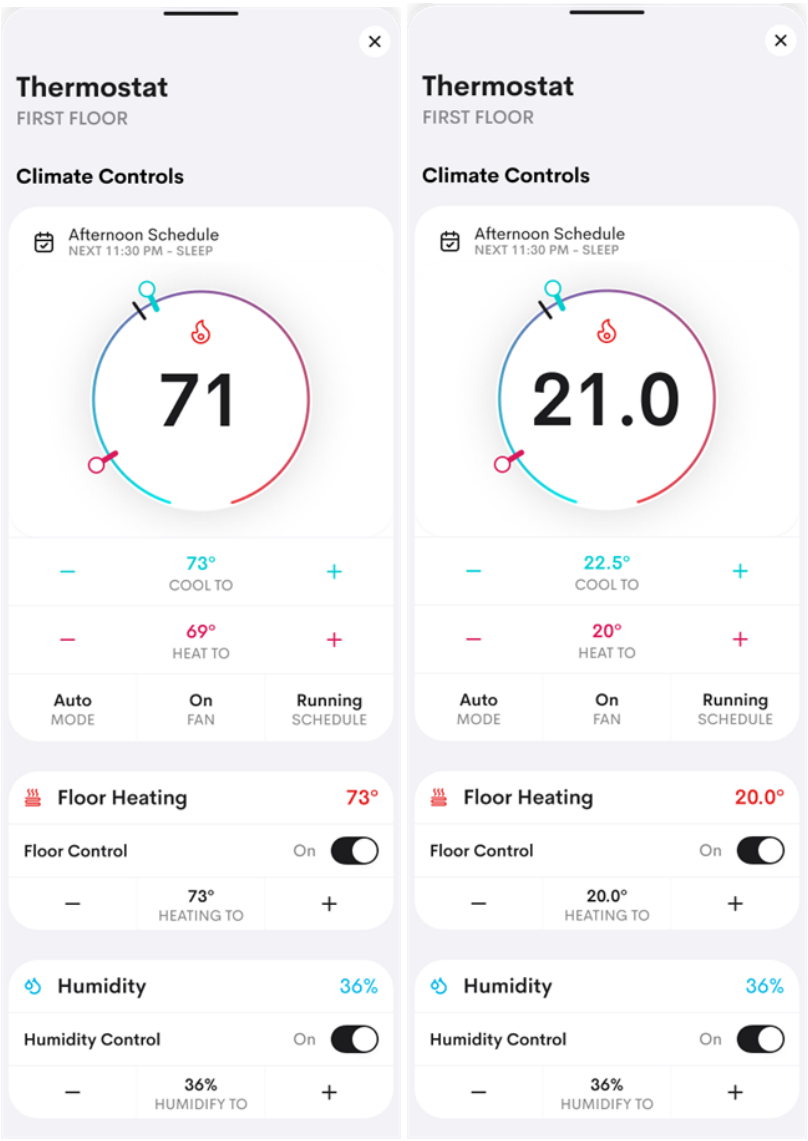


Tap the thermostat name for additional thermostat controls.

Climate Controls - Single Setpoint (Fahrenheit - Left) and (Celsius -Right)



Climate Controls - Dual Setpoint (Fahrenheit - Left) and (Celsius -Right)



Set the Temperature

Slide the circular temperature gauge, or tap the **+ Raise** and **- Lower** buttons, to change the temperature for the room.

Mode

> **NOTE:** The configurable settings may vary depending on the thermostat functionality. For more information, refer to the thermostat documentation.

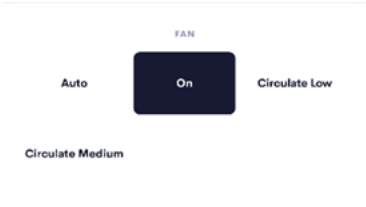
Tap **Mode** to set the operating mode for the thermostat. Typical options are **Off**, **Cool**, **Heat**, and **Dual Auto**.



- **Cool:** Turn cooling mode on.
- **Heat:** Turn heating mode on.
- **Dual Auto:** Turns on heating or cooling mode based on the heat and cool temperatures that are selected.
- **Off:** Turn the thermostat off.

Fan

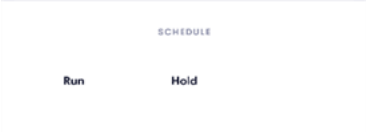
Tap **Fan** to set the fan mode. Typical options are **Auto**, **On**, **Circulate Low**, and **Circulate Medium**.



- **Auto:** The fan turns on and off automatically when the heat or air conditioning is on.
- **On:** The fan turns on to circulate air in the house.
- **Circulate Low:** The fan turns on at low speed to circulate air in the house.
- **Circulate Medium:** The fan turns on at medium speed to circulate air in the house.

Schedule

Tap **Schedule** to switch the schedule between **Run** and **Hold**.

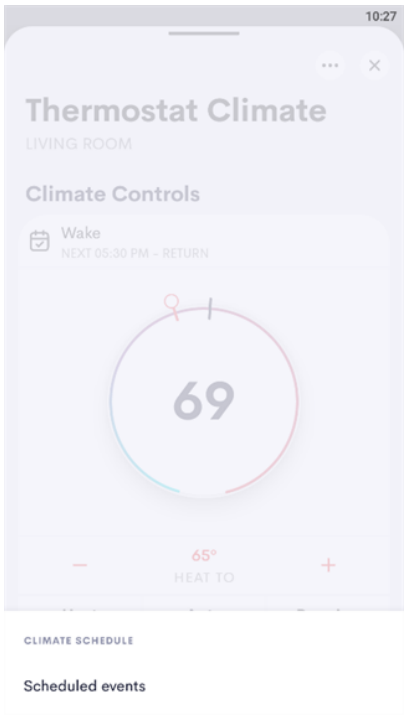


- **Run:** Starts the thermostat schedule.
- **Hold:** Stops the thermostat schedule.

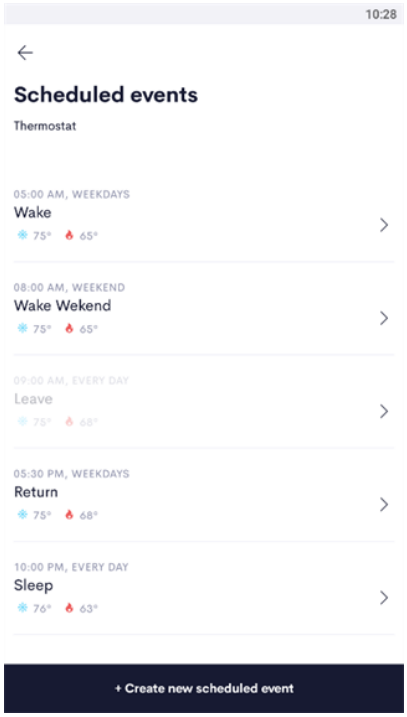
Create a Scheduled Climate Event

To create a new climate event in the user control interface:

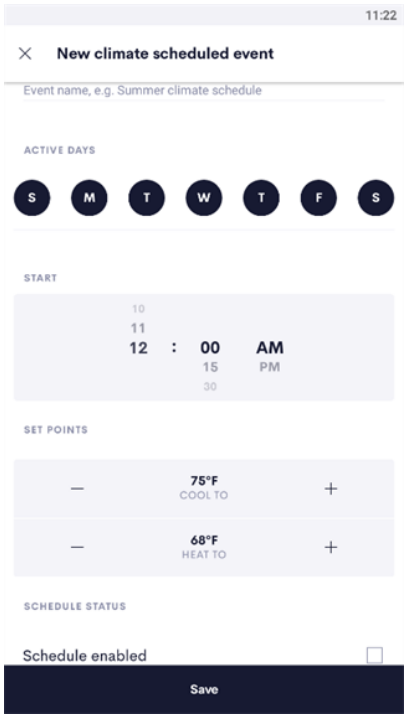
1. Select a thermostat from the drop-down menu on the top left of the screen.
2. Tap **... Menu** and then select **Scheduled Events**.



3. Tap **Scheduled Events**. The **Scheduled Events** screen for the thermostat is displayed.



4. Tap **+ Create new scheduled event**. The **New climate scheduled event** screen is displayed.
5. Configure the settings for the climate event:



   - **Name:** Enter a descriptive name for the climate event.
   - **Start:** Set the time that the climate event should occur.
   - **Active Days:** Select the days for the climate event to occur. The default setting is for the event to occur on all days.
   - **Set Points:** Select the setpoints for **Cool**, **Heat**, and **Auto** modes.

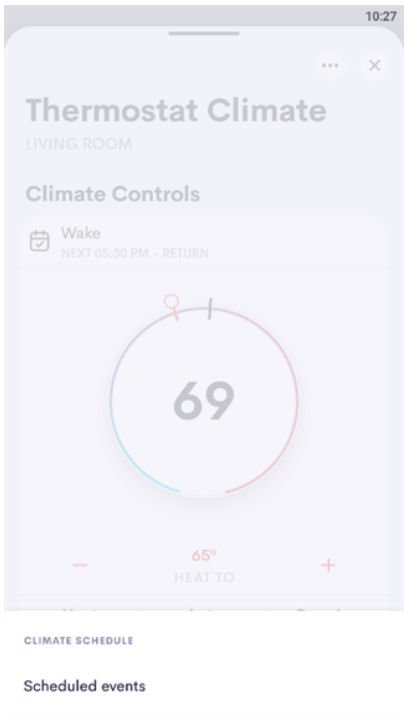
     > **NOTE:** Depending on the selected mode, the thermostat switches to cooling mode when the room temperature reaches the cooling set point, switches to heating mode when the room temperature reaches the heating set point, or maintains the auto mode set point.

   - **Schedule Status:** To enable the schedule, select **Schedule Enable**. New events are disabled by default.
6. Select **Save**.

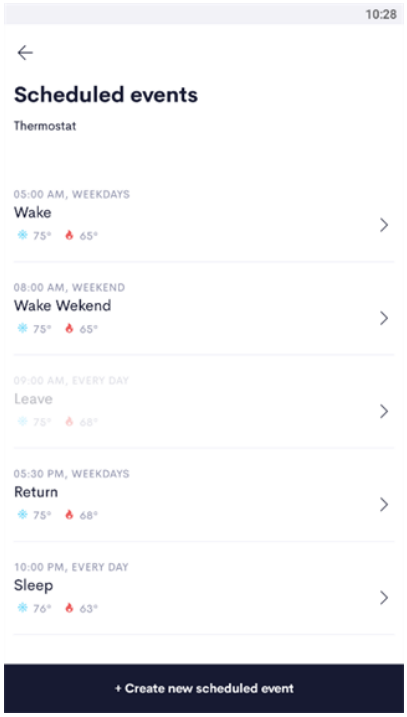
Edit a Scheduled Climate Event

To edit an existing climate event:

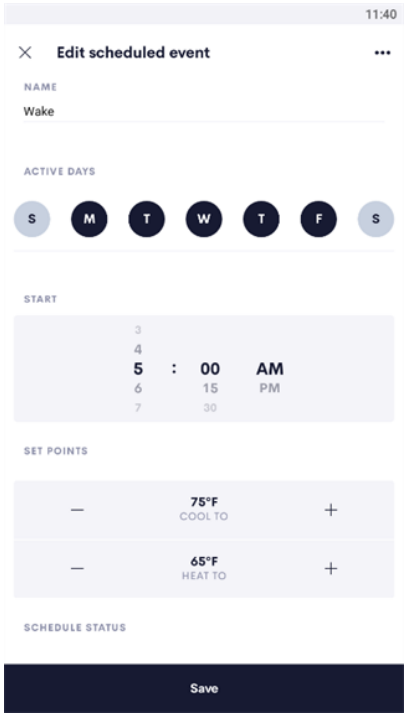
1. Select a thermostat from room.
2. Tap **... Menu** and then select **Scheduled Events**.



3. Tap the event to edit the thermostat behavior for the climate event.



4. Configure the settings for the climate event:



   - **Name:** Enter a descriptive name for the climate event.
   - **Start:** Set the time that the climate event should occur.
   - **Active Days:** Select the days for the climate event to occur. The default setting is for the event to occur on all days.
   - **Set Points:** Select the setpoints for **Cool**, **Heat**, and **Auto** modes.

     > **NOTE:** Depending on the selected mode, the thermostat switches to cooling mode when the room temperature reaches the cooling set point, switches to heating mode when the room temperature reaches the heating set point, or maintains the auto mode set point.

   - **Schedule Status:** To enable the schedule, select **Schedule Enable**. New events are disabled by default.
5. Select **Save**.

Copy a Scheduled Climate Event to Another Thermostat

Scheduled climate events can be transferred between thermostats in the system.

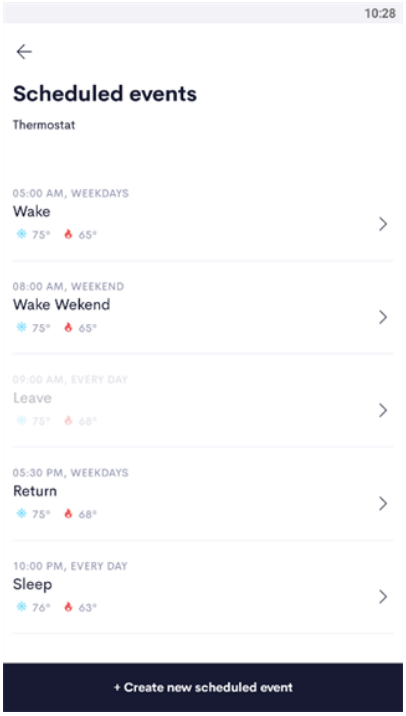
To copy a scheduled climate event to another thermostat:

1. Select a thermostat.
2. Tap **... Menu** and then select a scheduled event.
3. Tap **... Menu** and and then **Copy Event**.
4. Select **Copy to Another Thermostat**.
5. Select the desired thermostat and then tap **Apply Copy**.

Delete a Climate Event

To delete a climate event:

1. Select a thermostat from the room.
2. Tap **... Menu**.
3. Tap **Scheduled Events**. The **Scheduled Events** screen for the thermostat is displayed. The **Scheduled Events** screen lists the thermostat events that have been created for the thermostat. Each thermostat event provides the time and days that it is scheduled to occur, as well as its cooling and heating set points.



4. Tap the **...** icon and then **Delete**.

Control Media

Use the audio and video tiles to control the media in the room.

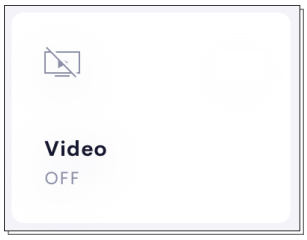
> For information on DM NVX Multiview in Crestron Home, refer to Control Media on page 208.
>
> Multiview allows up to six DM NVX video streams to be combined into a single video output signal.

Video

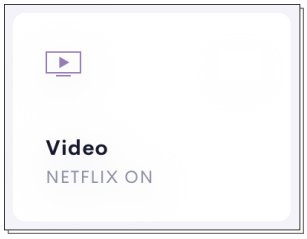
Use the **Video** tile to display video source status and control video sources.

- **Status:** Indicates that video is playing in the room or that video is off. The reported status also includes the name of the currently-playing source and whether multiple video sources are playing in the room.
- **Menu icon ... :** This menu is available when there are multiple displays in a room. To control an individual display, select **... menu**.

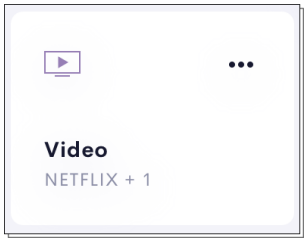
Video - Off



Video - On (One Source Playing)

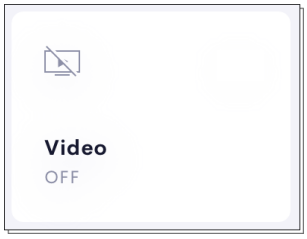


Video - On (Two Sources Playing)



Play a Video Source - One Display in Room

1. Select the **Video** tile.



2. Select a source to watch from the **Select Source** screen. The **Select Source** screen displays a list of video sources that are available for the room.

> **NOTE:** If there is only one available source, the source automatically opens.



3. The Crestron Home user interface displays controls that are used with the video source. The video source is shown on a connected display.



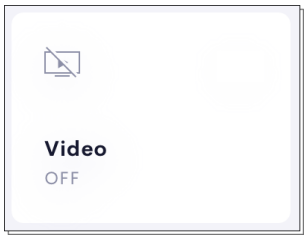
- **Sources:** Select a source for the display. If there is only one available source, the source automatically opens.
- **Display Tile:** Select a display tile to open the **Select Source** screen for the display.
- **Display Status:** The display tile indicates the name and logo of the active source.
- **Remote:** Access full remote controls for the display. For details, refer to Remote Control on page 214.
- **Multi-View** : This icon only appears when using DM-NVX-384/385 devices with **Multi-View** mode enabled. Select to access Multiview mode. For details, refer to Control Media on page 208.
- **Sound Bars:** The active sound bars indicate that the audio associated with the display is active in the room.
- **Power Icon:** Select the power icon to power the display on or off. The display starts playing the autoselect source or default source when powered on. If the autoselect source is not playing and no default source is selected, the **Select Source** screen displays.
- **Volume Control:** Available when a video source is playing. Use the volume slider and the sound icons to control the audio volume in the room. Drag the slider to the left or right to lower or raise the volume. To mute or unmute the media volume, select the or mute control icons.

The number on a source tile indicates how many displays are showing that source.



Play a Video Source - Multiple Displays in Room

1. Select the **Video** tile.



2. The **Video** screen features a tile for each display in the room. The dots under the display tile indicate additional displays that can be accessed by swiping right and left. The tiles indicate the name of the display, status, and controls.



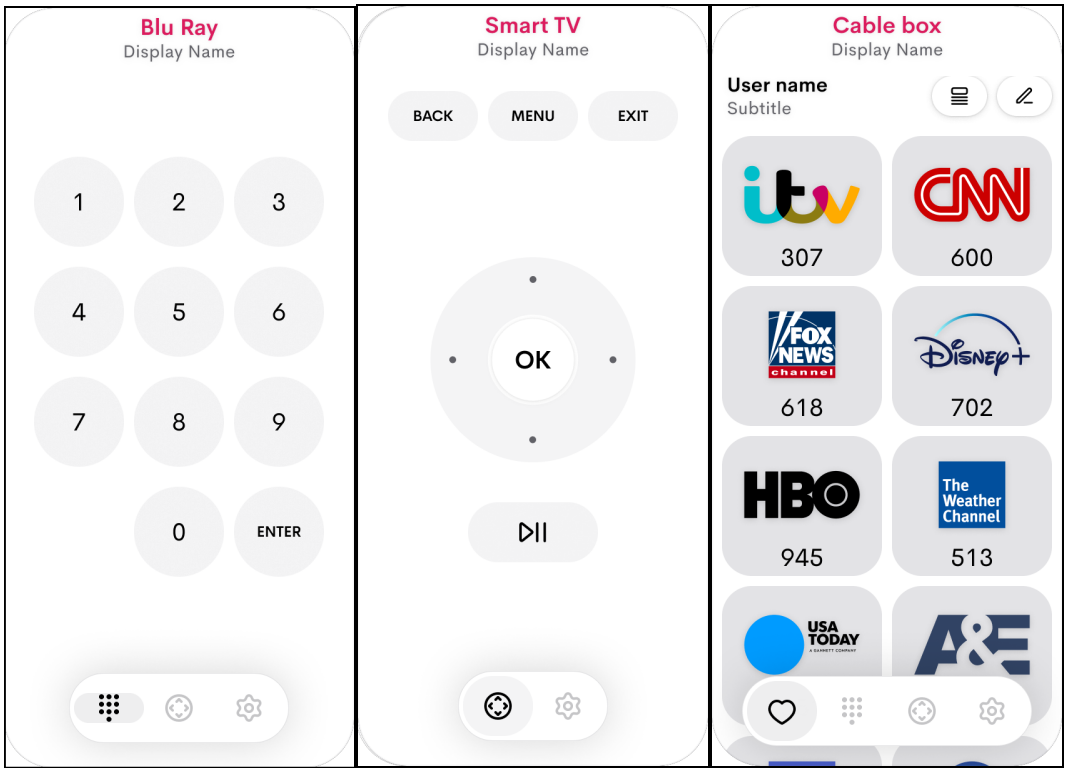
- **Sources:** Select a source for the display. If there is only one available source, the source automatically opens.
- **Display Tile:** Select a display tile to open the **Select Source** screen for the display.
- **Display Status:** The display tile indicates the name and logo of the active source.
- **Remote:** Access full remote controls for the display. For details, refer to Remote Control on page 214.
- **Multi-View** : This icon only appears when using DM-NVX-384/385 devices with **Multi-View** mode enabled. Select to access Multiview mode. For details, refer to Control Media on page 208.
- **Sound Bars:** The active sound bars indicate that the audio associated with the display is active in the room.
- **Power Icon:** Select the power icon to power the display on or off. The display starts playing the autoselect source or default source when powered on. If the autoselect source is not playing and no default source is selected, the **Select Source** screen displays.
- **Volume Control:** Available when a video source is playing. Use the volume slider and the sound icons to control the audio volume in the room. Drag the slider to the left or right to lower or raise the volume. To mute or unmute the media volume, select the or mute control icons.

The number on a source tile indicates how many displays are showing that source.



Remote Control

On a display tile, select **Remote** to access the remote controls for the source. Perform standard video controls using the play, pause, stop, previous/rewind, skip/fast forward, shuffle, and repeat buttons. The controls function like the remote that came with the device.



Icons at the bottom of the screen switch between different options for the remote. The available options depend upon the source type.



- : Access the favorites screen.
- : Access the numerical keypad.

- : Access the directional pad.
- : Access settings or menus.

Control Unlisted Video Sources

The **Sources** list is populated with the branded apps that are installed on the TV (for example, Amazon® or Netflix® services). To control a source on a Smart TV that is not listed (for example, a TV manufacturer's app store):

1. Select the Smart TV as a source. The Crestron Home user interface displays a generic user interface and the Smart TV does not change its source.
2. Use the generic user interface to navigate the Smart TV.

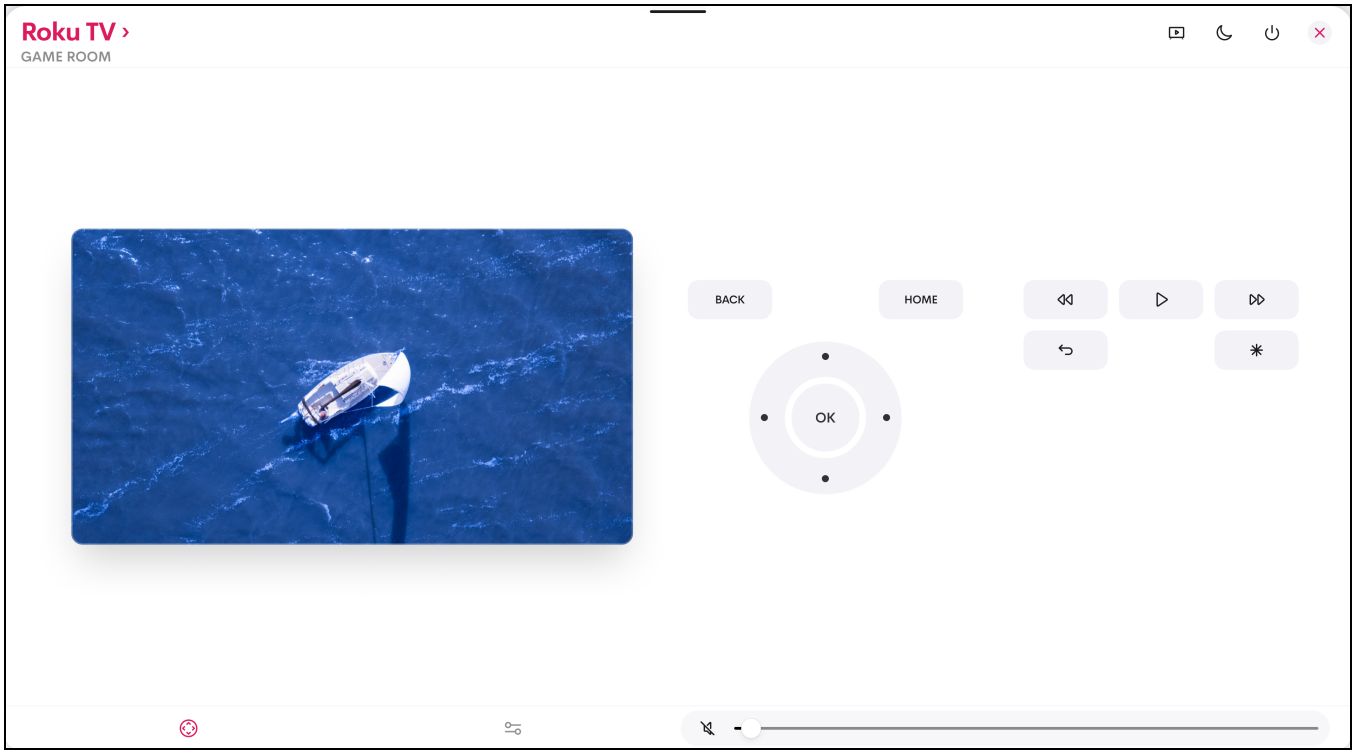
> **NOTE:** Depending on the Smart TV model, some controls may not perform any function.

DGE-1000

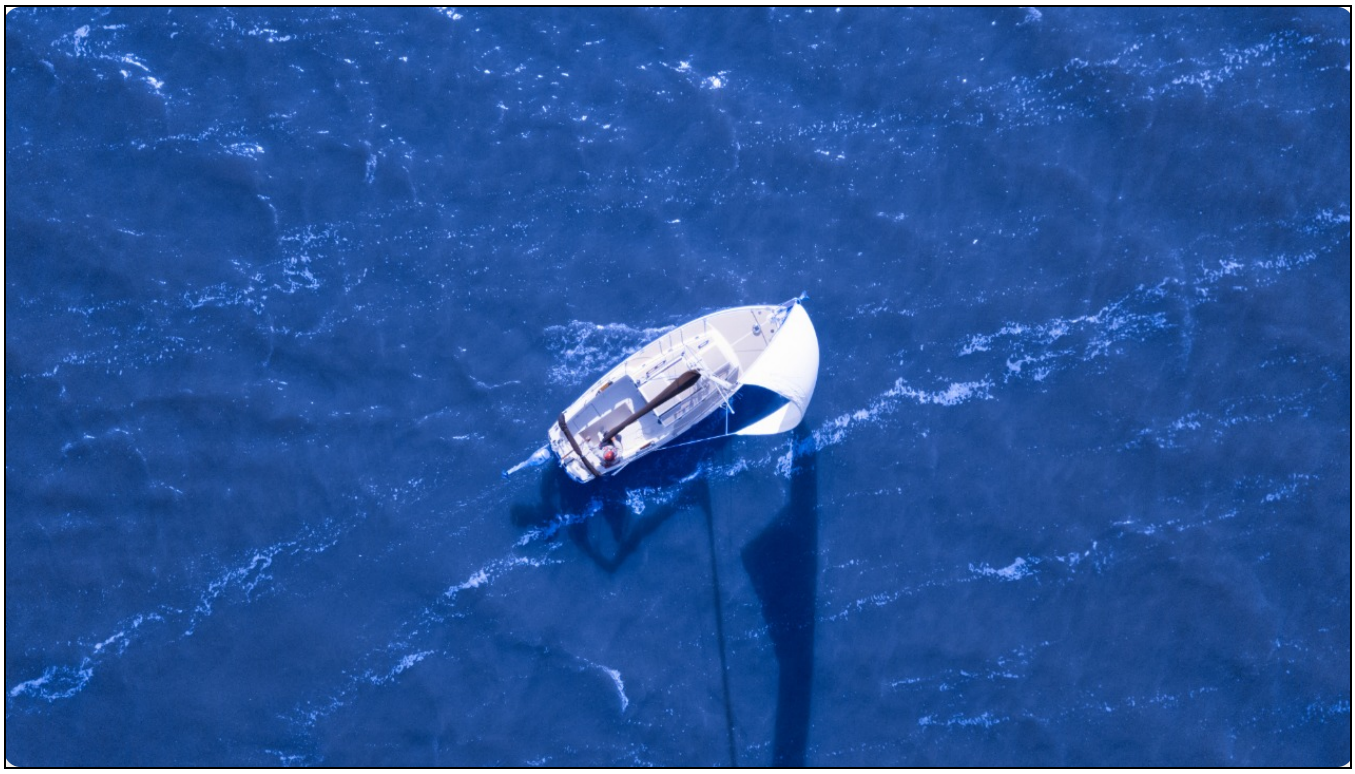
Sources selected for the DGE-1000 launch in full screen. Select the video to switch between preview and full screen modes.

> **NOTE:** Set the DGE-1000's video endpoint to match the default room

DGE Preview Mode



DGE Full Screen Mode



Power Off

Use the ⏻ **Power** button to turn off or power-cycle the video source.

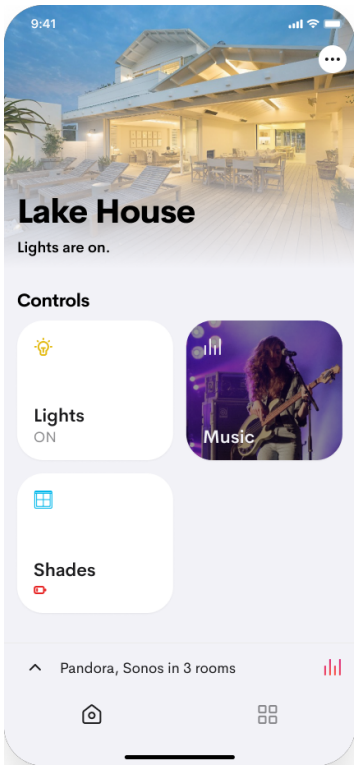
- **Press:** Stop the video and turn off the associated hardware.
- **Press and hold:** Power cycle the video sources. Power-cycle is supported only for devices controlled by a power distribution unit. All devices connected to the same outlet will be power cycle.

> **NOTE:** If audio and video is playing in the same room (audio breakaway mode), pressing room power off will turn off both video and audio sources.

Music

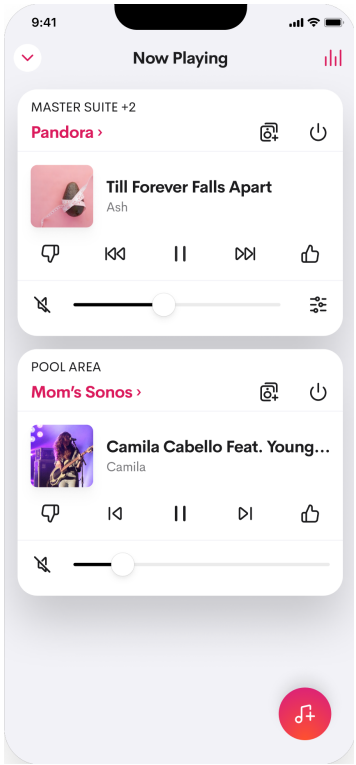
Use the **Music** tile to control audio sources in the system. If music is playing, selecting **Music** will open the **Now Playing** screen. If music is not playing, selecting **Music** will open the **Select Where to Play** screen.

> **NOTES:**
>
> - The functions described below require an Android device, iOS device, or a Crestron 70-Series touch panel or newer. 60-Series touch panels have reduced music control functionality.
> - NSP internet radio sources are no longer supported.



Now Playing

All currently playing music is displayed and can be controlled on the **Now Playing** screen. Rooms playing the same source are grouped together.



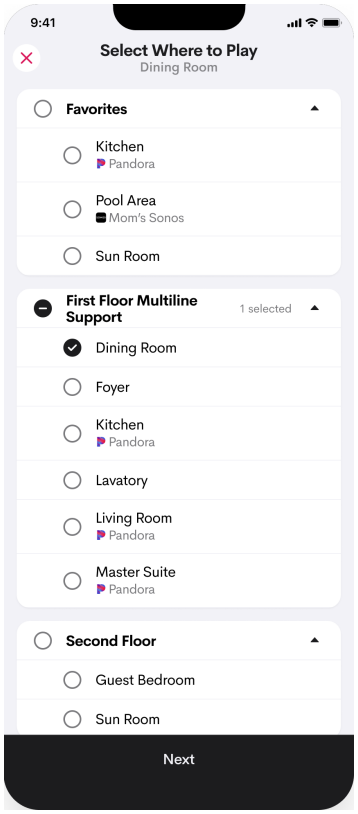
In addition to basic control, the following controls are available.

- **Source Volume Control:** Use the volume slider and the sound icons to control the audio volume for the source. Drag the slider to the left or right to lower or raise the volume. To raise or lower the volume in 1% increments, select the slider to the left or right of the current volume indicator. To toggle the mute control, select the or volume control icons.
- **Multi Room Volume Control:** To adjust volume for the group, select .
- **Stop:** Use the **Power** button to turn off a source and remove it from **Now Playing**.
- **Change Source:** To change the source, select the pink source name. In the screen shot above, that is **Pandora** and **Mom's Sonos**. The **Select Music** screen opens.
- **New Group:** To play new music in another room, select . The **Select Where to Play** screen opens.
- **Add Room to Group:** To play the same source in another room, select . The **Select Where to Play** screen opens.

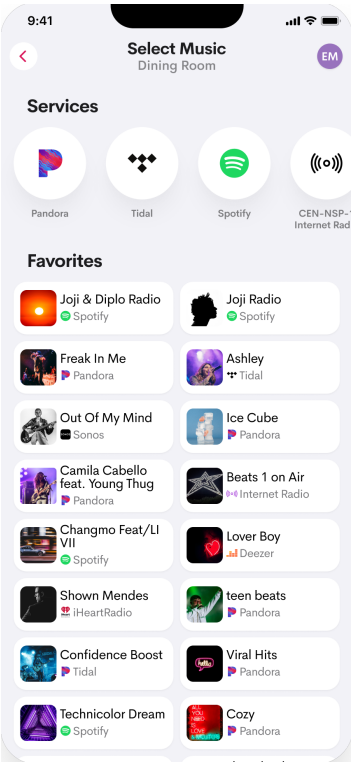
Starting New Music

When starting new music, the **Select Where to Play** screen opens. Follow the instructions below.

1. Select the desired rooms and select **Next**. The **Select Music** screen opens.



2. Select a source to play from **Services** or **Favorites**. The source plays and the **Now Playing** screen opens.



Sleep Timer

Use a sleep timer to turn off all active media after a specific period of time.

To set a sleep timer:

1. Select **Sleep**.
2. Turn on the **Sleep Timer** toggle.
3. Press **+ Raise** or **- Lower** to set the time.

Power Off

Use the **Power** button to turn off or power-cycle the audio source.

- **Tap:** Stop the audio and turn off the associated hardware.
- **Tap and hold:** Power cycle the audio source. Power-cycle is supported only for devices controlled by a power distribution unit. All devices connected to the same outlet will be power cycle.

> **NOTE:** If audio and video is playing in the same room (audio breakaway mode), pressing room power off will turn off both video and audio sources.

Audio Control

Perform standard music controls using the play, pause, stop, previous/rewind, skip/fast forward, shuffle, and repeat buttons.

Control the Volume with a Mobile Device

To control the volume, use the volume up and down buttons on a mobile device or use the slider. To mute the volume, select the speaker icon.

TIP: Volume control using the volume buttons on a mobile device requires the media page in the Crestron Home app to be open. Volume control using the buttons is not available on the Active Media screen or any other screen in the app.

Play Audio in Multiple Rooms

Listen to the same music in more than one room by creating a room group. All rooms in the media group display their audio sources in the Select Source menu. Room groups work alongside Sonos device groups to synchronize audio output across rooms.

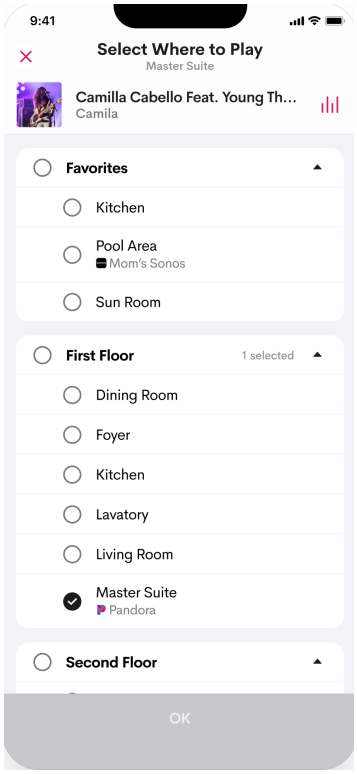
NOTES:

- When creating a room group with rooms that have audio or video playing, note the following:
  - All video sources in the group are turned off.
  - If the group is created with a room playing an audio source, the audio source is routed to all rooms. All other audio sources in the group are turned off.
- Crestron recommends grouping no more than eight media rooms for best performance. Grouping more through the Sonos app is possible, but it may cause inconsistencies between the app and the Crestron Home user interface.

Create a Room Group

To create a room group:

1. Select . The **Select Where to Play** screen opens.



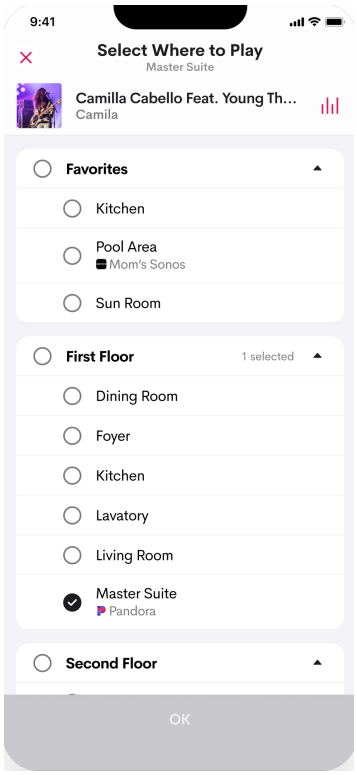
2. Select rooms to add to the group.
3. Select **OK**.

Add or Remove Rooms from a Room Group

After a room group is created, rooms can be added to or removed from a room group.

To manage room groups:

1. Select . The **Select Where to Play** screen opens.

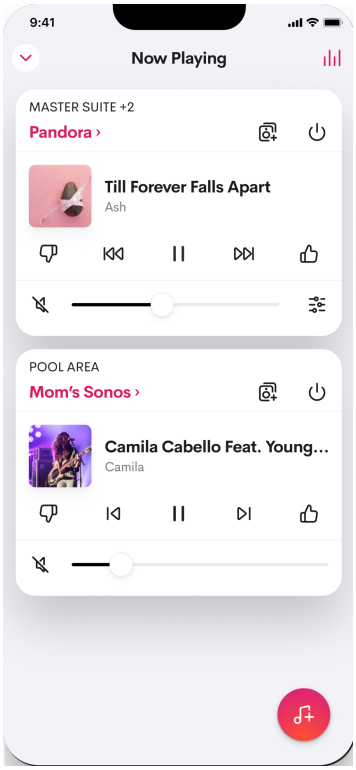


2. Select rooms to add them to the group.
3. Deselect rooms to remove them from the group.
4. Select **OK**.

Room Group Volume Control

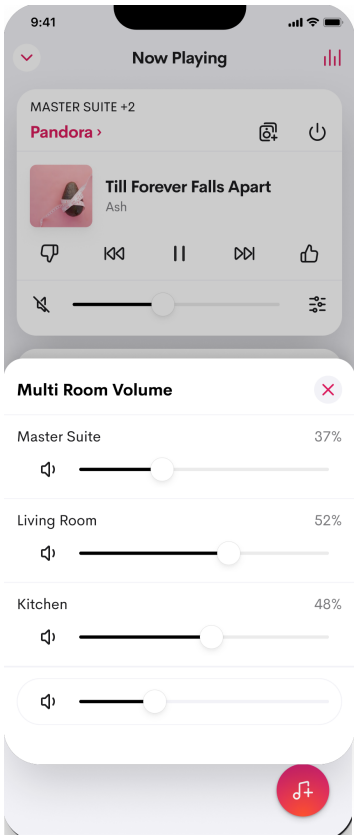
To change the volume for all rooms in a room group:

1. On the **Now Playing** screen, select .



The **Multi Room Volume** panel opens.

2. Use the volume slider and the sound icons to control the audio volume for the source in each room. The slider at the bottom of the screen controls the audio volume for the entire group.



Intercom

Use the Intercom to send a page (audio message) or make a call to devices throughout the system.

> **NOTE:** If the intercom functions are not working on a touch screen, an existing intercom (SIP) configuration may be configured. To remove the SIP configuration, factory reset the touch screen.

The following touch panels support these features:

- TSW-1070
- TSW-770
- TSW-1070-R
- TSW-770-R
- TS-1070
- TS-770
- TSW-1060
- TSW-770
- TSW-560
- TSW-560p
- TST-1080

Paging

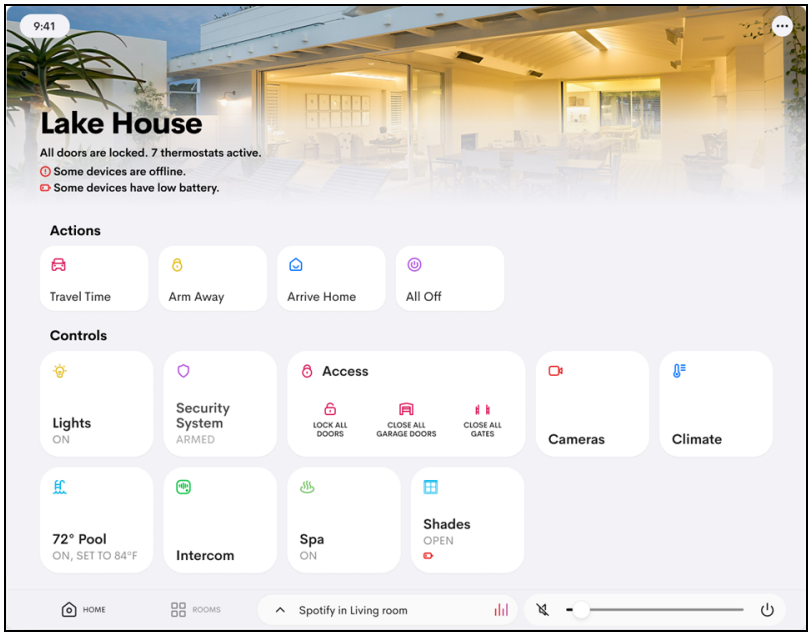
Pages are sent and received in real-time as the user speaks.

Send a page using the Intercom tile on the Home page. The Intercom tile can be used to send a message to a default group of rooms or it can be used to open the Intercom screen where any room group can be selected.

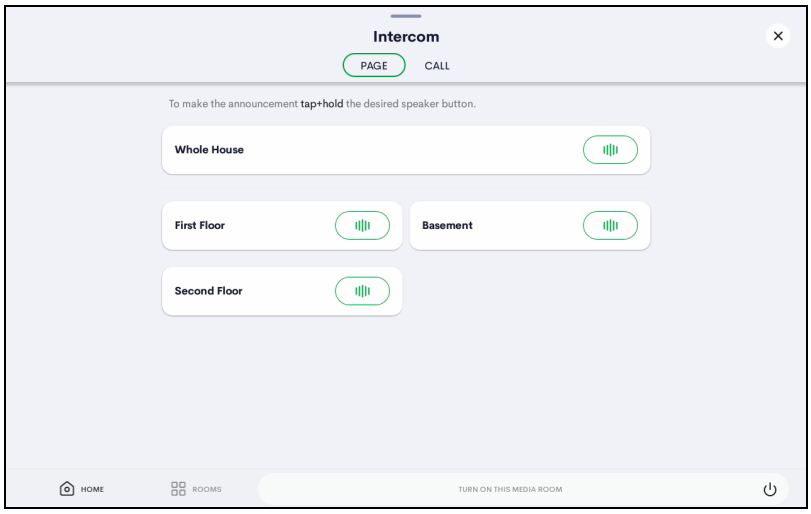
> **NOTE:** Individual rooms that are part of a group cannot be paged.

To send a page:

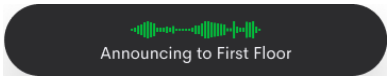
1. To select the paging group that should receive the page, do either of the following:
   - **Default paging group:** Tap and hold the **Intercom** tile. Do not release the tile until you are done saying the message. To select the default paging group, refer to Intercom on page 323.



- **Page a specific paging group:** Tap the **Intercom** tile to open the **Intercom** screen and then tap and hold **Send Page** for a paging group. Do not release the button until you are done saying the message.



2. The **Preparing to Page** message displays with an orange waveform.
3. When the **Announcing to [Room Group]** message displays with the green waveform, say the message.



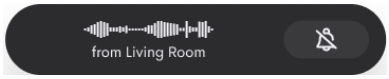
4. When the message is complete, release the **Intercom** tile or **Send Page** button.

While a page is in progress, consider the following:

- The **Intercom** tile and **Send Page** buttons on all touch screens are disabled until the page is complete.



- The touch screen receiving the page will display a pop-up at the top of the screen showing the room that is sending the page.



- If media is playing in the room, the volume may be lowered depending on the available support of the audio endpoint:
  - Devices that support audio ducking or set volume will have the volume lowered.
  - Devices that only support audio mute will have the volume muted.
  - Devices that do not support audio mute, audio ducking, or set volume, audio will not be changed while the page is played.

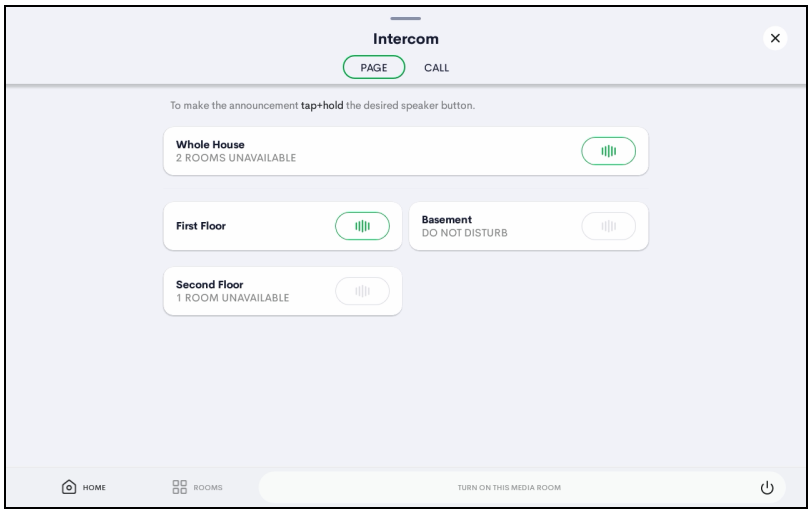
- Rooms that are offline or in Do Not Disturb mode will be identified on the touch screen that is initiating the page. These rooms cannot receive a page.
- If all rooms are in Do Not Disturb mode, the page will not be initiated.
- A device receiving the page can be silenced while receiving the page and enter Do Not Disturb mode. For details, refer to Silence a Page on page 227.

Silence a Page

To silence an incoming page, select **Do Not Disturb** on the incoming page. Do Not Disturb mode is turned on for the room.

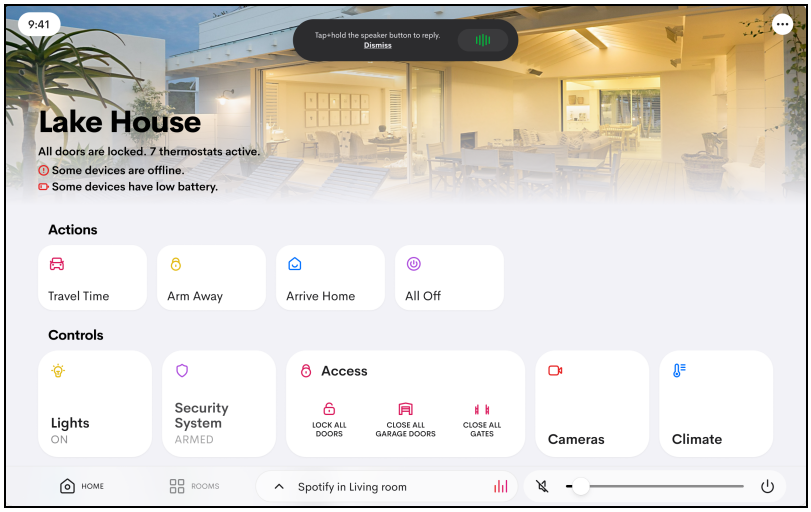
Paging Statuses

Rooms listed as **DO NOT DISTURB** or **UNAVAILABLE** cannot receive pages.



Replying to a Page

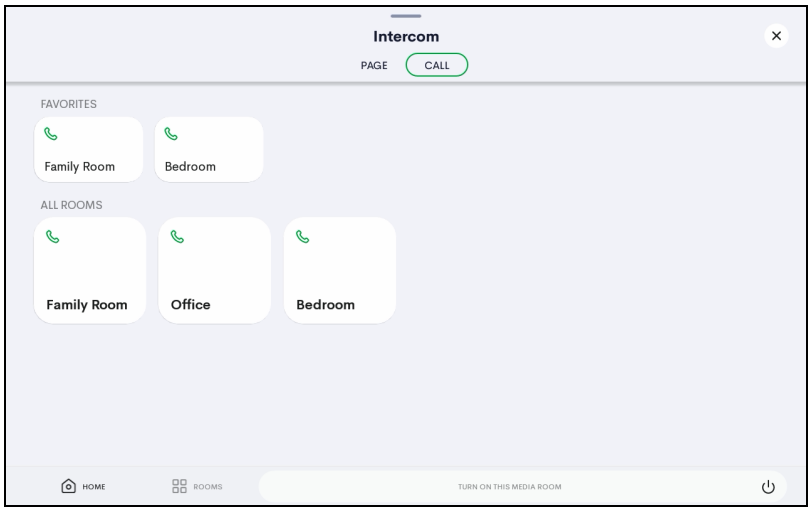
TSW panels can reply to pages. Tap and hold the speaker button to reply to the page.



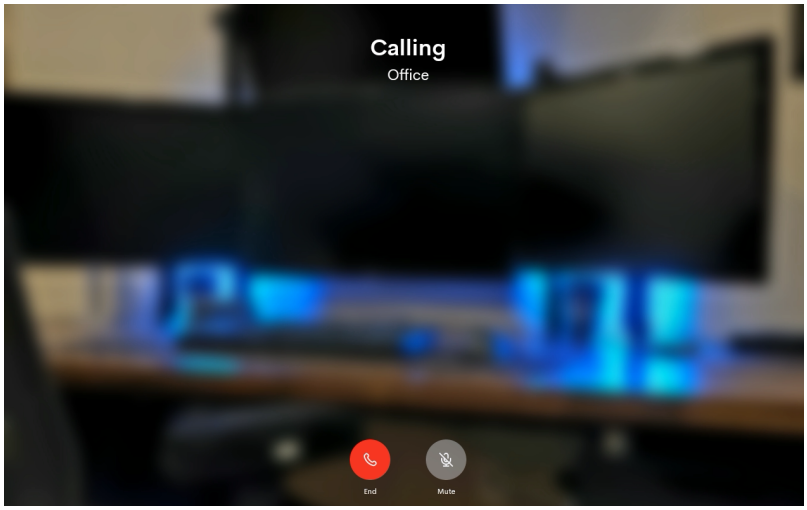
Calling

Calls enable two-way real-time communication between two touch panels. Make a call using the **Intercom** tile on the home page.

1. Tap the **Intercom** tile.
2. At the top of the screen, tap **CALL**.

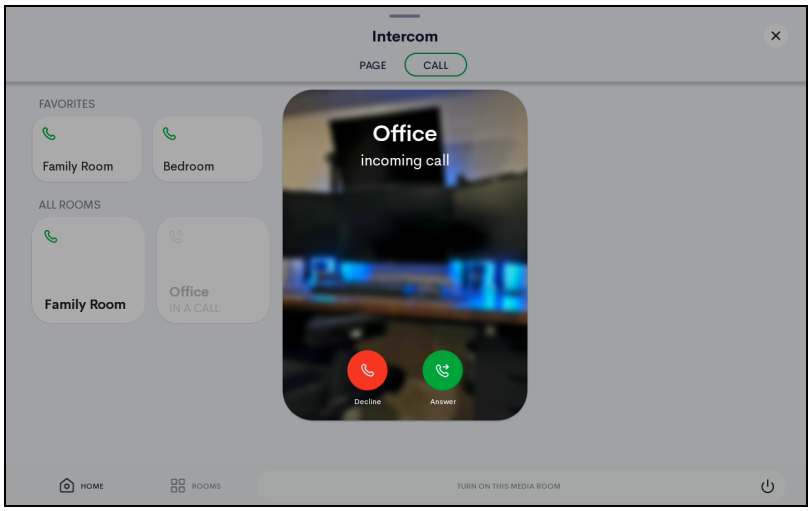


3. Select a room to initiate a call.

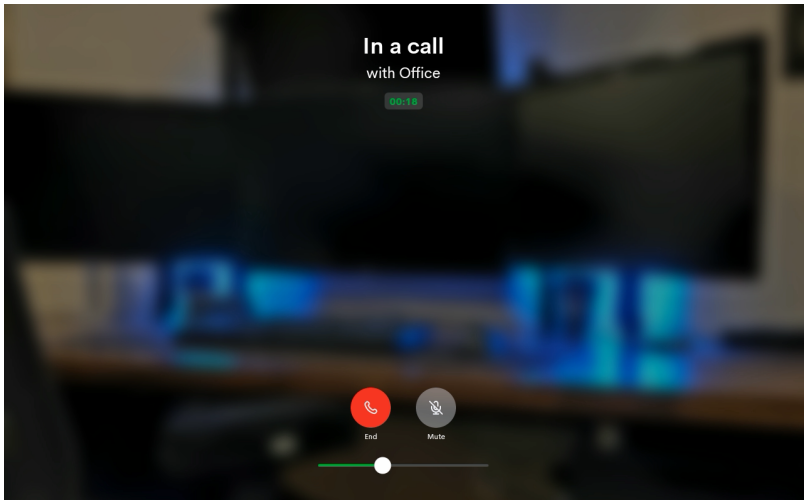


While a call is in progress, consider the following:

- The touch screen receiving the call will display a pop-up showing the room that is sending the call.



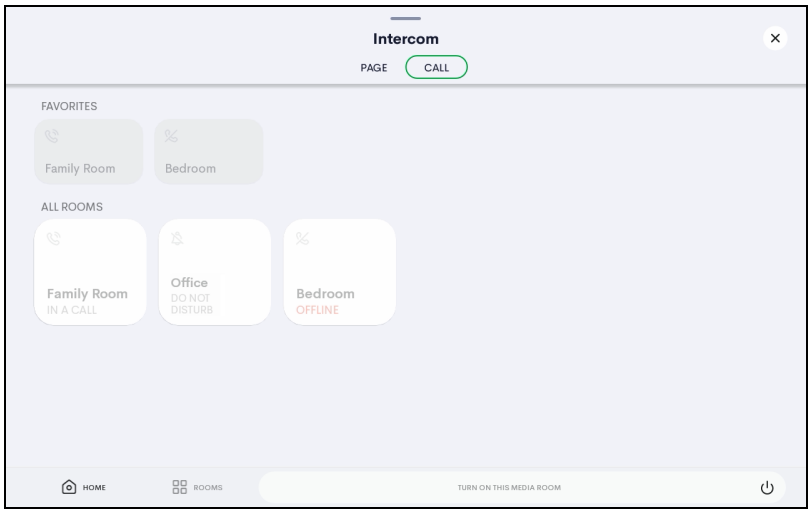
- If media is playing in the room, the volume may be lowered depending on the available support of the audio endpoint:
    - Devices that support audio ducking or set volume will have the volume lowered.
    - Devices that only support audio mute will have the volume muted.
    - Devices that do not support audio mute, audio ducking, or set volume, audio will not be changed while the page is played.
- Use the controls at the bottom of the screen to **End** or **Mute** the call. The slider adjusts the call volume.



- Rooms that are offline or in Do Not Disturb mode will be identified on the touch screen that is initiating the call. These rooms cannot receive a call.

Calling Statuses

Rooms listed as **DO NOT DISTURB**, **IN A CALL**, or **OFFLINE** cannot receive calls.



Apple AirPlay Control

Use Apple® AirPlay® to stream audio from an AirPlay-enabled device (such as an iPhone, iPad, iPod, or Mac) to a to a Crestron Home system that uses a DM-NAX-8ZSA, DM-NAX-4ZSP, or DM-NAX-4ZSA-50. The DM NAX™ device can play the streamed audio in any room that it is connected to.

The AirPlay-enabled device must be on the same Wi-Fi® wireless or Ethernet network as the Crestron Home system.

> **NOTE:** Apple AirPlay (and Spotify Connect) do not support being routed to downstream audio devices when used with Crestron Home.
> For example, the following configurations will not result in audio through AirPlay (or Spotify Connect):
>
> - DM-NAX-8ZSA (Line Output) → AV Receiver → Speakers
> - DM-NAX-4ZSP (Line Output) → SWAMP-24X8 → Speakers

Stream Audio

To stream audio using an AirPlay-enabled device:

1. Play music on the device.
2. In the Control Center or music app, tap **AirPlay**.
3. Each room in the system that can play the source is listed as a speaker in the list of **Speakers & TVs**. To stream audio to a room, select a room in the Crestron Home system.

Control Streaming Content

Control the music, including the volume, from the Crestron Home app or the AirPlay-enabled device.

Active Media and AirPlay

Active media in the Crestron Home system may behave differently when using room groups and using AirPlay to stream content.

Scenario 1

Situation:

1. Play music in Room 1 using a built-in streaming service (for example, Pandora or Internet Radio).
2. Create a group with Rooms 1, 2, and 3.
3. Use AirPlay to stream to Room 1.

Result:

- The room group is cleared.
- Rooms 2 and 3 are powered off.
- Room 1 plays the streamed content.

Scenario 2

Situation:

1. Play music in Room 1 using a built-in streaming service (for example, Pandora or Internet Radio).
2. Create a group with Rooms 1, 2, and 3.
3. Use AirPlay to stream to Room 2.

Result:

- Rooms 1 and 3 continue to play the original streaming source.
- Room 2 is removed from the group.
- Room 2 plays the streamed content.

Scenario 3

Situation:

1. Use AirPlay to stream to Room 1.
2. Use the Crestron Home app to create a group with Rooms 1, 2, and 3

Result:

- Rooms 1, 2, and 3 play the streamed content.
- The Control Center or music app reports that only Room 1 is selected for streaming.

Scenario 4

Situation:

1. Use AirPlay to stream to Room 1.
2. Create a group with Rooms 1, 2, and 3.
3. Remove Room 1 from the group.

Result:

- The room group is cleared.
- Rooms 1, 2 and 3 are powered off.
- In the Control Center or music app, the selected room is cleared.

Scenario 5

Situation:

1. Use AirPlay to stream to Room 1.
2. Create a group with Rooms 1, 2, and 3.
3. Stop streaming.

Result:

- The room group is cleared.
- Rooms 1, 2 and 3 are powered off.

Spotify Connect

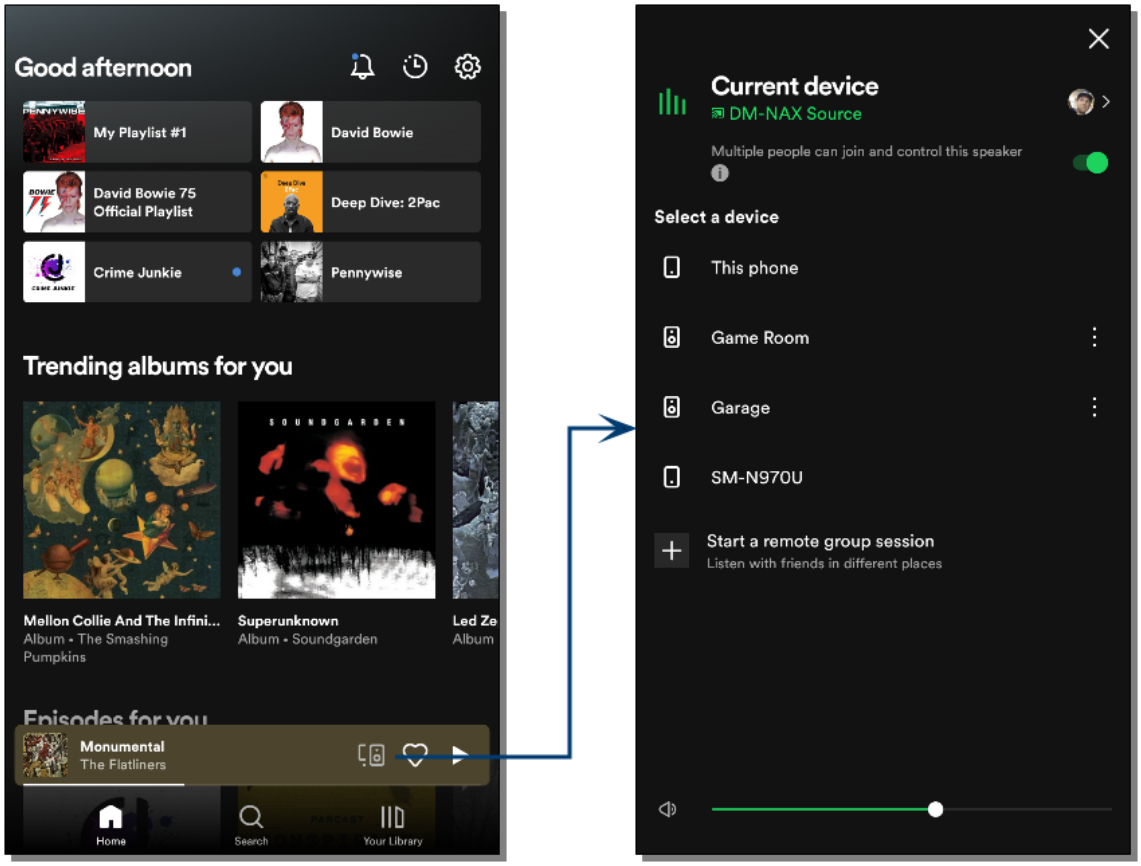
Use Spotify Connect™ in the Spotify® app on a third-party device. Spotify is available for Crestron Home systems that use a DM NAX™ streaming device (DM-NAX-8ZSA or DM-NAX-4ZSA) with Spotify enabled.

> **NOTES:** The third-party device must be connected to the same local network (Wi-Fi® wireless or Ethernet network) as the Crestron Home system to utilize Spotify Connect features.

Stream Audio

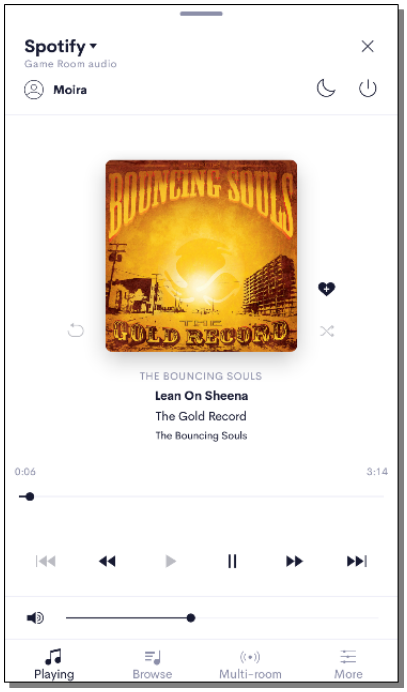
To stream audio using Spotify Connect, select **Connect Device** on the third-party device and then select a room speaker.

> **NOTE:** Other devices in the system will also display in the list, such as Google Cast, AirPlay, and Bluetooth devices. To use Spotify with AirPlay, refer to Apple AirPlay Control on page 230.



Control Streaming Content

To control the music, use the controls in the Crestron Home app or a device using the Spotify app. Control actions are synced between all devices.



Multi-Room

Stream music to multiple rooms. For details, refer to Play Audio in Multiple Rooms on page 220.

More

To control advanced speaker settings, select **More**.

Active Media and Spotify Connect

Active media in the Crestron Home system may behave differently when using room groups with Spotify Connect to stream content.

Scenario 1

Situation:

1. Play music in Room 1 using a built-in streaming service (for example, Pandora or Internet Radio).
2. Create a group with Rooms 1, 2, and 3.
3. Use Spotify Connect to stream to Room 1.

Result:

- The room group is cleared.
- Rooms 2 and 3 are powered off.
- Room 1 plays the streamed content.

Scenario 2

Situation:

1. Play music in Room 1 using a built-in streaming service (for example, Pandora or Internet Radio).
2. Create a group with Rooms 1, 2, and 3.
3. Use Spotify Connect to stream to Room 2.

Result:

- Rooms 1 and 3 continue to play the original streaming source.
- Room 2 is removed from the group.
- Room 2 plays the streamed content.

Scenario 3

Situation:

1. Use Spotify Connect to stream to Room 1.
2. Use the Crestron Home app to create a group with Rooms 1, 2, and 3

Result:

- Rooms 1, 2, and 3 play the streamed content.
- The Spotify app reports that only Room 1 is selected for streaming.

Scenario 4

Situation:

1. Use Spotify Connect to stream to Room 1.
2. Create a group with Rooms 1, 2, and 3.
3. Remove Room 1 from the group.

Result:

- The room group is cleared.
- Rooms 1, 2 and 3 are powered off.
- In the Spotify app, the selected room is cleared.

Scenario 5

Situation:

1. Use Spotify Connect to stream to Room 1.
2. Create a group with Rooms 1, 2, and 3.
3. Stop streaming.

Result:

- The room group is cleared.
- Rooms 1, 2 and 3 are powered off.

Apple Shortcuts

Use the Apple Shortcuts app to create shortcuts that run Crestron Home Quick Actions and Crestron Home Scenes. Shortcuts can be run from the Shortcuts app, Siri voice commands, or an Apple Watch.

NOTES:

- To create and run Apple Shortcuts, the device initiating the shortcut must be connected to the same local network as the Crestron Home system.
- For help with Apple devices, including configuration and operation, refer to Apple Support.

Create Apple Shortcuts

Use an Apple iPhone or iPad device to create shortcuts

NOTES:

- The same device must be used for the duration of this procedure.
- For users with multiple homes, open the Crestron Home app and select the home with the Quick Action or Scene that you want to use. The Shortcuts app uses the selected home to generate a list of Quick Actions and Scenes.
- If the home or Crestron Home Quick Action is deleted, an error message is displayed by the Shortcuts app indicating that the Shortcut should be reconfigured.

To create a Shortcut:

1. Open the Shortcuts app on the iPhone or iPad.
2. Select **New Shortcut > Apps** and then select the **Crestron Home** app.
3. Select **Run Quick Action** or **Run Scene** to add the action to the shortcut.
4. Assign a **Crestron Home Quick Action** or **Crestron Home Scene** to the action:
    a. **Quick Action:** Select **Quick Action** and then choose a **Crestron Home Quick Action**.
    b. **Scene:** Select a scene category from the **Select Scene Type** menu and then select a **Crestron Home Scene** from the **Select Scene** menu.
5. To show the Shortcut on an Apple Watch, select **Information** and then **Show on Apple Watch**.

Run Apple Shortcuts

Use the Shortcuts app, Shortcuts widget or Home Screen on your iPhone, iPad, or iPod touch, Apple Watch, or Siri to run shortcuts that recall Crestron Home Quick Actions and Crestron Home Scenes. When running a shortcut, a check mark is displayed to indicate that the shortcut ran successfully.

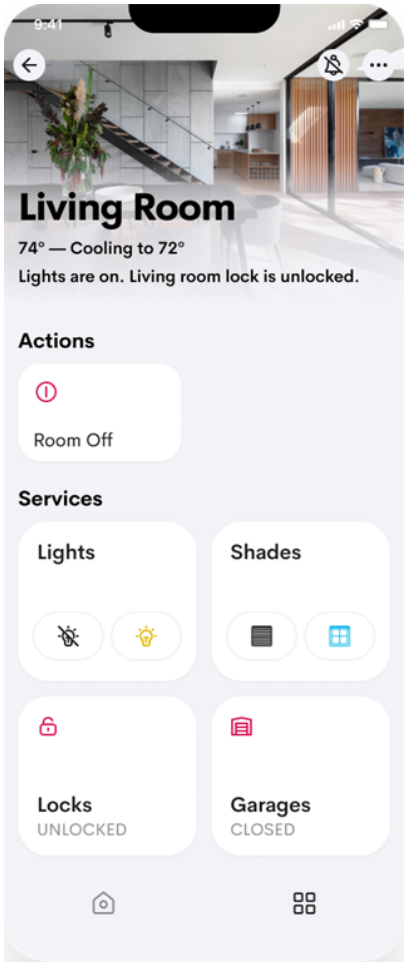
- **Apple Watch:** View the available shortcuts and then select the action to run. The watch must have an active bluetooth connection with the iPhone.
- **Voice Control:** Ask Siri to run the shortcut. Use the name of the shortcut in the command.
- **Automation:** Use the Automation feature in the Shortcuts app to create personal automations that run shortcuts automatically.

For additional information, visit the Shortcuts User Guide.

NOTE: If the home or Crestron Home Quick Action is deleted, an error message is displayed by the Shortcuts app indicating that the Shortcut should be reconfigured.

Control Locks

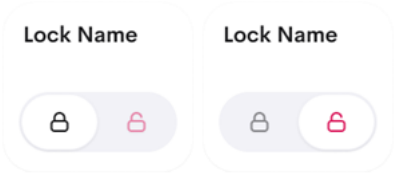
Use the **Locks** screen to control the locks in the room.



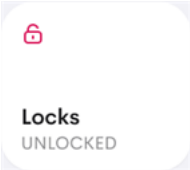
Tile Types

A device control or navigational tile may be displayed.

- **One lock in room:** A control tile is displayed. Tap the tile to open and close the lock.
  Lock Control Tile - Locked (Left) and Unlocked (Right)

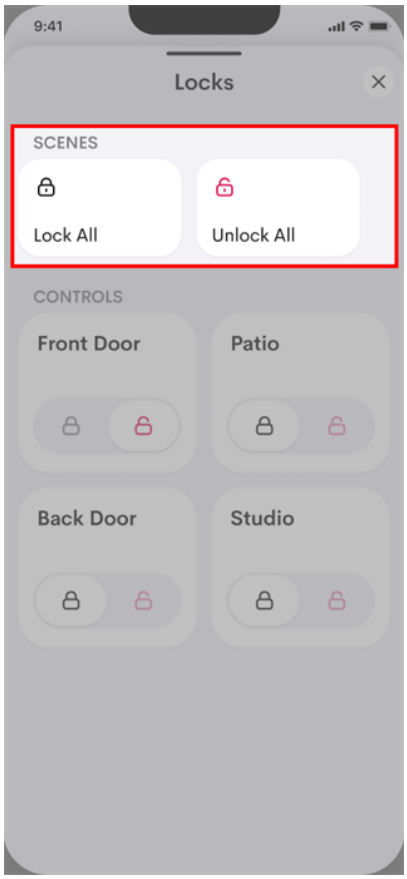


- **Multiple locks in room:** A navigational tile is displayed. Tap the tile to open the Locks screen and control the locks with scenes or individually. For details, refer to Scenes on page 238 and Controls on page 239.



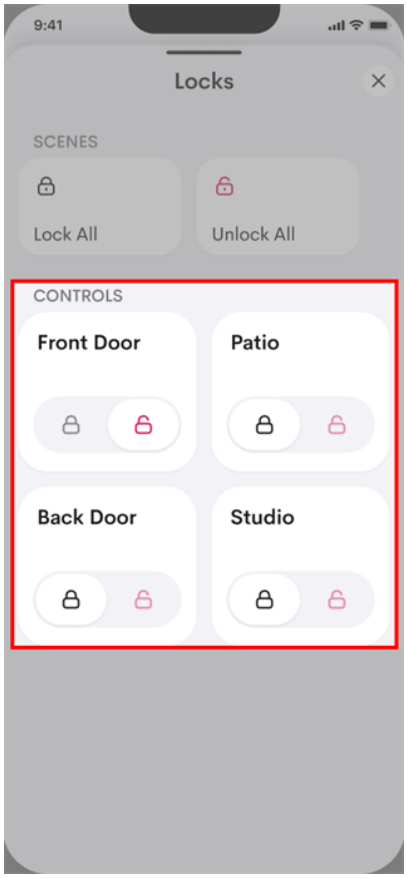
Scenes

The **Scenes** menu displays the lock scenes in the room. Select **Lock All** or **Unlock All** to lock or unlock all locks in the room.



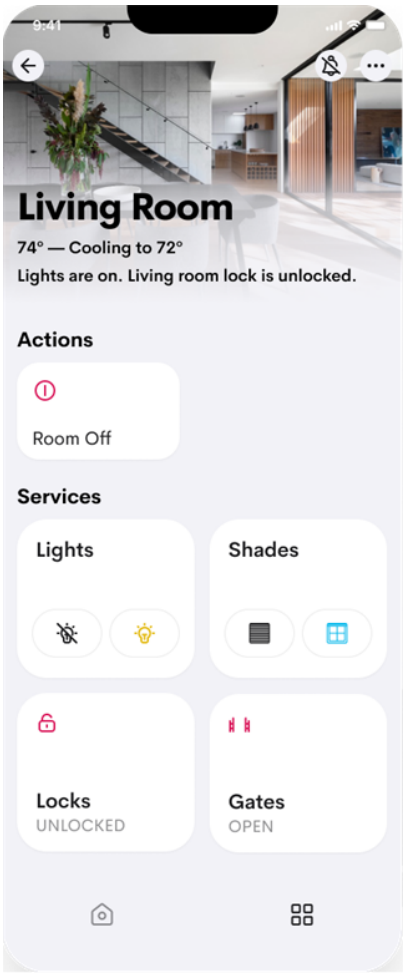
Controls

The **Controls** menu displays the individual lock controls in the room. Select **Lock** or **Unlock** to lock or unlock the lock in the room.



Control Gates

Use the **Gates** screen to control the gates associated with the room.

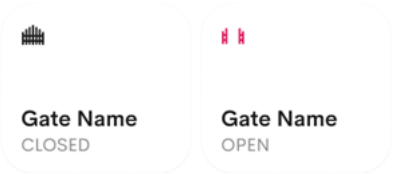


Tile Types

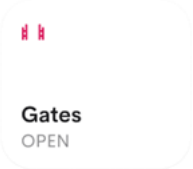
A device control or navigational tile may be displayed.

- **One gate in room:** A control tile is displayed. Tap the tile to open and close the gate.

  Gate Control Tile - Closed (Left) and Open (Right)

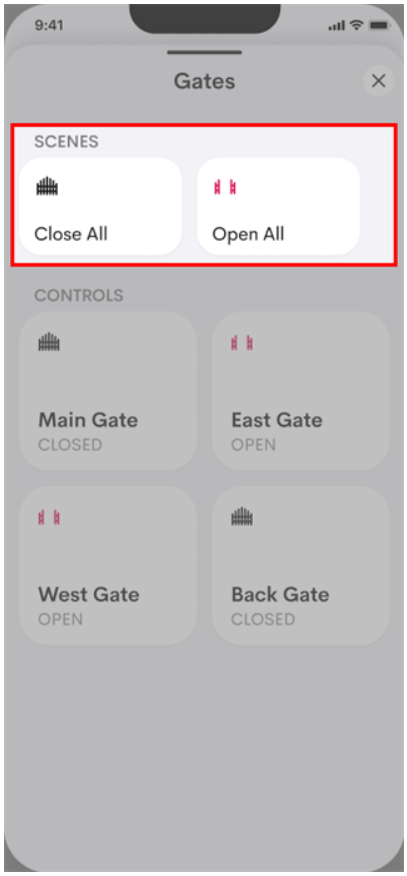


- **Multiple gates in room:** A navigational tile is displayed. Tap the tile to open the Gates screen and control the gates with scenes or individually. For details, refer to Scenes on page 241 and Controls on page 242.



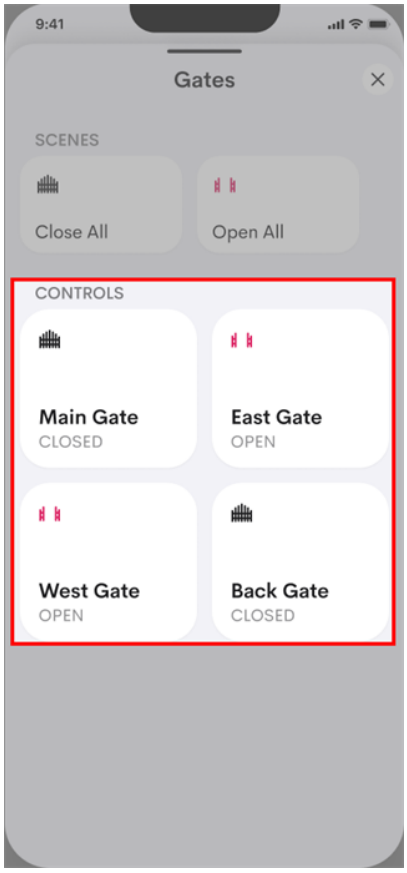
Scenes

The **Scenes** menu displays the gate scenes in the room. Select **Close All** or **Open All** to close or open all gates associated with the room.



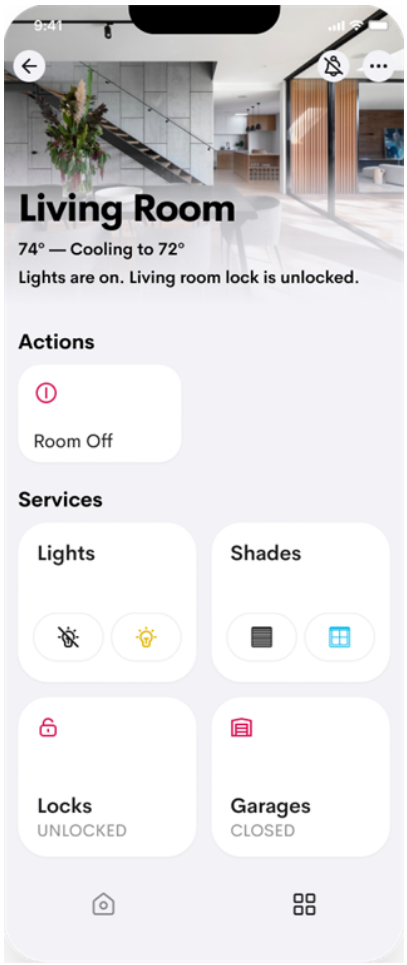
Controls

The **Controls** menu displays the individual gate controls in the room. Select **Close All** or **Open All** to close or open the gate associated with the room.



Control Garage Doors

Use the **Garage Door** screen to control the garage doors associated with the room.

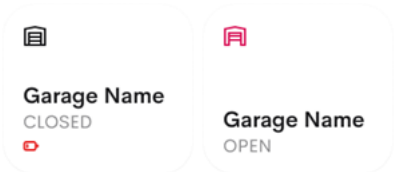


Tile Types

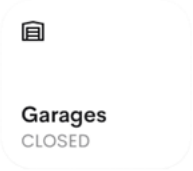
A device control or navigational tile may be displayed.

- **One lock in room:** A control tile is displayed. Tap the tile to open and close the lock.

  Garage Control Tile - Closed (Left) and Open (Right)

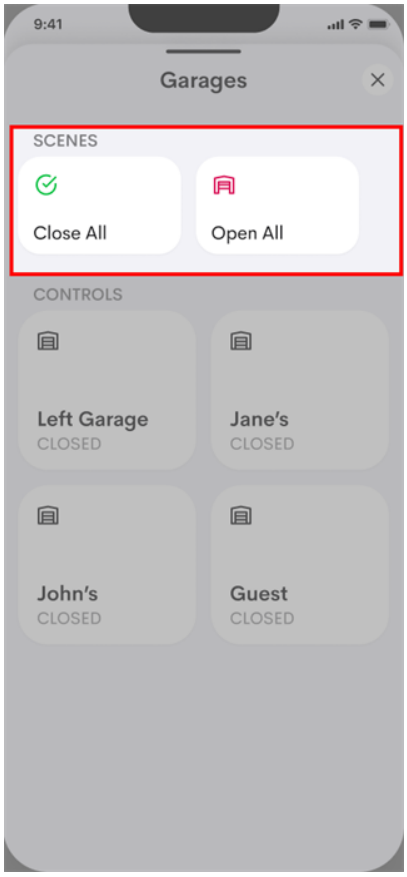


- **Multiple locks in room:** A navigational tile is displayed. Tap the tile to open the Garages screen and control the garages with scenes or individually. For details, refer to Scenes on page 244 and Controls on page 245.



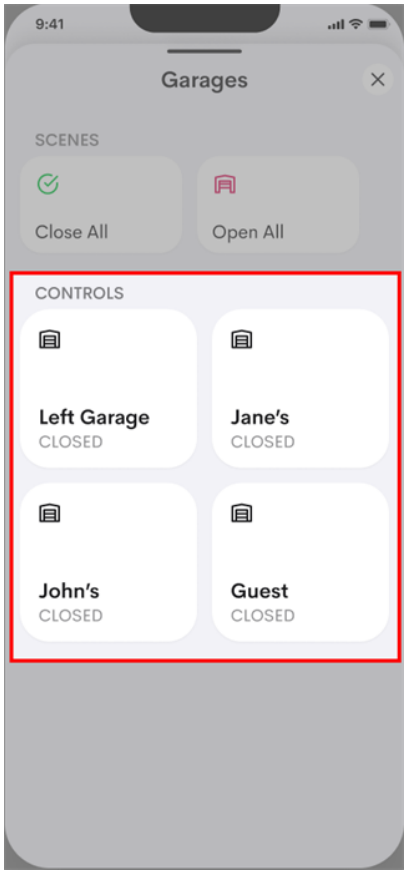
Scenes

The **Scenes** menu displays the garage door scenes in the room. Select **Close All** or **Open All** to close or open all garage doors associated with the room.



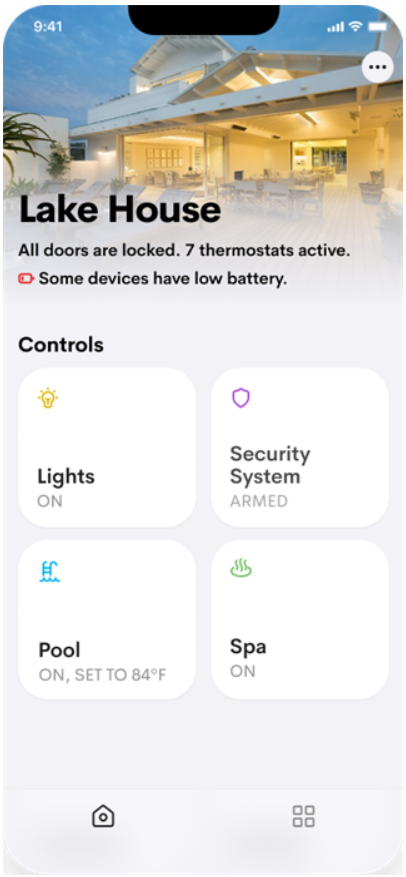
Controls

The **Controls** menu displays the individual garage door controls in the room. Select **Close** or **Open** to close or open the garage door associated with the room.



Control Pools and Spas

Use the Pool and Spa screens to control the pools and spas associated with the system.

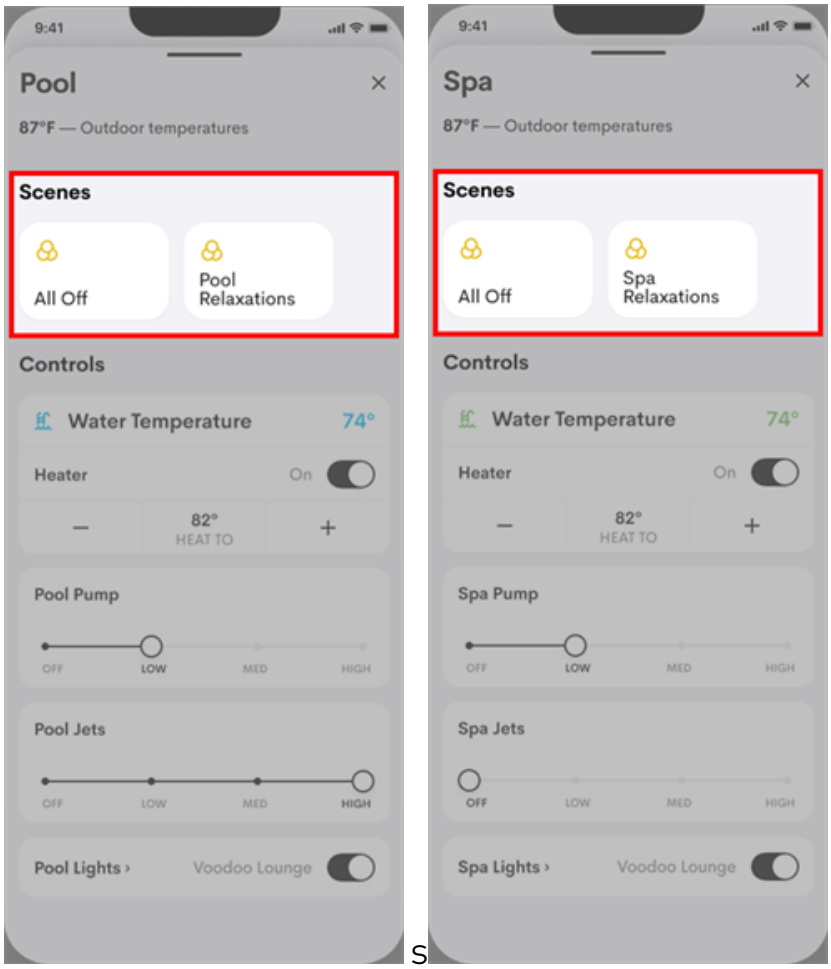


Scenes

Tap any of the available scenes to activate them.

> **NOTE:** Scenes are customized by your Crestron Home installer. The functionality is custom to the devices in the room, house, and your preferences.

Pool (Left) and Spa (Right) Scenes

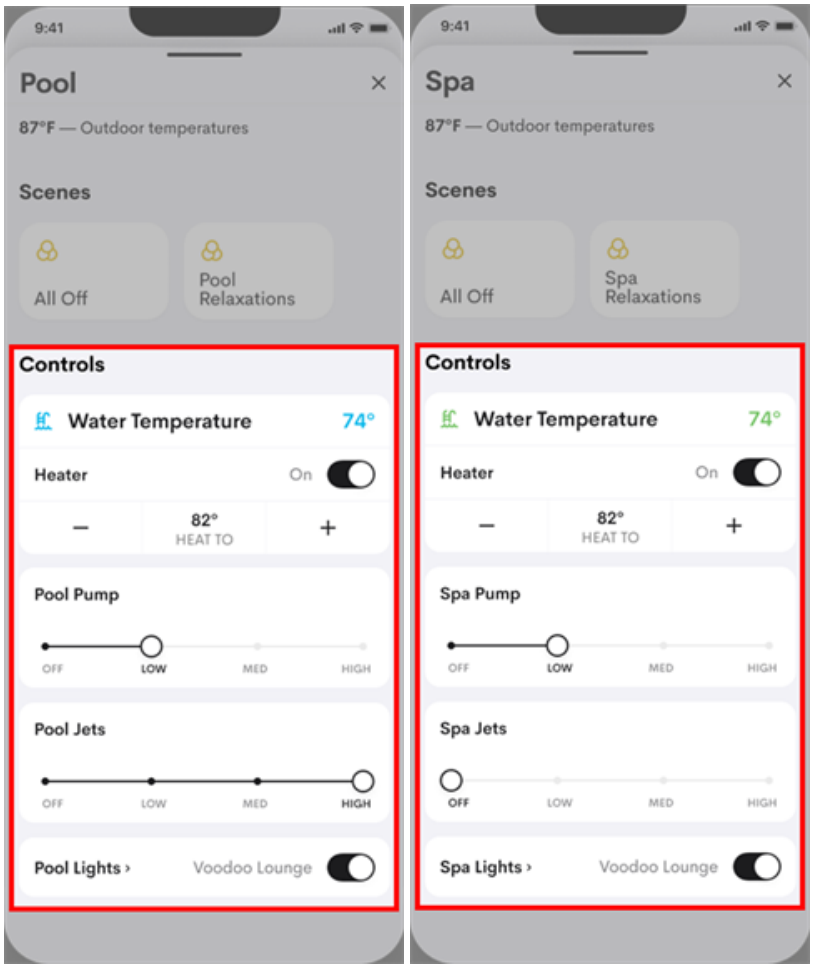


S

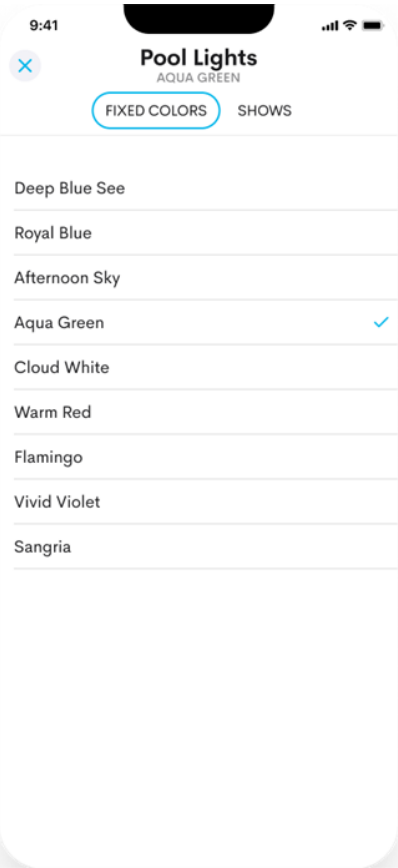
Controls

Control individual features for the pool. To control the pool, tap the toggle switches, drag the sliders left or right, or press the **+ Raise** or **- Lower**.

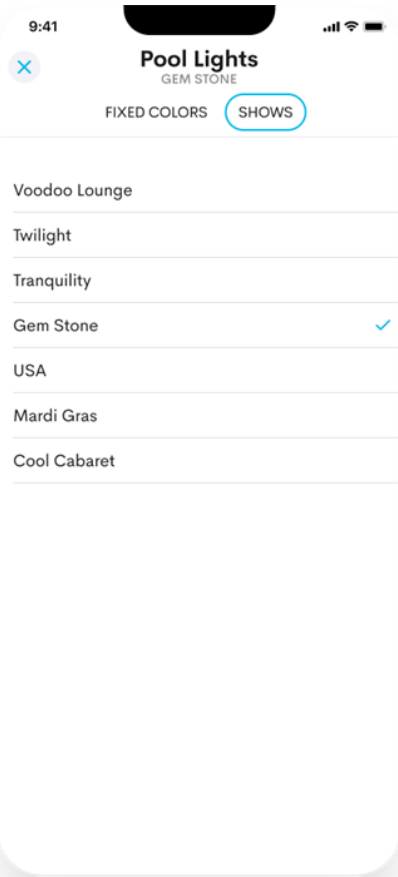
Pool (Left) and Spa (Right) Controls



Pool and Spa Lights - Fixed Colors



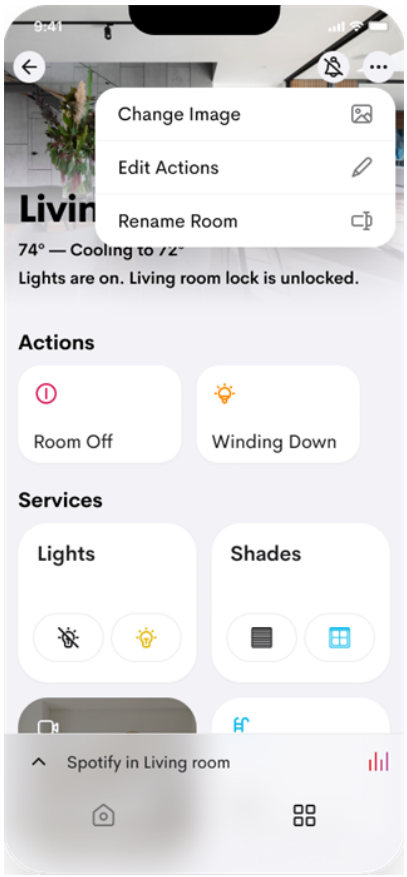
Pool and Spa Lights - Shows



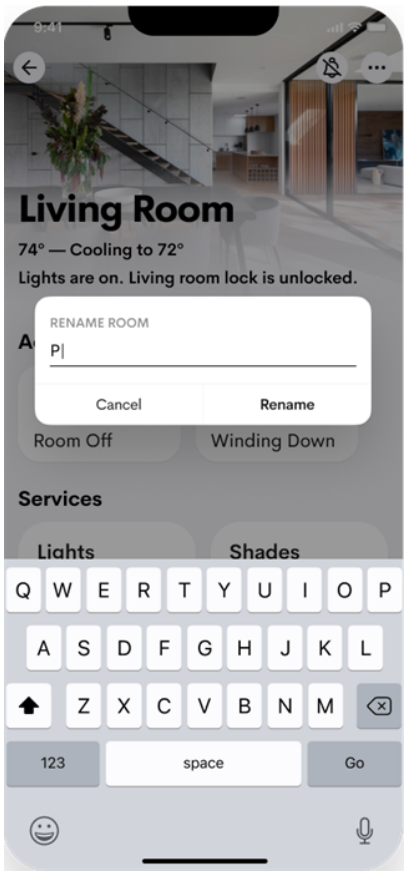
Rename a Room

To change the name of a room from within the Crestron Home app:

1. Tap the room **... Menu** button and then select **Rename Room**.



2. The **Room Rename** dialog displays. Use the on-screen keyboard to enter a new name and then tap **Rename**.



3. If voice control is enabled for the room, you will be prompted to rediscover your devices.
    - **Amazon Alexa:** Say "Alexa, discover my devices."
    - **Google Assistant:** Say "OK Google, sync my devices."

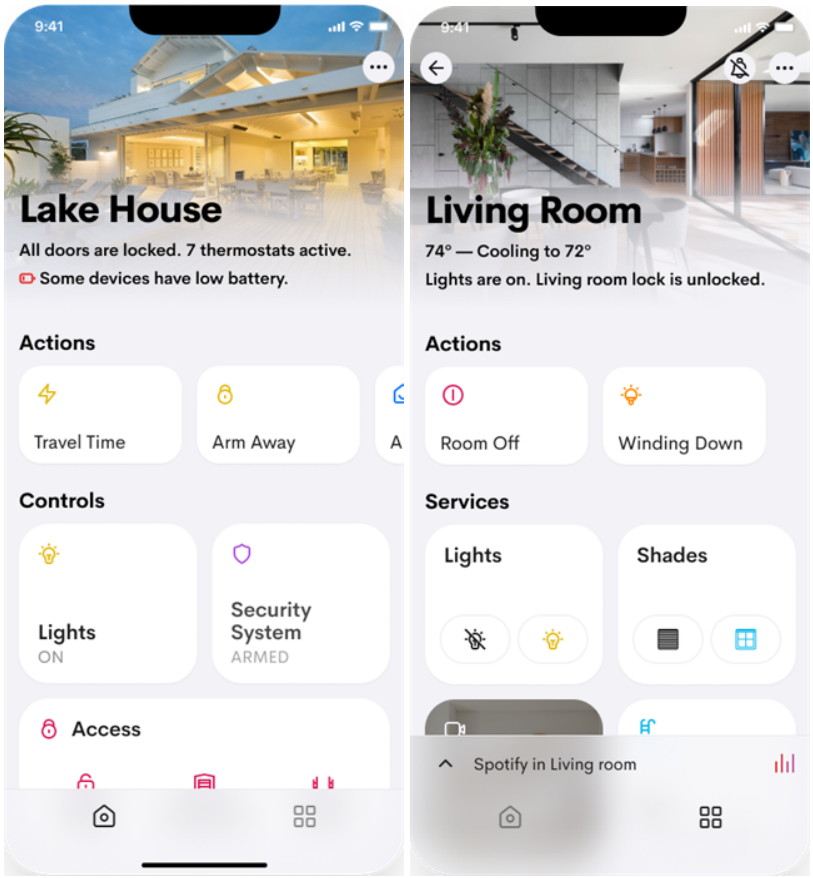
Edit Actions

Use the **Actions** to perform several functions at the same time. For example, a quick action can be created that controls the lights, shades, and television in a room.

NOTES:

- The Crestron Home app displays up to 20 Actions.
- Actions are customized by Crestron Home installer using the Crestron Home app. The functionality is custom to the devices in the room, house, and your preferences.

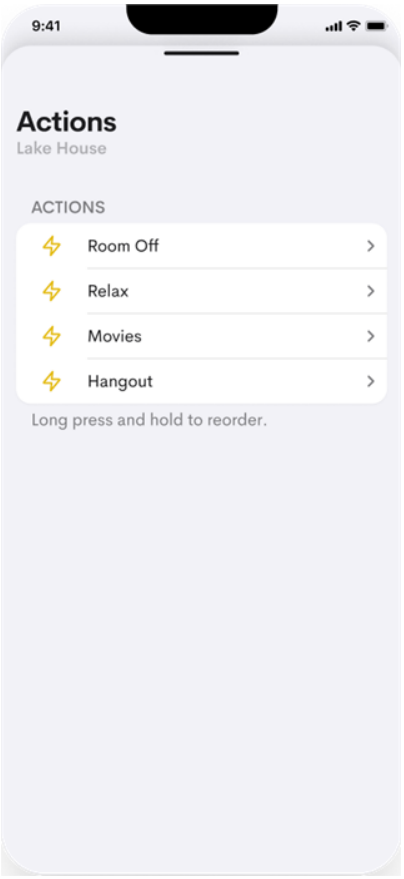
Actions - Home Tab (Left) and Room Details (Right)



Reorder Actions

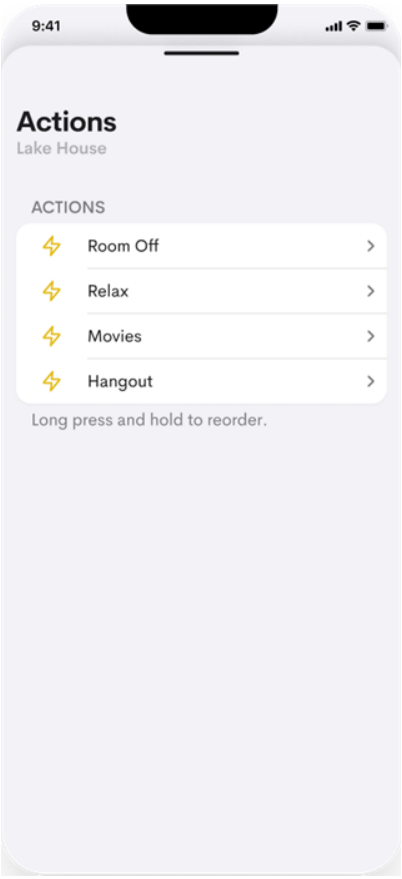
To reorder Actions:

1. Select **... Menu** and then **Edit Actions**.
2. Select and hold an Action and then drop it in the desired location.

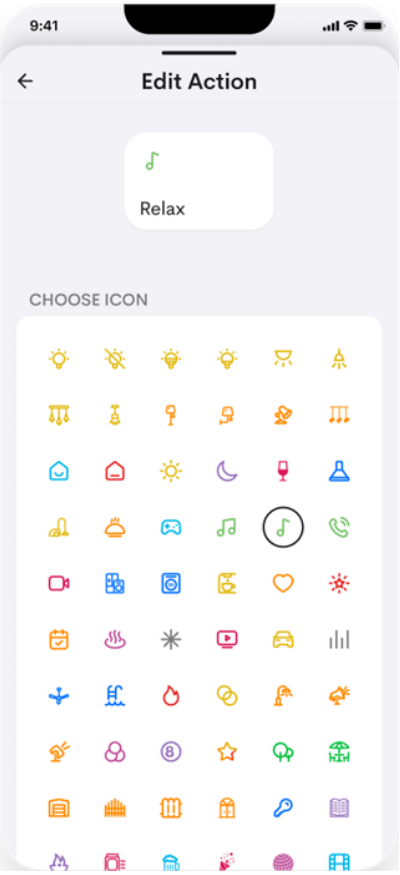


Change Action Icon

1. Select **... Menu** and then **Edit Actions**.
2. Select an Action.



3. Select an icon. The default icon is .



4. To save and exit, select **back**.

Put a Display to Sleep (Touch Screens Only)

If enabled, the Crestron touch screen can be placed into sleep mode. The touch screen screensaver configuration determines if the display activates the screen saver or turns the display off. If the screen saver is enabled, the screen saver is displayed. To configure the screen saver, refer to Display Mode on page 290.

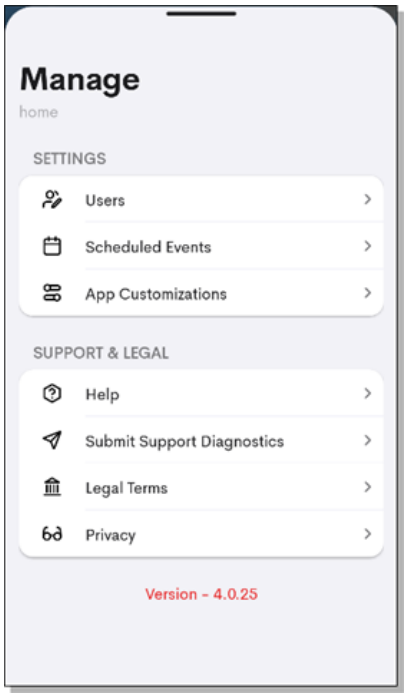
To put the touch screen display to sleep, select the Panel Sleep, Screen Sleep, or Standby button. The Action may be configured to perform other actions.

Settings

Change the settings and customize the appearance and functionality of the device using the settings that are available on the Manage screen.

To view the **Manage** screen, go to **More > Settings**.

Settings - Mobile Devices



This section provides the following information:

- Users
- Claim a New Home
- Claim an Existing Home
- Invite Users with a Remote Connection
- Invite Users with a Local Connection
- Edit Name
- Change E-mail
- Change Password
- Change Phone Number
- Change User Role
- Remove User
- Sign Out
- Delete Account
- Smart Access

- Streaming Music Services
- Scheduled Events
- Display Mode
- Mobile Connection Editing
- App Customization
- Define Baseline Settings
- Lock Adjustments
- Set the Circadian Light Mode
- Set the Light Intensity
- Set the Transition Time and Color Temperature
- Preview the Circadian Cycle
- Change Rooms
- Paging Groups
- Touch Panel Settings
- Display
- Support and Legal

Users

Use the **Users** setting screen to claim a home, update profile information, manage users, and configure music services. To open the **Users** settings screen, go to **More > Settings > Users**.

Pair a mobile iOS® Device or Android™ Device using the Secure Remote Connection on page 259 (recommended) or the Local Connection on page 277.

> **NOTE:** When using a Crestron Cloud account for secure remote access the account will be signed out after 90 days of inactivity. This will require the user to sign back in when they next use the application. If a third-party service is used for secure remote access the user is signed out based on rules set by the service and does not apply to the 90 day timeout.

Secure Remote Connection

The remote connection is secure and does not require port-forwarding. Use the secure remote connection to do the following:

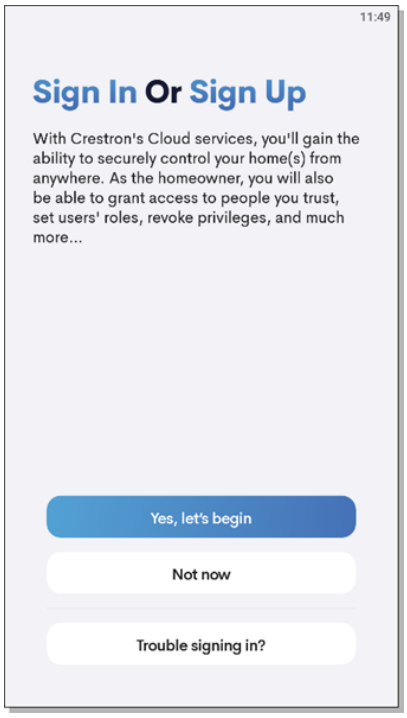
- Create an account and sign in.
- Claim a home.
- Invite and manage users.
- Manage account settings.

Create an Account using an Email Address

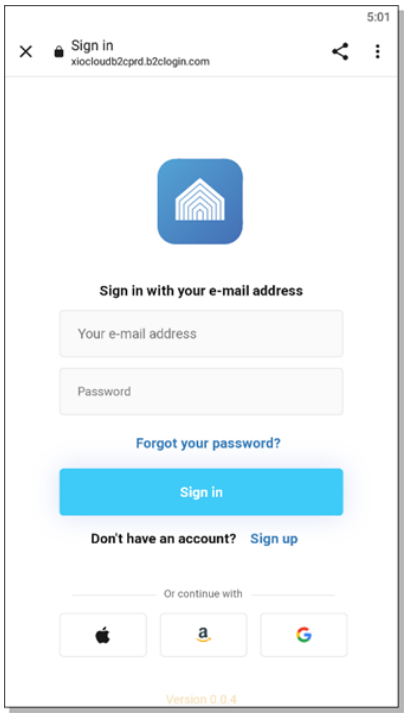
Create an account to control the home from outside the wireless network.

To sign up using an email address:

1. Select **Yes, let's begin**.



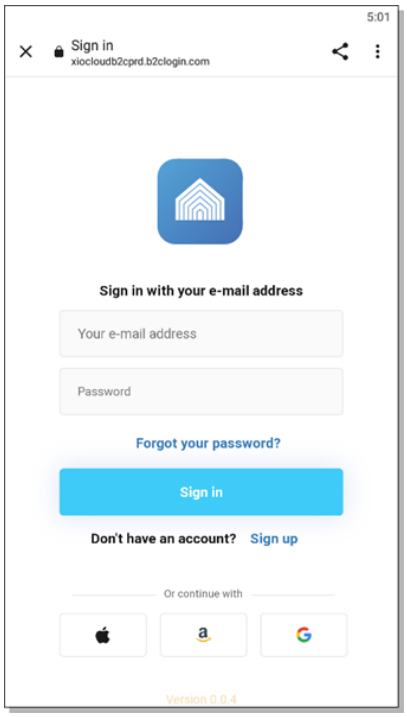
2. Select **Sign up**.



3. Follow the on-screen prompts to create an account. An email address and phone number is required to create an account. Two-factor authentication is used to verify the email address and phone number that is provided. Additionally, a display name and password will be selected.

Sign In with Email Address

1. Select **Yes, let's begin**.
2. Enter your e-mail address and password.

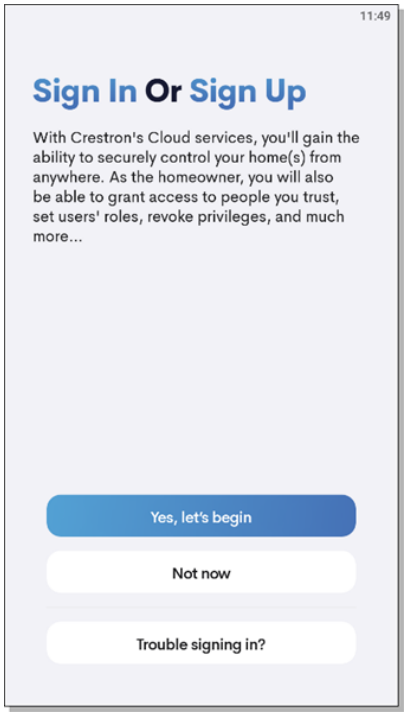


3. Select **Sign in** and then follow the prompts. For security, two-factor authentication is used to verify the email address used when signing up.

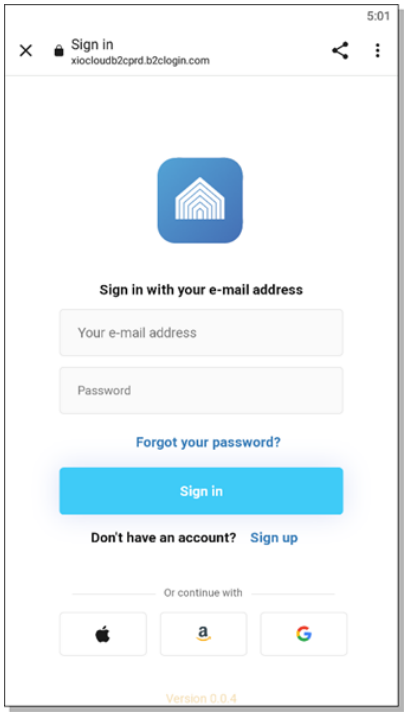
Create Account and Sign In Using a Third-party Service

To create an account and sign in using an Apple, Amazon, or Google account:

1. Select **Yes, let's begin**.



2. Select a third-party service.



3. Select **Apple**, **Amazon**, or **Google** and then follow the prompts to sign up and sign in.

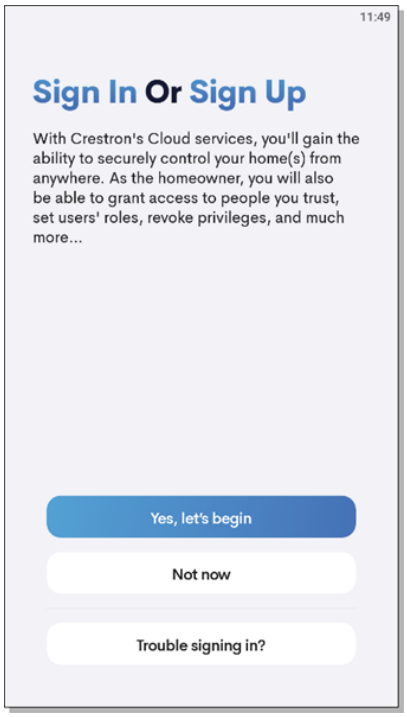
> **NOTE:** For assistance, visit How to use Sign in with Apple, Use Login with Amazon, or Use your Google Account to sign in to other apps or services.

Trouble Signing In

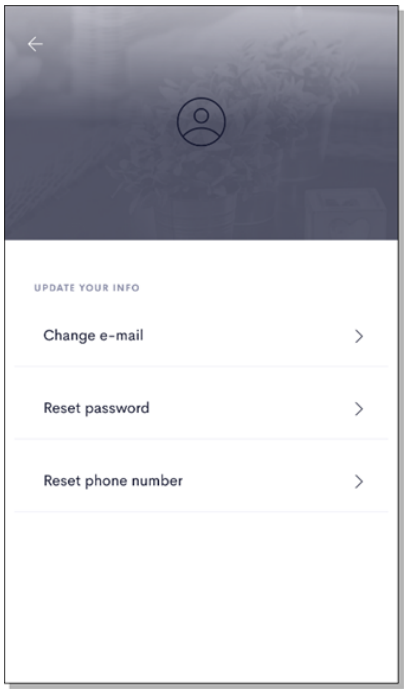
If unable to sign in, change the email address, password, or the phone number for the account.

To change the email address, password, or phone number:

1. Select **Trouble Signing in?**



2. Change the email, password, or phone number.



   - To change the email address, select **Change e-mail** and then follow the prompts to change the email address. For security, two-factor authentication is used to verify the phone number used when signing up. Two-factor authentication is also used to verify the new email address.
   - To reset the password, select **Reset password** and then follow the prompts to change the password. For security, two-factor authentication is used to verify the phone number and email address used when signing up.
   - To change the phone number, select **Reset phone number** and then follow the prompts to change the phone number. For security, two-factor authentication is used to verify the email address used when signing up. Two-factor authentication is also used to verify the new phone number.

Claim a Home

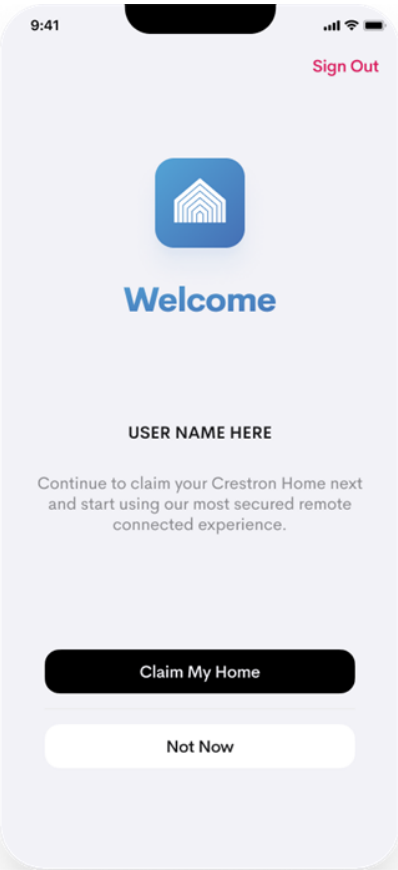
Claim the home to connect with secure remote access and acquire the Owner user role. For new Crestron Home systems, refer to Claim a New Home on page 265. For existing systems, refer to Claim an Existing Home on page 268.

> **NOTE:** The Advanced User Password must be turned on for the Crestron Home system in order to use the secure remote connection. If the Advanced User Password is not turned on, contact your Crestron dealer.

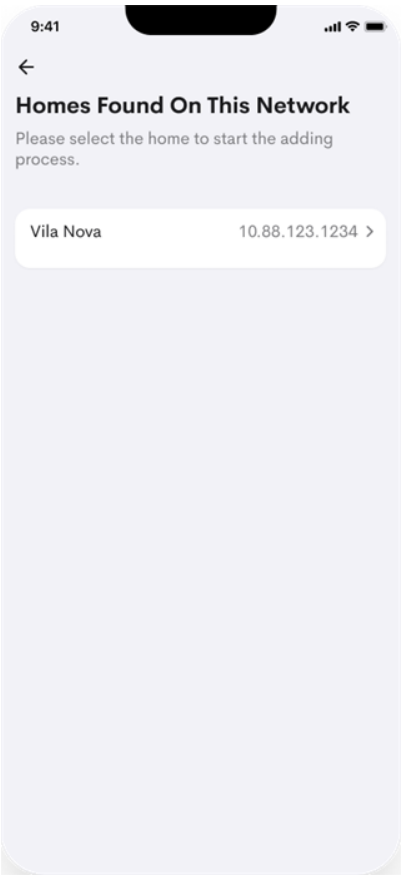
Claim a New Home

To claim a new home:

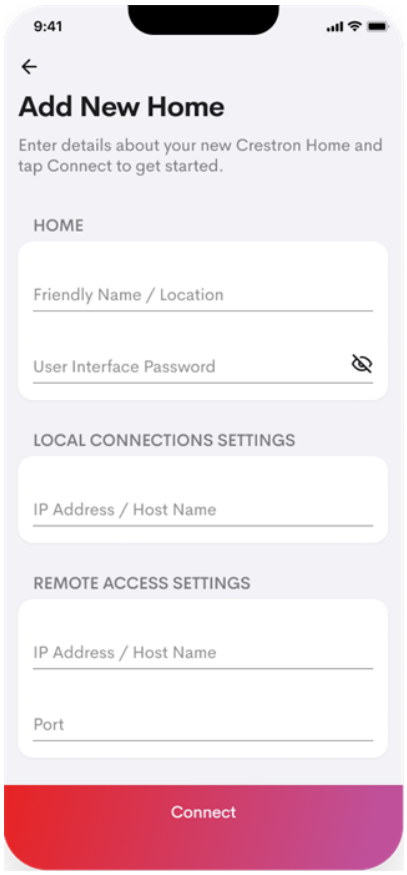
1. Select **Claim My Home**.



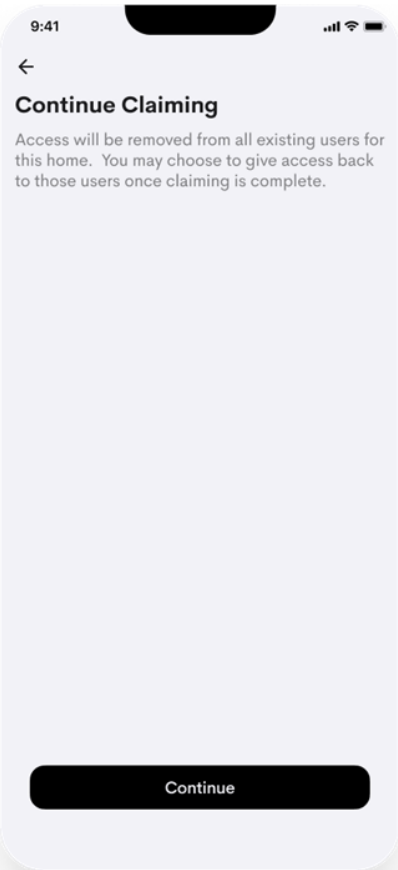
2. Select a home from the list



3. Enter the connection information for your home and then select **Connect**.



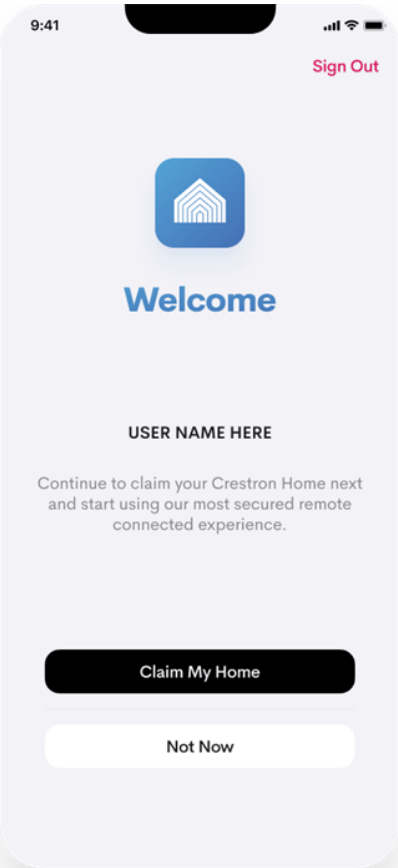
4. Select **Continue**.



Claim an Existing Home

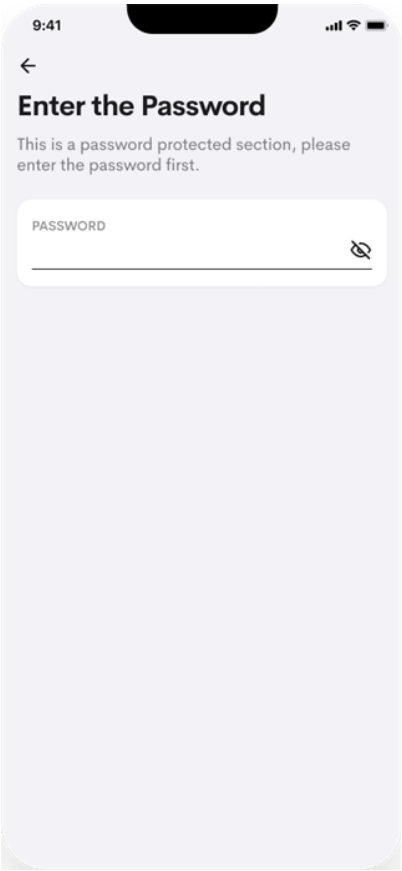
1. Go to **Settings > Users**.
2. If necessary, create an account or sign in. For details, refer to Create an Account using an Email Address on page 259 and Sign In with Email Address on page 261 or Create Account and Sign In Using a Third-party Service on page 262.

3. Select **Claim My Home**.

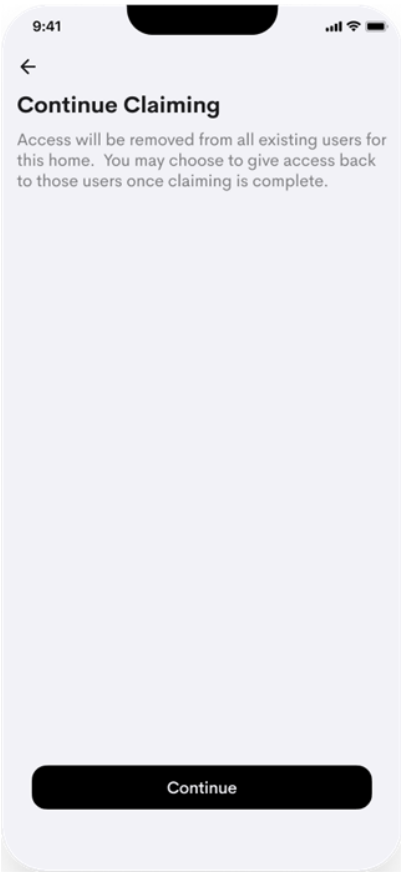


4. Enter the Advanced User Password.

> **NOTE:** Skipping this step is not recommended. If **skip this step** is selected, the home will be added but it will not be claimed.



5. To claim the home, select **Continue**.



User Roles

There are two user roles, Owner and User.

- **Owner:** The Owner can edit their account information, reclaim the home, sign out, and delete their account. The Owner can also invite and remove members and assign their user roles.
- **User:** The User can edit their account information, reclaim the home, sign out, and delete their account.

Invite Users

Invite Users with a Remote Connection

1. Select **Add new user**.
2. Enter a User Name and e-mail address and then select a User Role.

   > **NOTE:** The user is able to change the user name.

3. Tap **Send invite**. **Invite Pending** is displayed next to a user name until they accept the invite.

Invite Users with a Local Connection

> **NOTE:** The user is able to change the user name.

1. Select **Add new user**.
2. Deselect **Invite to connect from anywhere** and then enter a user name.
3. Tap **Add user**.

Accept Invite

1. Open email on your mobile device.
2. In the invite email from Crestron Home, select **Accept**.
3. If the Crestron Home app is not installed, the app store for the device will open. Download the app.
4. If necessary, create an account and/or sign in.

Reclaim Home

1. Select **Reclaim this home**.
2. Enter the Advanced User password.
3. Select **Continue**.

Account Settings

To change the account name, email, password, or phone number and to sign out or delete an account, go to **More > Users**.

Edit Name

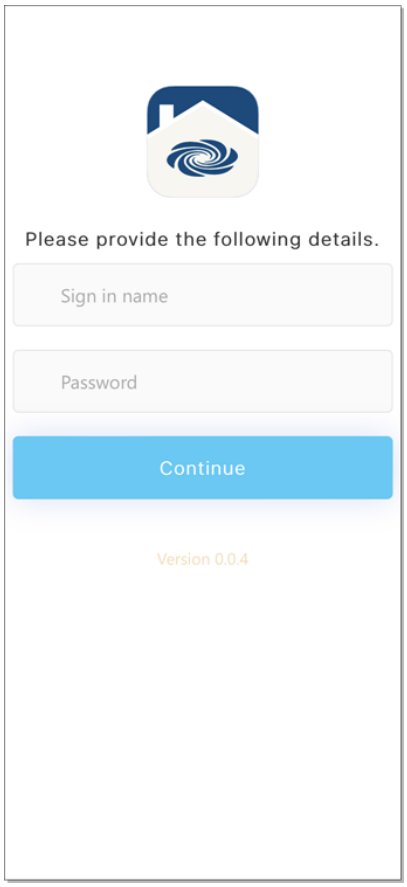
1. Select **Edit Name**.
2. Enter a new name and then select **Done**.

Change E-mail

To change the email address for the account:

> **NOTE:** To exit without saving the changes, select **Cancel**.

1. Select **Change e-mail**.
2. Enter the current email address and password, and then press **Continue**. Follow the prompts to change the email address. For security, two-factor authentication is used to verify the phone number used when signing up. Two-factor authentication is also used to verify the new email address.

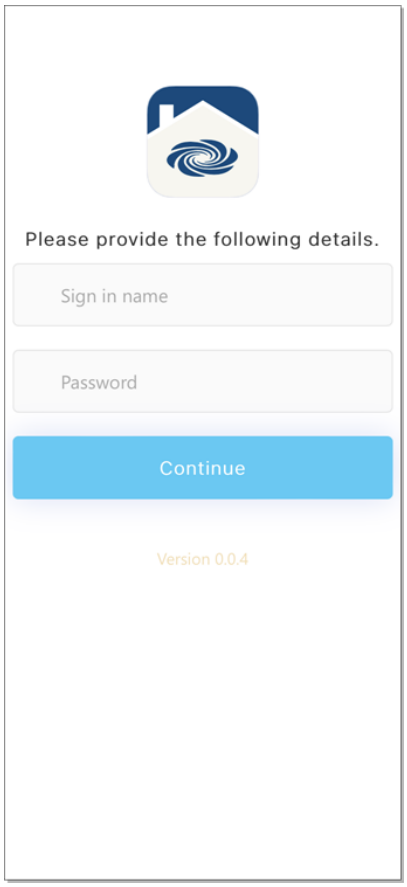


Change Password

To change the password for the account:

> **NOTE:** To exit without saving the changes, select **Cancel**.

1. Select **Change password**.
2. Enter the email address and password, and then press **Continue**. Follow the prompts to change the password. For security, two-factor authentication is used to verify the phone number used when signing up.

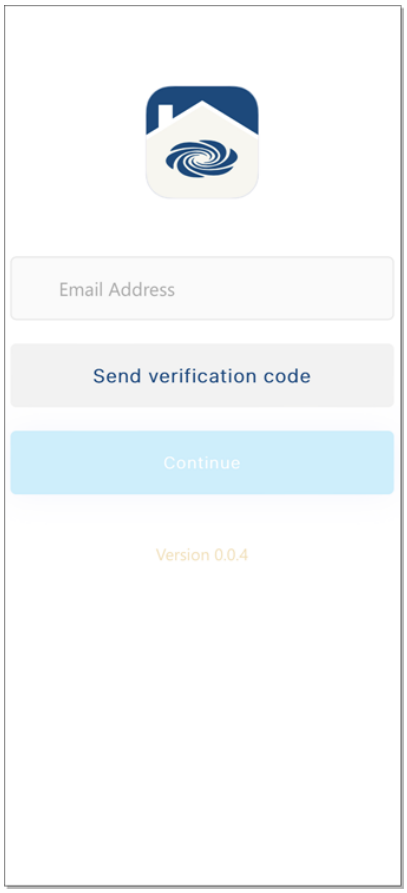


Change Phone Number

To change the phone number for the account:

> **NOTE:** To exit without saving the changes, select **Cancel**.

1. Select a user and then **Change phone number**.
2. Enter the email address and then press **Send verification code**. Follow the prompts to change the phone number. For security, two-factor authentication is used to verify the email address used when signing up. Two-factor authentication is also used to verify the new phone number.



Change User Role

The user role can be changed by an Owner.

1. Go to **Settings > Users** and then select a user.
2. To select a user role, select **Owner** or **User**.

Remove User

A user can be removed by an Owner.

> **NOTE:** The user will be signed out and won't be able to connect using the secure remote connection. Any lock codes created for the user will be deleted. The removed user will be prompted to connect using a local connection and will be prompted to enter the User Interface password.

1. Go to **More > Settings > Users**. and then select a user.
2. Select **Remove user** and then select **Remove** to confirm.

Sign Out

1. Select **Sign out** or **Sign out from all devices**.
   - **Sign out:** Sign out of the account on the current device.
   - **Sign out from all devices:** Sign out of the account on all devices. This process may take up to one hour.
2. Select **Yes**.

Delete Account

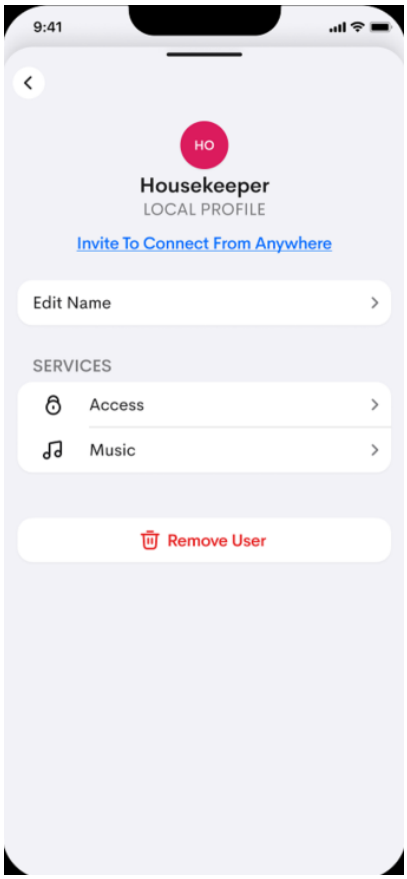
> **NOTE:** After an account is deleted, a new account can be created using the same email address.

1. Select **Delete account**.
2. Select **Yes**.

Smart Access

User access to locks can configured on the user screen.

1. Go to **Settings > User** and select a user.
2. Select **Access**.
3. Follow the instructions described in Smart Access.

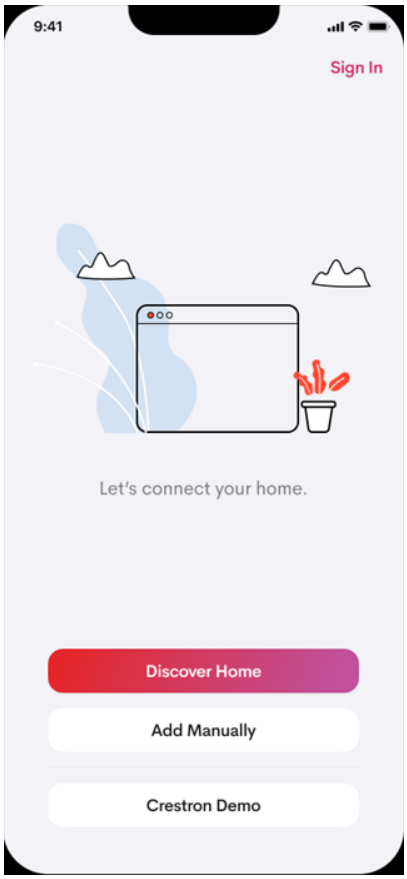


Local Connection

> **NOTE:** Only use this procedure if you opt to not use the cloud-based secure remote connection.

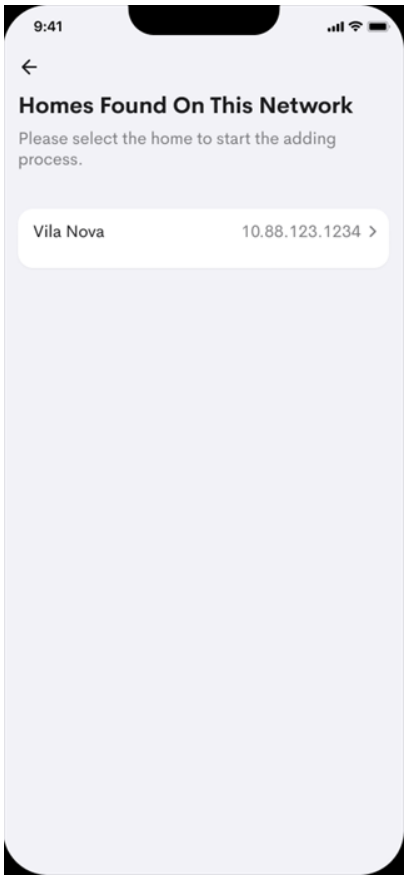
1. Open the **Crestron Home** app.
2. Review the **Privacy Statement** and **Mobile Apps Terms of Use**, select **I agree to the Crestron Terms of Use and Privacy Statement**, and then **Agree & Continue**.

3. To scan the local network for homes, select **Discover Home**. to scan the network for the Crestron Home processor. The **Homes found on this network** screen is displayed and shows the list of available Crestron Home processors on the network. The Hostname and IP Address for each Crestron Home processor is displayed.



> **NOTE:** The iOS device or Android device and the Crestron Home processor must be on the same wireless network for the device to be found.

4. Select a home to join.



5. Enter the **Friendly Name / Location** and **User Interface Password** in the **HOME** section.
    - **Friendly Name / Location:** Enter a name or location of the Crestron Home processor. The name will be used to identify the Crestron Home processor on the My Homes screen.
    - **User Interface Password:** Enter the User Interface Password. For details, refer to Users & Passwords on page 107.

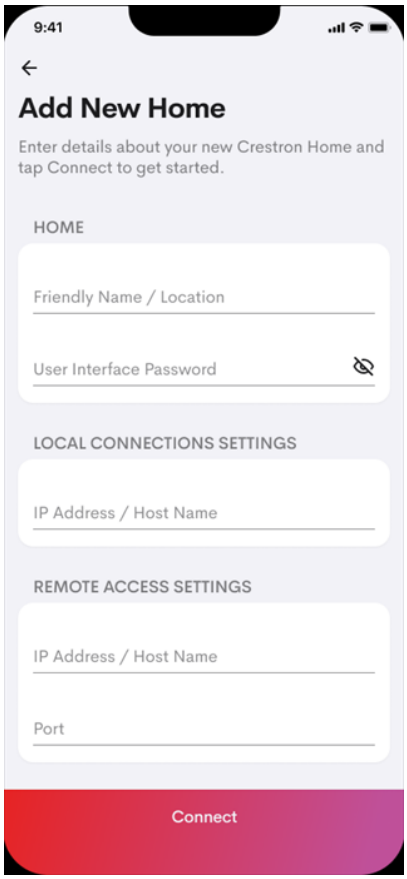
    > **NOTE:** After three unsuccessful login attempts, the IP address of the device is blocked from joining the Crestron Home system for 1 hour. Other devices are allowed to join during this period.

6. Enter the **IP ADDRESS / HOST NAME** in the **LOCAL CONNECTION SETTINGS** section.
    a. **IP ADDRESS / HOST NAME:** Enter the IP Address or hostname of the control processor.
7. Enter the **Port** and **IP Address / Hostname** in the **REMOTE ACCESS SETTINGS** section.
    - **Port**: Enter the port to access the system. The default port is 50001.
    - **IP address / Host name**: Enter the IP address or the Host name of the Crestron Home processor to enable remote access.

8. Enter the **Port** in the **LOCAL PORT** section.
    - **Local Port:** If the port for the user interface was changed during setup, enter the port in this field. The port number should only be changed if port 50001 is in use by the ISP and cannot be forwarded. For details, refer to Users & Passwords on page 107.

      > **NOTE:** Only change the Local Port when directed by your authorized Crestron dealer.

9. Enter the following information for **HOME**, **LOCAL CONNECTION SETTINGS**, and **REMOTE ACCESS SETTINGS** on the **Add New Home** screen:



    - **HOME:**
        - **Friendly Name / Location:** Enter a name or location of the Crestron Home processor. The name will be used to identify the Crestron Home processor on the My Homes screen.
        - **User Interface Password:** Enter the User Interface Password. For details, refer to Users & Passwords on page 107.

      > **NOTE:** After three unsuccessful login attempts, the IP address of the device is blocked from joining the Crestron Home system for 1 hour. Other devices are allowed to join during this period.

    - **LOCAL CONNECTION SETTINGS:**
        - **IP ADDRESS / HOST NAME:** The Host name is entered by the system during discovery.
    - **REMOTE ACCESS SETTINGS:**To configure the system for remote access (outside of the home using a cellular network), refer to myCrestron Residential Monitoring Service on page 17.
        - **IP address / Host name**: Enter the IP address or the Host name of the Crestron Home processor to enable remote access.
        - **Port**: Enter the port to access the system. The default port is 50001.
- **Local Port:** If the port for the user interface was changed during setup, enter the port in this field. The port number should only be changed if port 50001 is in use by the ISP and cannot be forwarded. For details, refer to Users & Passwords on page 107.

  > **NOTE:** Only change the Local Port when directed by your authorized Crestron dealer.

10. Tap **Connect**. The **My Homes** screen is displayed.

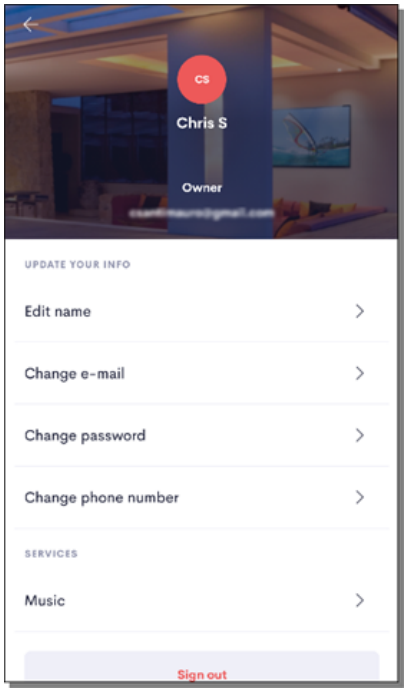
Streaming Music Services

Use the **Music Services** setting to add streaming music services and manage users. Streaming music services are available on systems that include DM NAX streaming amplifiers.

To configure music services, select **More > Settings > Users > [User Name] > Music**.

Music services are available when one of the following is true:

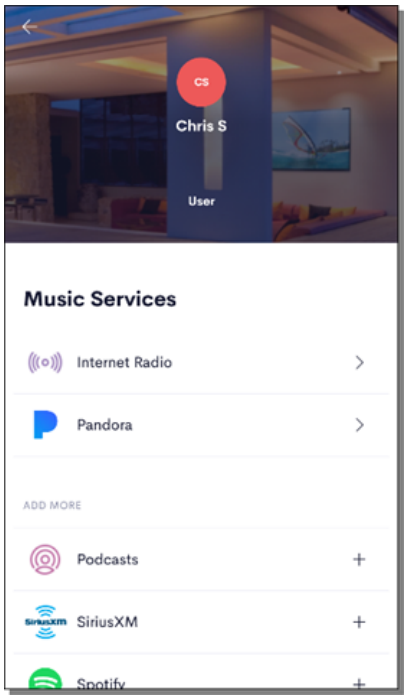
- The user must use the secure remote connection to access the home and be assigned to the Owner user role.
- The user must be a local user.



Add a Music Service

To add a music service:

1. In the **Add More** menu, select a music service to add.



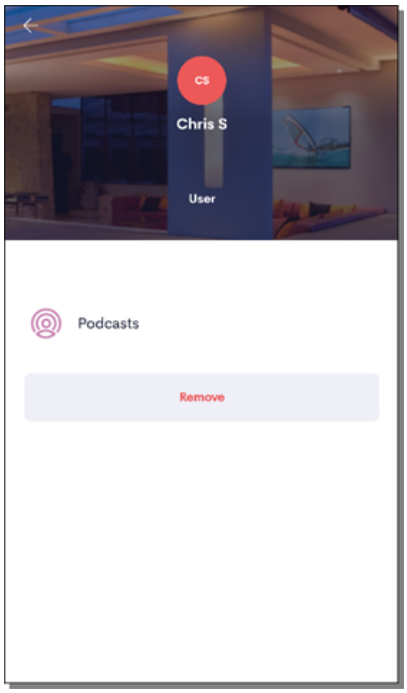
2. Complete the prompts to add the music service.

> **NOTE:** Select music services, such as Internet Radio and Podcasts, do not require login credentials.

Remove a Music Service

To remove a music service:

1. In the **Music Services** menu, select a music service.



2. Select **Remove** and then **Yes, remove** to confirm.

Scheduled Events

Use the **Scheduled Events** screen to create events that repeat at specific times and days. A scheduled event can recall Light scenes and Shade scenes.

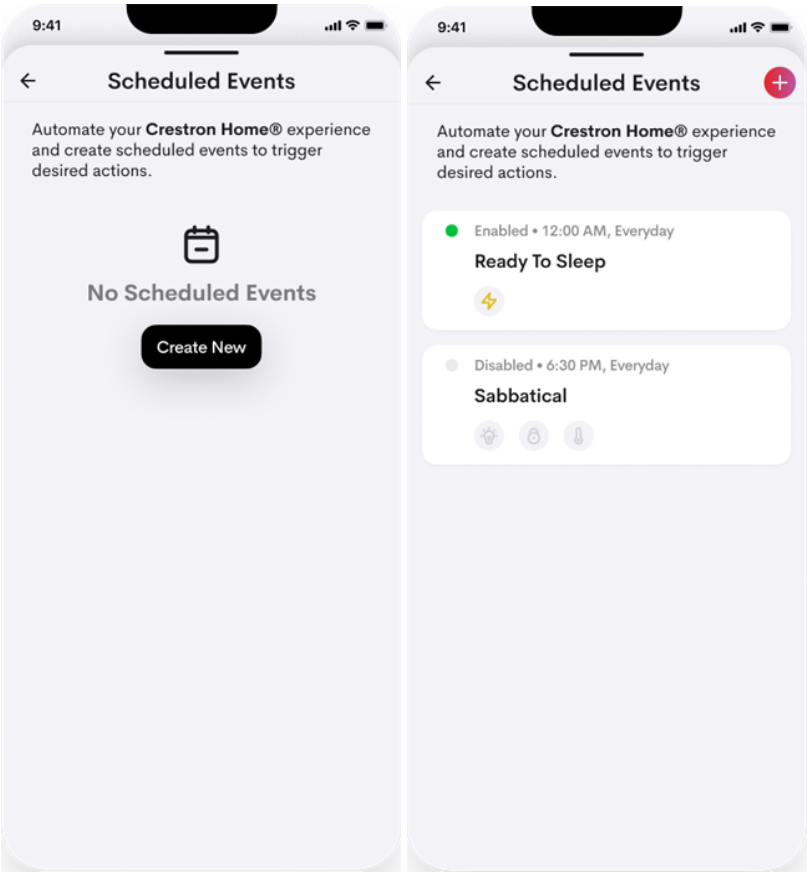
To view the **Scheduled Events** screen, go to **Menu > Settings > Scheduled Events**.

New Scheduled Event

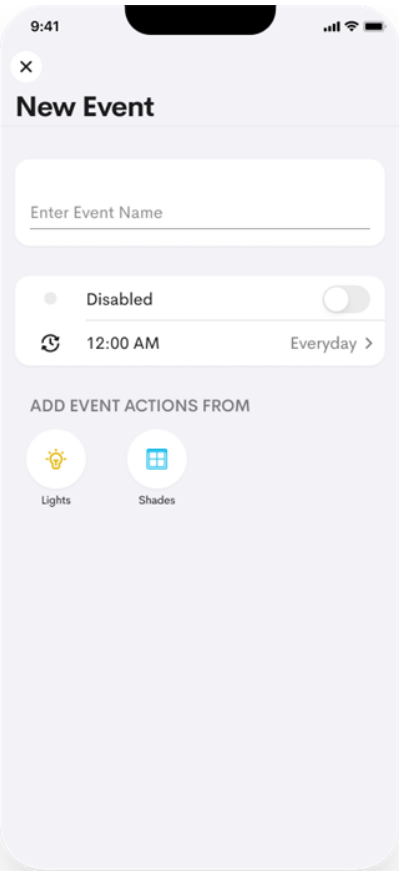
To create a new scheduled event:

1. Select **Create New**.

Scheduled Events - No Events (Left) and Event List (Right)



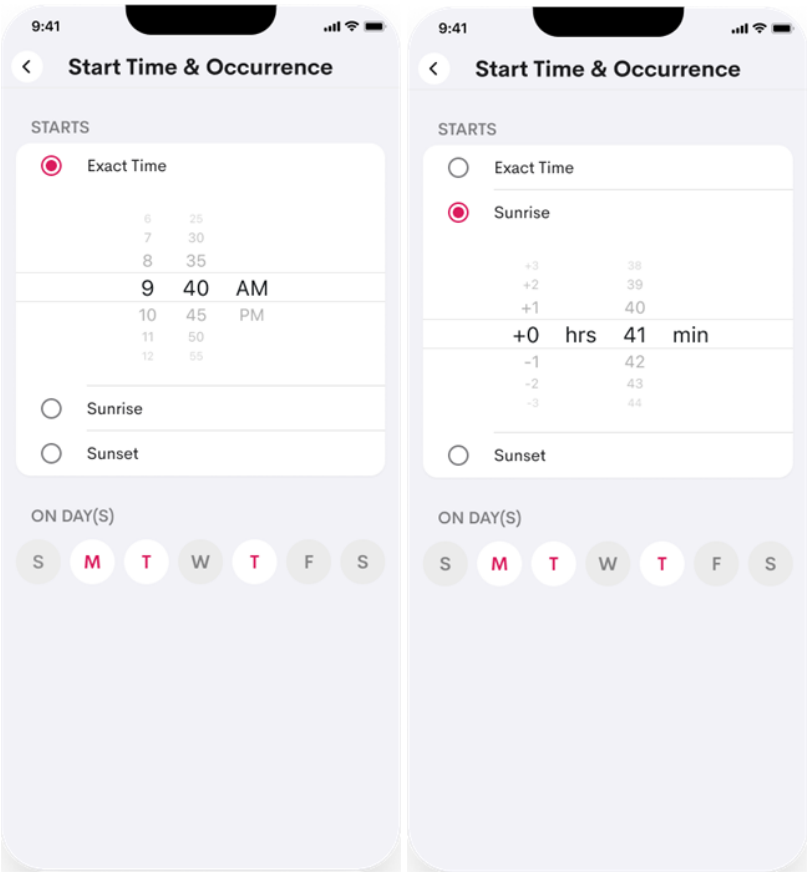
2. Enter a name for the event.



3. To enable the scheduled event, turn on the status toggle.

4. To set the time and occurrence, follow the steps below.

Start Time and Occurrence - Exact Time (Left) and Sunrise Time (Right)

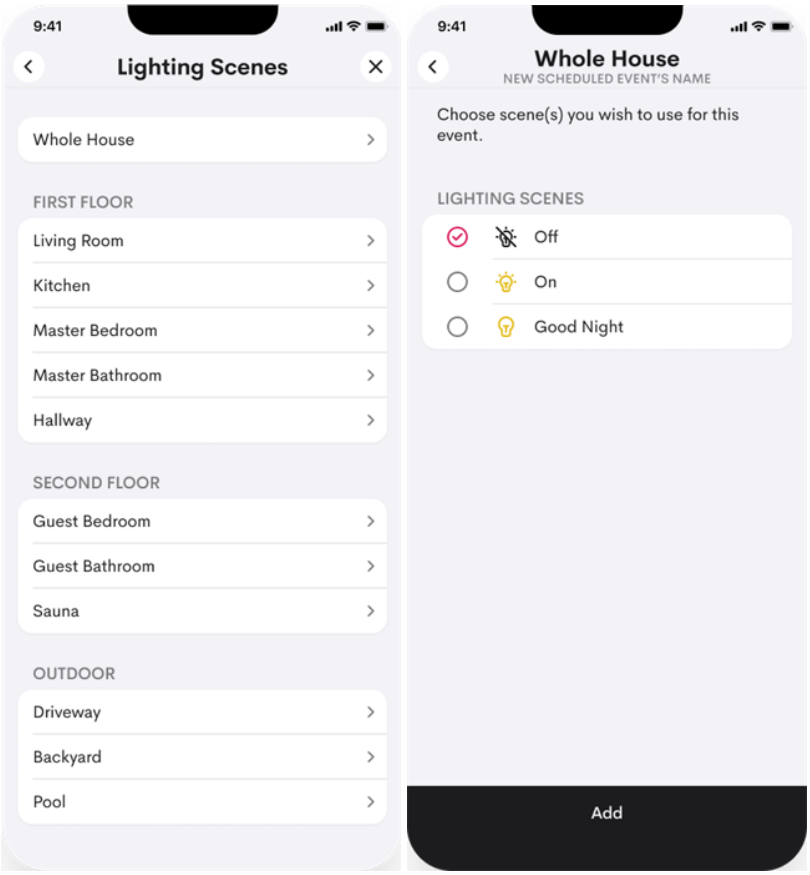


a. Select the time.

b. Select **Exact Time**, **Sunrise**, or **Sunset** and then a time to establish the start time. To start the event at a specific time, select **Exact Time** and then select a time. To start the event based on the sunrise or sunset, select **Sunrise** or **Sunset** and then select a time offset.

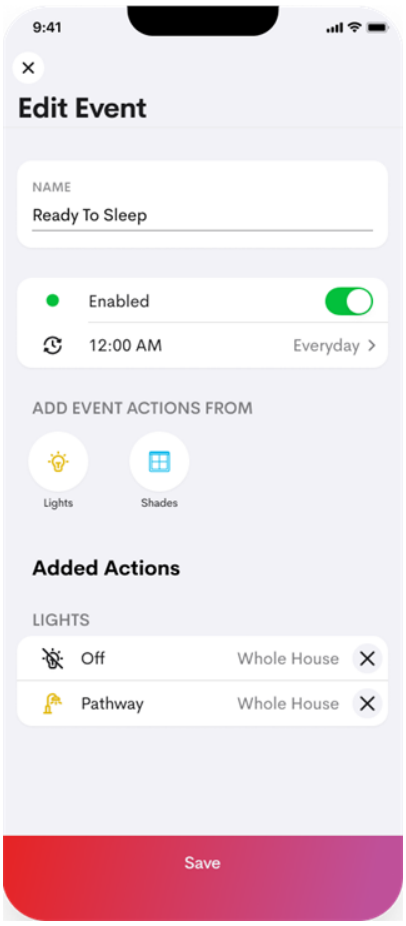
c. Select the days of the week for the event to occur.

5. Add actions to the event.
    a. Select **Lights** or **Shades**.
    b. Open a room and then select scenes to recall.
    Scheduled Event - Scene Room List (Left) and Scene List (Right)



    c. Select **Add**. If necessary, repeat this process for other event categories.

6. Select **Save**.



Disable an Event

To disable an event:

1. Select a scheduled event.
2. Turn off the status toggle switch. The **Disabled** status will show.
3. Select **Save**.

Delete and Event

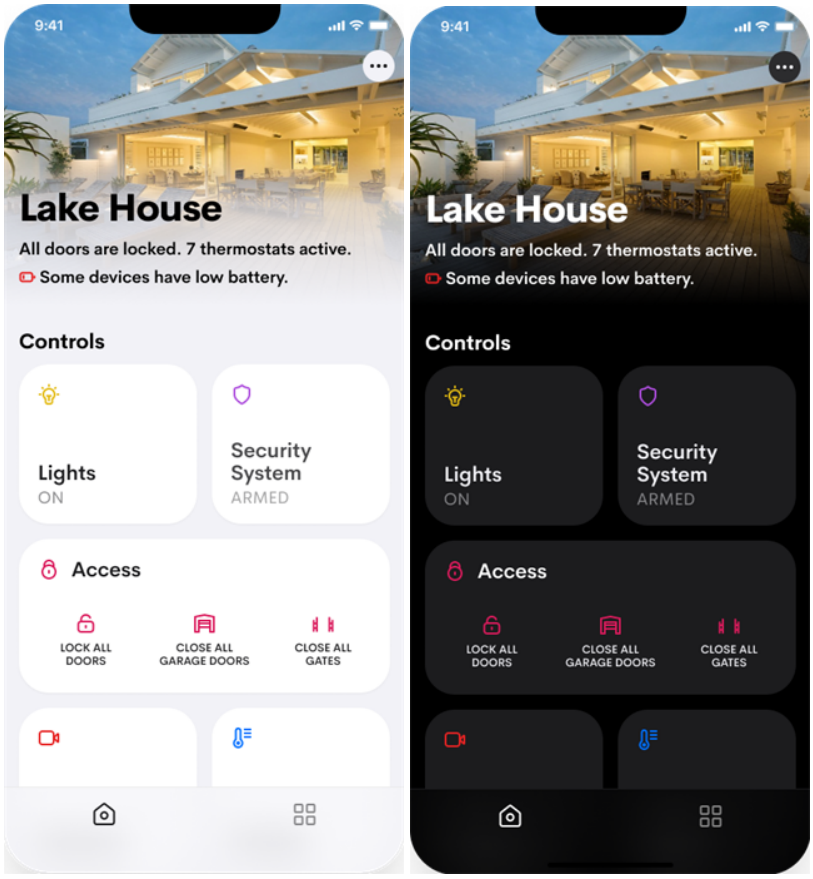
To delete an event, select the scheduled event and then **Delete This Event**.

Display Mode

Use the **Display** menu to change the color theme for mobile devices. To view the **Display** menu, go to **More > Settings > App Customizations** and then scroll to **Display**.

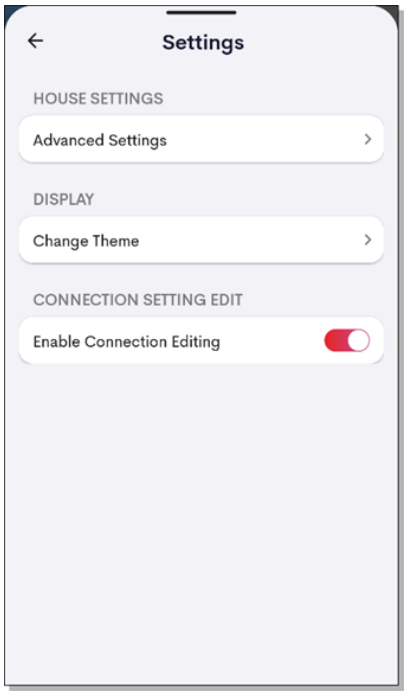
> **NOTES:**
>
> - The display mode for iOS devices is determined by the system settings.
> - For touch screens, refer to Display Mode on page 290.

Display Themes - Light Mode (Left) and Dark Mode (Right)

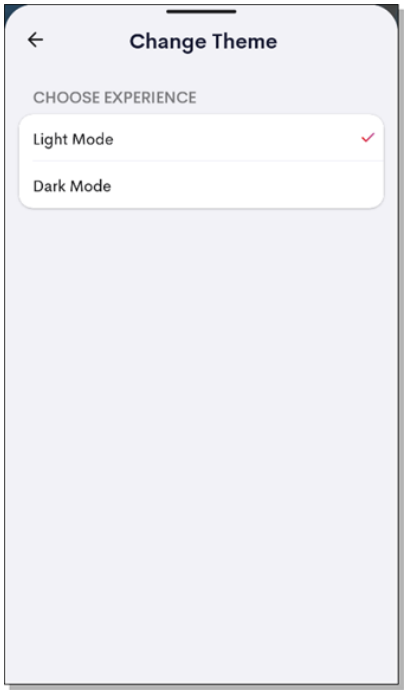


To set the display mode:

1. Select **Change Theme**.



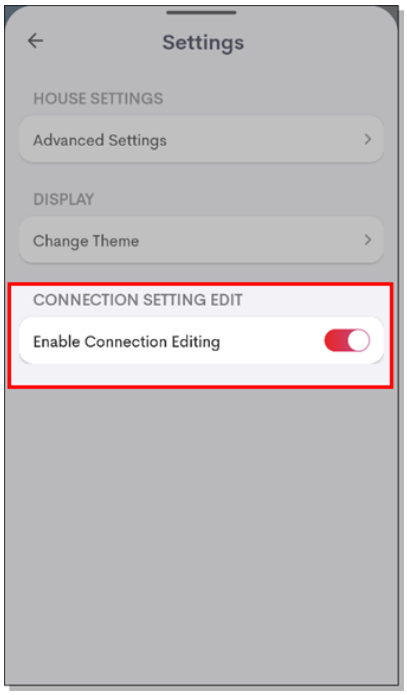
2. Select **Light Mode** or **Dark Mode**.



Mobile Connection Editing

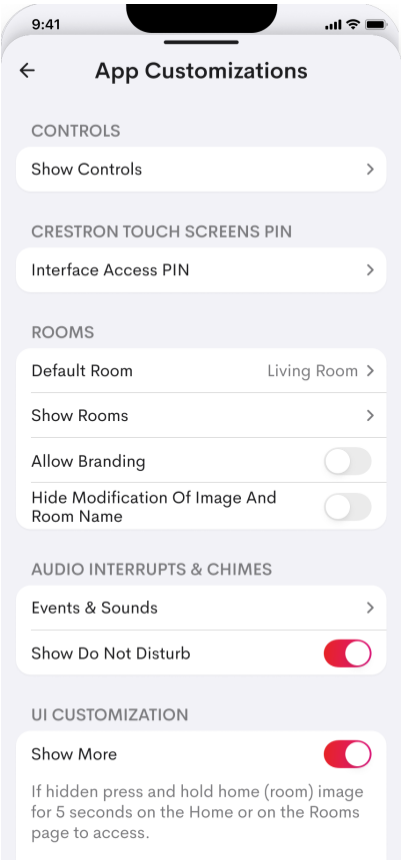
Use the **Connection Setting Edit** menu to enable or disable the connection editing capability for the Home tiles in the Home list. To view the **Connection Setting Edit** menu, go to **More > Settings > App Customizations** and then scroll to **Connection Setting Edit**.

To disable editing options on the **My Systems** screen, turn off **Enable Connection Editing**.



App Customization

Use the **App Customization** menu to customize the in-app experience.



Advanced User Password

To access certain parts of the Crestron Home user interface, you may be asked to enter a password.

When prompted, enter the Advanced User Password. The Advanced User Password is provided by the Crestron Home dealer.

Enter the Password Screen - Mobile Device



Based on the device type, re-entry of the Advanced User Password may not be required for a certain period of time:

- **Mobile Device:** The password will be required after the app is closed. Placing the app in the background will not require the password to be entered again.
- **Touch Screen:** The password will be required 30 minutes after the initial password entry. The password will always be required when claiming or reclaiming a home.

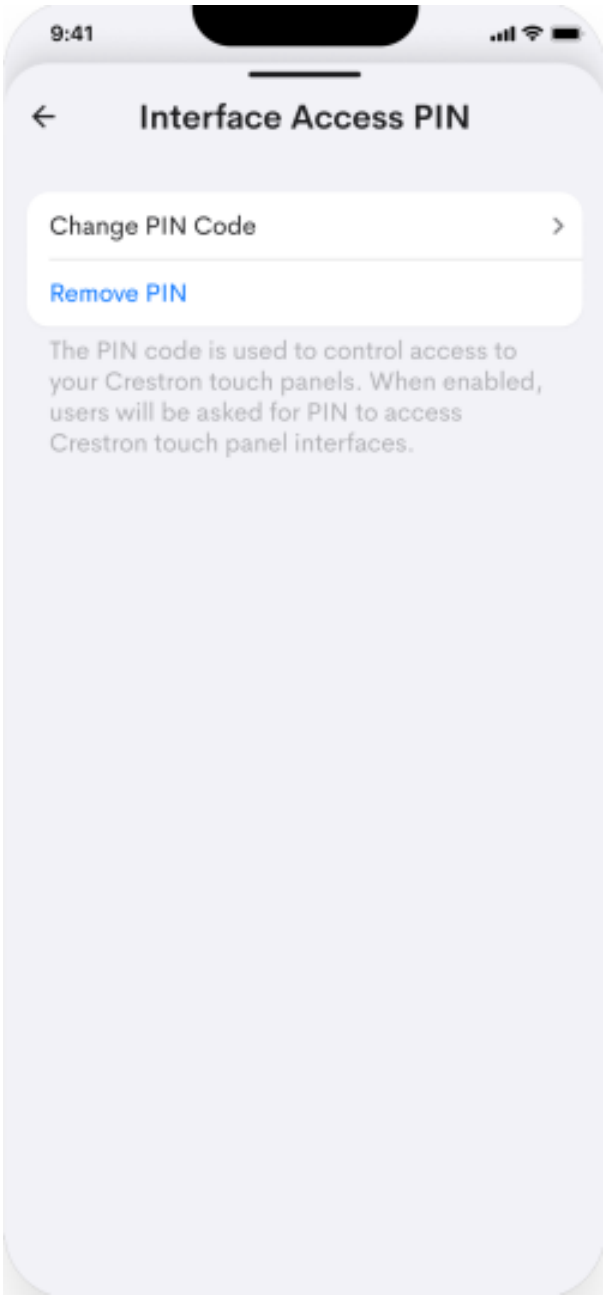
Interface Access PIN

Crestron Home can be configured to require a PIN code when accessing the system with a touch screen.

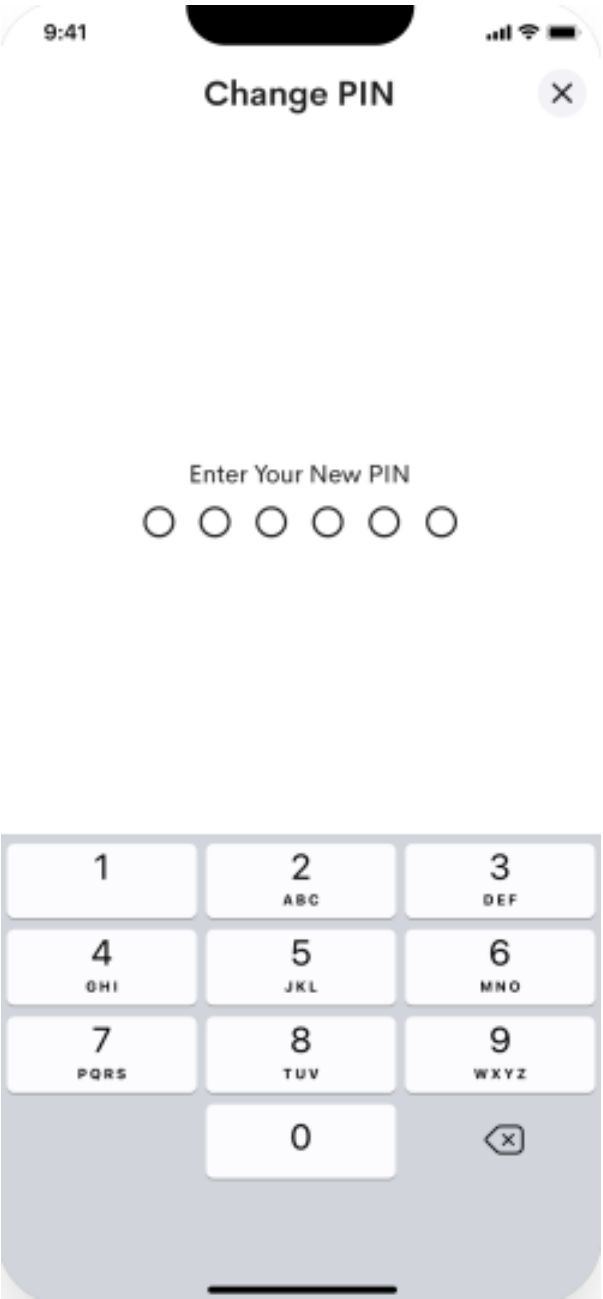
> **NOTES:**
>
> - This feature requires an advanced user password. For details, refer to Users & Passwords on page 107.
> - If the touch panels are configured to never go to sleep, setting an Interface Access PIN will override the touch panel sleep time to two minutes.
> - Entering an incorrect PIN five consecutive times will prompt for the advanced user password. This enables the user to bypass the PIN and remove or change it.

To set up a PIN, follow the instructions below.

1. Select **Interface Access PIN** from the **App Customizations** screen.
2. Select **Change PIN Code**.

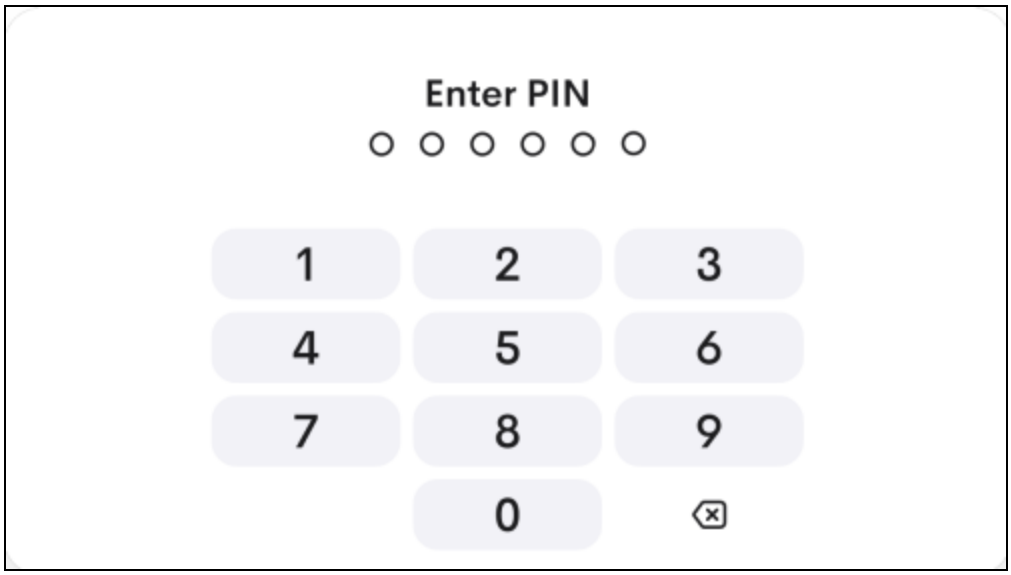


3. Enter a PIN.



While the PIN is active, accessing the system with a touch screen will require PIN entry.

Touch Screen PIN Prompt



To remove the PIN requirement, select **Remove PIN** on the **Interface Access PIN** screen.

Tunable Lighting

Go to **More > Settings > App Customizations > Advanced Settings** and then scroll to **Tunable Lighting**.

Color Tuning

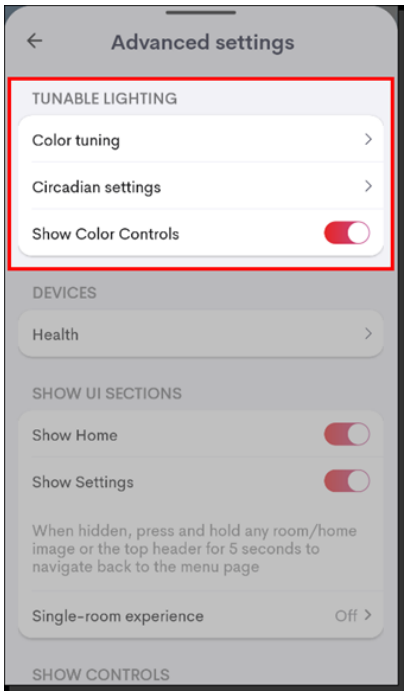
Define baselines for tunable lights. Baselines are the desired color and temperature for the tunable fixtures when the lights turn on.

There are two types of baseline settings:

- **Local:** Local baseline settings are applied only to the fixture group.
- **Global:** Global baseline settings are applied to all fixtures in the system (house).

To configure the baseline settings, go to **More > Settings > App Settings > Advanced Settings**. and then scroll to the **Tunable Lighting** menu.

Tunable Lighting Settings - Mobile Device



Define Baseline Settings

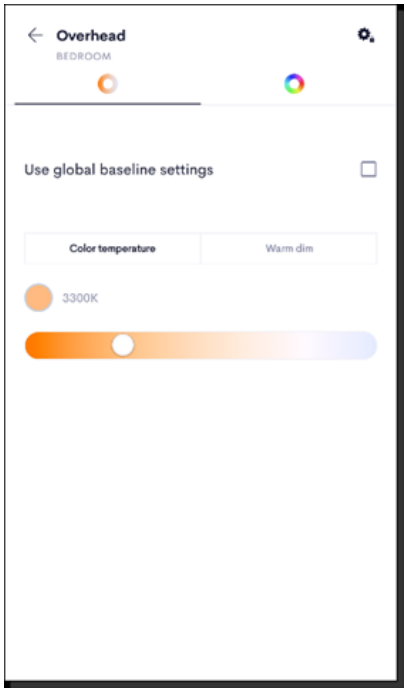
To set the baseline settings:

1. In the **Tunable Lighting** menu, select **Color tuning**.
2. Select or deselect **Use global baseline settings**. The lights will adjust to display the applicable baseline settings and the app will display the corresponding settings. The screen may switch to the tunable white or full color tuning tab.

   NOTES:

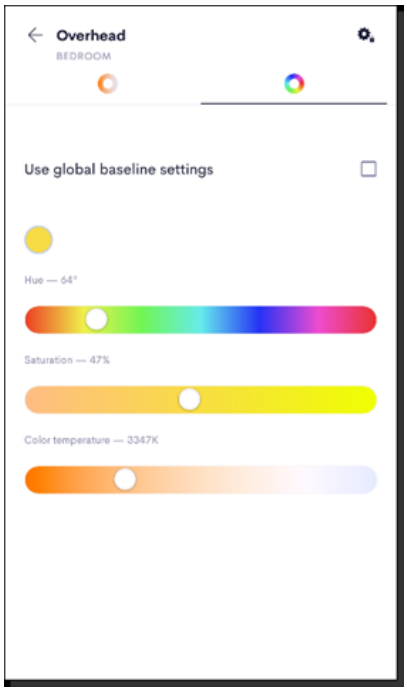
   - Selecting or deselecting **Use global baseline settings** automatically saves the setting without a prompt.
   - The **Set all lights in this room to use these settings** option applies the current settings to the other light groups in the room, but it does not save the settings. The previous settings are restored when the lights are turned off and then on again. To save the settings for other light groups, open the baseline settings for the other light groups and save their current settings.

3. Select **Tunable white** or **Full color tuning** and then configure the baseline.
    - Tunable white baseline:



        - **Color temperature:** Select **Color temperature** to assign a default color temperature for the lights. Use the slider to set the color temperature for the lights.
        - **Warm dim:** Select **Warm dim** to assign the warm dim function for the lights. When **Warm dim** is selected, the color temperature of the lights adjusts based on their intensity levels, which replicates the effect of incandescent and halogen lights. When the LED intensity is reduced (dimmed), the lights display a warmer color temperature and when the intensity is increased, the lights display a cooler color temperature.

- Full color tuning baseline:

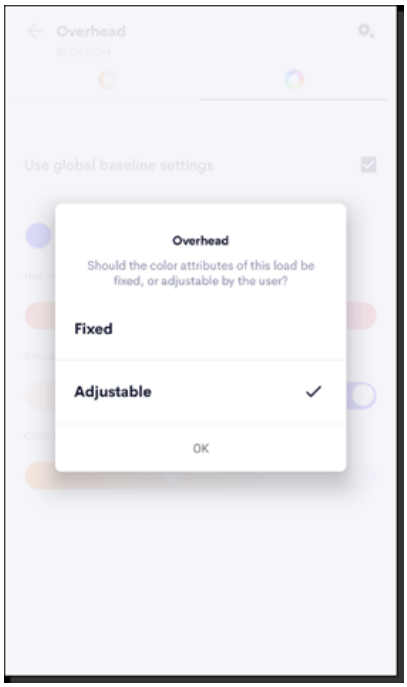


  - **Hue:** Use the slider to set the hue for the lights.
  - **Saturation:** Use the slider to set the saturation for the lights.
  - **Color temperature:** Use the slider to set the color temperature for the lights.

4. Select **Save** or **Save as global baseline settings**.

Lock Adjustments

Allow or disallow changes to the color attributes by changing the permissions for the selected light.



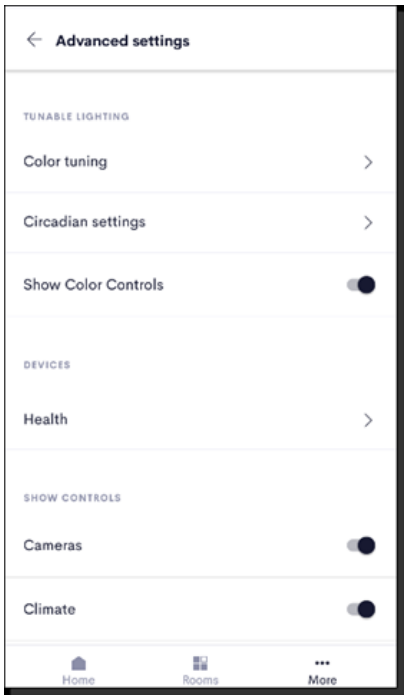
To set the permissions, select **Menu** and then **Fixed** or **Adjustable**.

- **Fixed:** The settings cannot be changed. Scenes cannot update to use different colors. Controls do not display hue, saturation, or color temperature
- **Adjustable:** The settings can be changed.

Circadian Settings

Use the Circadian Lighting settings to configure the Morning, Day, Evening, and Night circadian transition points for lights in the system.

To configure the circadian lighting settings, in the **Tunable Lighting** menu select **Circadian settings**.



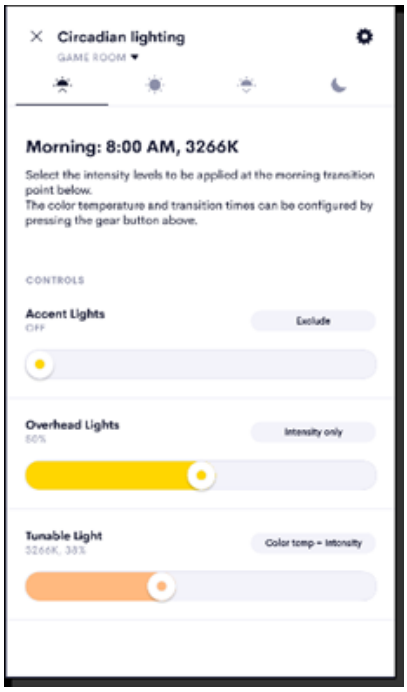
Set the Circadian Light Mode

When a light is included in the Circadian lighting function, the Circadian scene is added to the room with the dimmer.

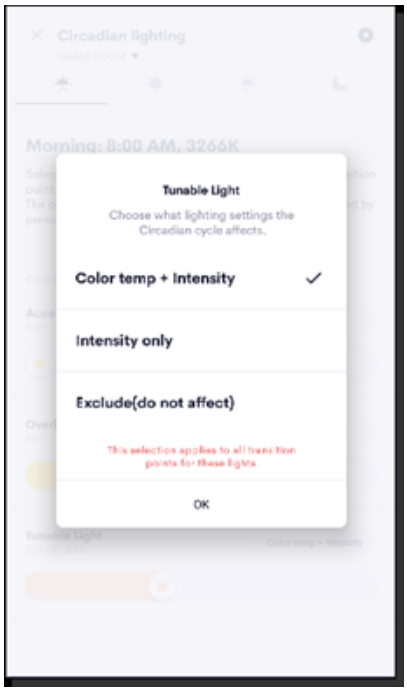
> **Note:** The circadian light mode setting applies to all transition points for the lights.

To set the circadian light mode:

1. Select the current mode for the light. The mode is displayed on the button next to the name of the light.



2. Select the **Circadian Light Mode**:



   - **Color temp + Intensity:** The light changes the color temperature and intensity when Circadian mode is active. This option is available only for tunable lights. To set the light intensity, refer to Set the Light Intensity on page 305. To set the color temperature, refer to Set the Transition Time and Color Temperature on page 306.
   - **Intensity:** The light changes intensity when Circadian mode is active. To set the light intensity, refer to Set the Light Intensity on page 305.
   - **Exclude:** The light is not controlled when Circadian mode is active.

     > **NOTE:** Lights without color tuning capabilities are excluded from the Circadian lighting functions by default.

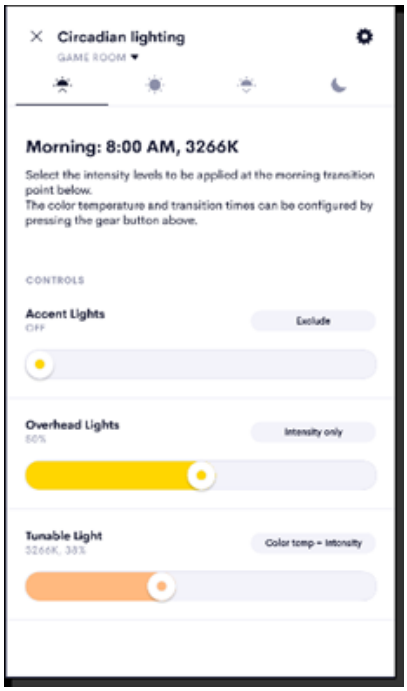
3. Select **OK**.
4. Select **Save current settings as Circadian cycle**.

Set the Light Intensity

Set the light intensity for the Morning, Day, Evening, and Night transition points.

To set the intensity for the transition points:

1. Select the **Morning**, **Day**, **Evening**, or **Night** circadian transition point.
2. For each circadian transition point, use the slider to set the intensity.



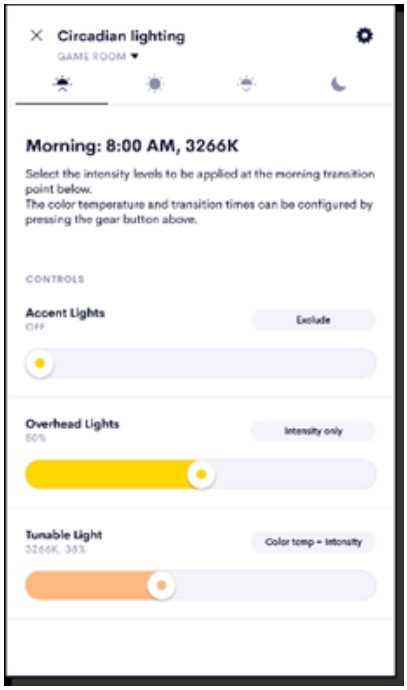
3. Select **Save current settings as Circadian cycle**.

Set the Transition Time and Color Temperature

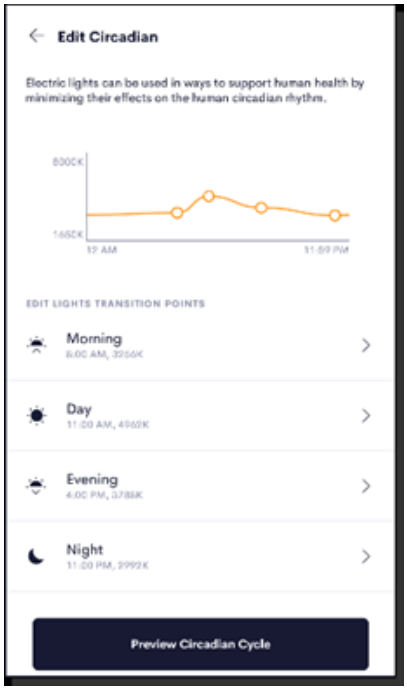
Set the time and color temperature for the Morning, Day, Evening, and Night transition points.

To set the time and color temperature for the transition points:

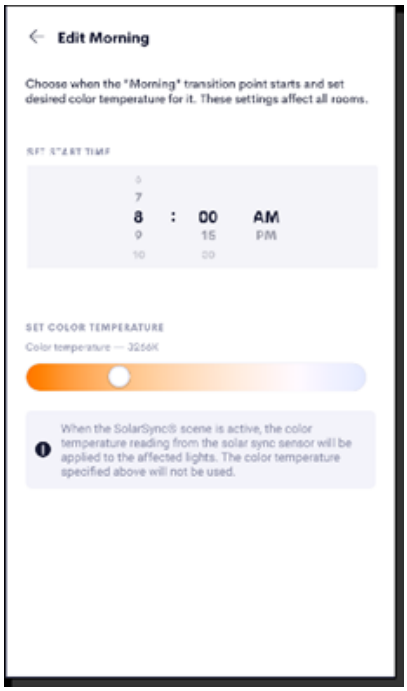
1. Select **Circadian Lighting Settings**.



2. Select the **Morning**, **Day**, **Evening**, or **Night** circadian transition point.



3. For each circadian transition point, set the start time and color temperature:



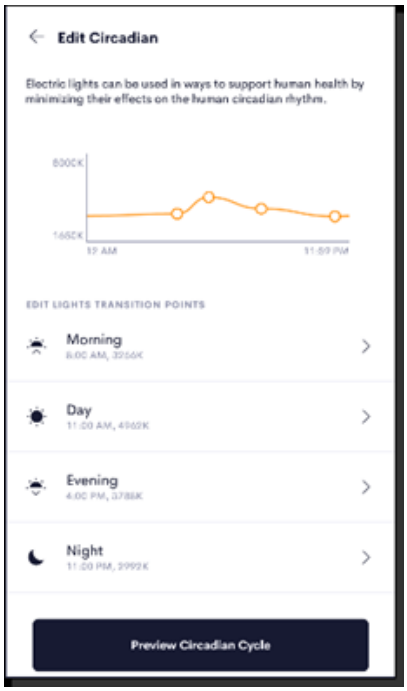
   - **Set Start Time:** Select the start time for the transition point.
   - **Set Color Temperature:** Use the slider to set the color temperature for the lights.

     > **NOTE:** When the SolarSync® scene is active, the color temperature from the GLS-LCCT sensor will be used instead of the value set in this field.

4. Select **Back**.
5. To save, select **Back** on the **Edit Circadian** screen and then select **Save current settings as Circadian cycle**.

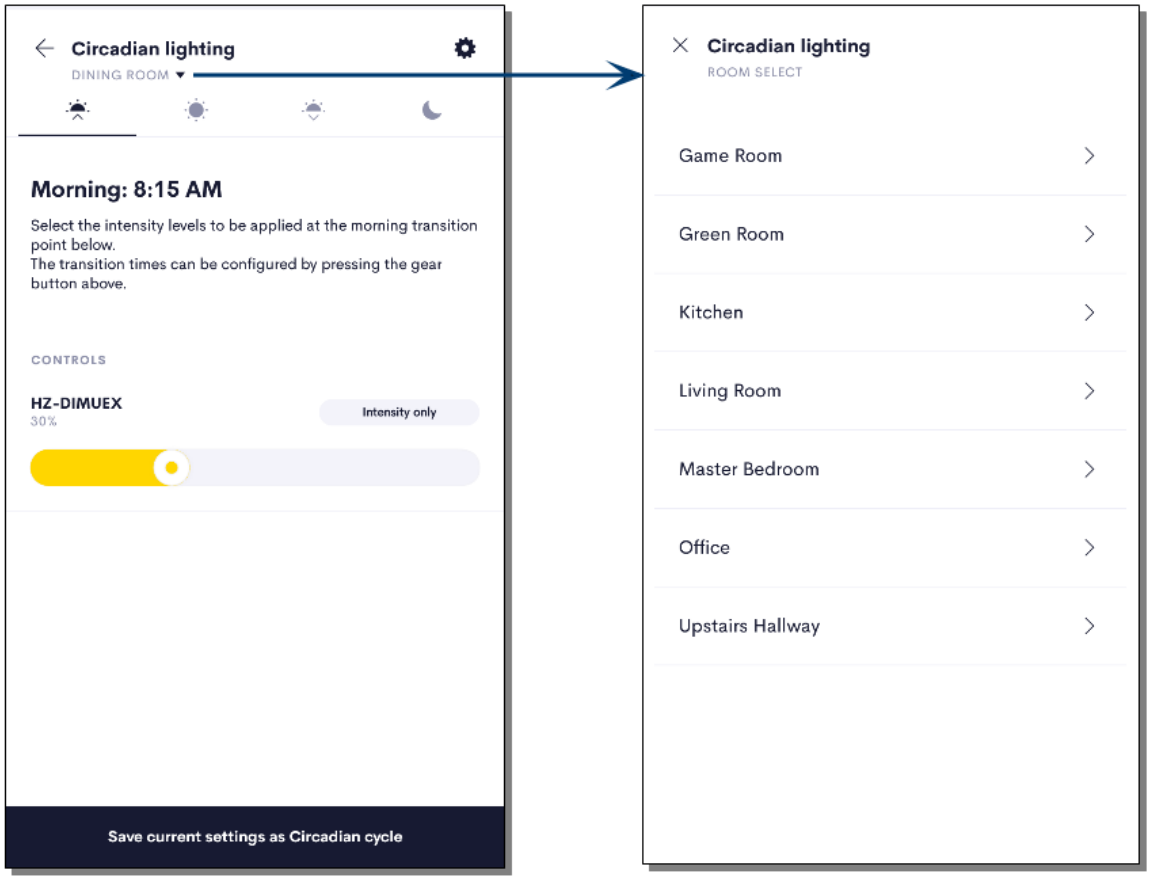
Preview the Circadian Cycle

To preview the circadian cycle, select **Preview Circadian Cycle**. The lights will cycle through the Morning, Day, Evening, and Night transition points. The duration of the preview is 30 seconds. To end the preview, select **End Circadian Preview**.



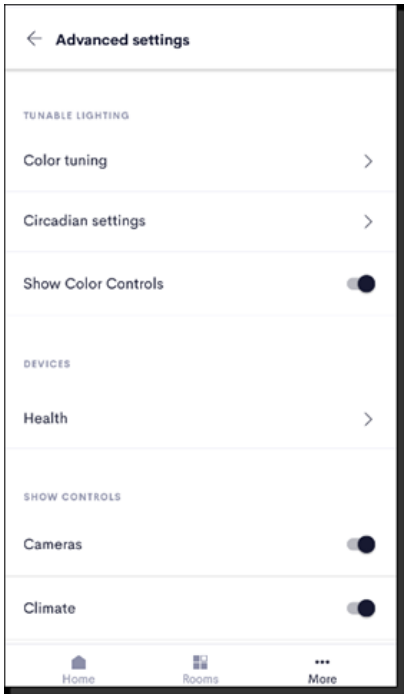
Change Rooms

To select a different room, tap the rooms drop-down menu and then select a room.



Show Color Controls

Show or hide color controls on the device. To hide the color controls, turn of **Show Color Controls**.

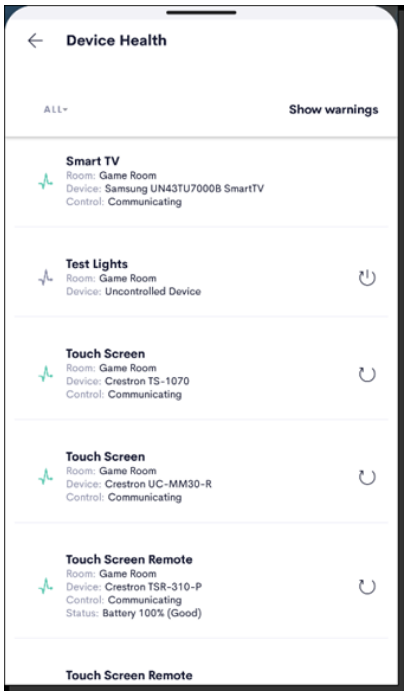


Device Health

The device health dashboard provides the status of devices in the system. The health dashboard displays Crestron Home processors, touch screens, media devices, uncontrolled devices, occupancy sensors, wired and wireless gateways, battery-operated keypads and shades, TSR-310 and HR-310 remotes, and Lutron processors. If supported, the device can also be power cycled or rebooted.

To view the Health Dashboard, go to **More > Settings > App Customizations > Advanced Setting** and then scroll to **Devices**.

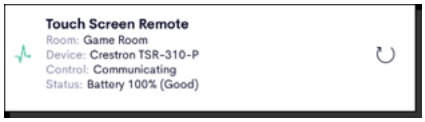
Device Health - Mobile Device



Device Status

Each device in the system may display the following information:

Device Health - Mobile Device



- **Health Icon:**
  - **Online:** The device is communicating with the control processor.
  - **Offline:** The device is not communicating with the control processor.
  - **Restart progress:** The device is power cycling or restarting.
  - **Unknown:** The communication status of the device is unknown.
  - **Battery low:** The device is reporting low battery level.
- **Device Name:** Name of the device as it is displayed in the system.
- **Room name:** The room that the device belongs to.
- **Device make and model:** The manufacturer and model name of the device.

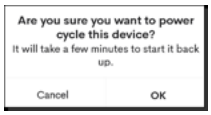
- **Control Status:** This field is displayed for devices that provide their online status or if it is power cycling.
  - **Communicating:** The device is communicating with the control processor.
  - **Power cycling:** The device is power cycling.
  - **Rebooting:** The device is restarting.
  - **Reboot Failed:** An error occurred while the device was restarting and will be displayed until there is a change in communication state or the device is restarted or power cycled again.
  - **Offline:** The device is offline.
  - **Unknown:** The device is in Sleep mode. Shown only for devices that can enter sleep mode.
- **Status:** The battery level for the device. Depending on device capabilities, the battery level may be displayed as **Battery Good/Low** or **Battery % (Good/Low/Dead)**.
- **Last Seen:** Displays the length of time that the device has been offline.
- **Power Cycle:** Available when the device power is controlled by a power bank on a networked power controller.

  To power cycle a device:

  > **TIP:** The power cycle function can also be performed from the source control screen. For details, refer to Control Media.

  1. Press **Power Cycle**.
  2. In the confirmation dialog, press **OK**.

     > **NOTE:** If multiple devices are assigned to the same power source, they will be displayed in the confirmation dialog. All devices will power cycle.

- **Restart:** Available when the device can be restarted over the network. If the device can be power cycled and restarted, the device will be power cycled.

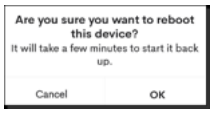
  To restart a device:

  > **NOTE:** If the device can be power cycled and restarted, **Power Cycle** will display and the device will be power cycled.

  > **TIP:** The restart function can also be performed from the source control screen. For details, refer to Control Media.

  1. Press **Restart**.
  2. In the confirmation dialog, press **OK**.

     > **NOTE:** Devices that connect to the device will go offline until the device restarts and comes back online.

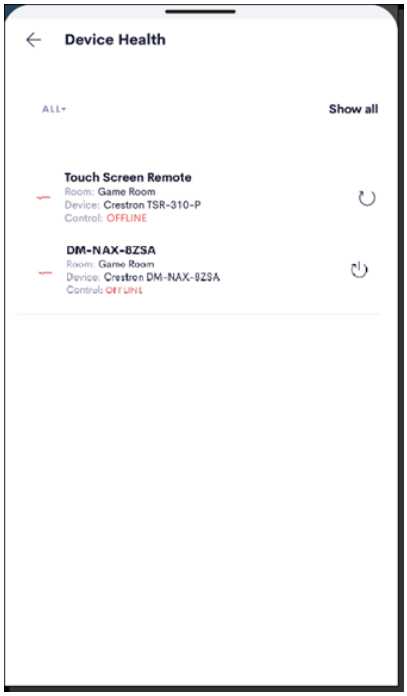
Filter Devices

To filter the devices by room group, select a room group from the **Rooms** drop-down menu.

> **NOTE:** The control system is always displayed.

Show Warnings

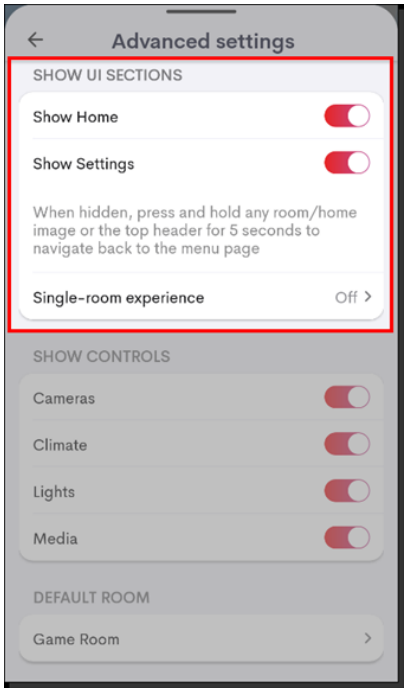
To show only devices with warnings, select **Show warnings**.



Show UI Sections

Use the **Show UI Sections** menu to change how the Crestron Home user interface is displayed.

To view the **Show UI Sections** menu, go to **Menu > Settings > App Customizations > Advanced Settings** and then scroll to **Show UI Sections**.



Hide Home Tab

Hiding the **Home** tab can help provide a better user experience for the user based on the setup of the system. When hidden, the whole house functions on the **Home** tab are hidden. The user can interact with all rooms in the system.

To hide the **Home** tab, deselect **Show Home**.

To access the Settings screen when the **Home** tab is hidden, tap and hold a room image until the Settings screen is displayed (about 5 seconds).

Hide Settings Tab

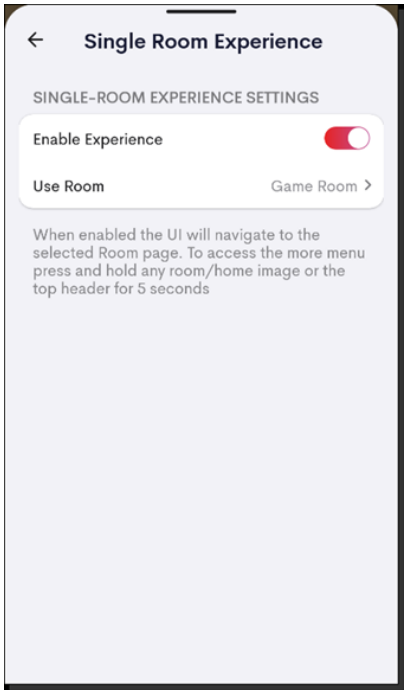
Hiding the **Home** tab to help prevent changes to the settings on the device. When hidden, the **Settings** option in the menu on the Home tab is not shown.

To hide the **Settings**, deselect **Show Settings**.

To access the **Settings** screen when the **Settings** option is hidden, tap and hold a home or room image until the **Settings** screen is displayed (about 5 seconds).

Single-Room Experience

Use the Single-Room Experience to configure the touch screen so that room controls for only one room are displayed. The navigation bar that contains the Home and Rooms tabs is not displayed when using the single-room experience.



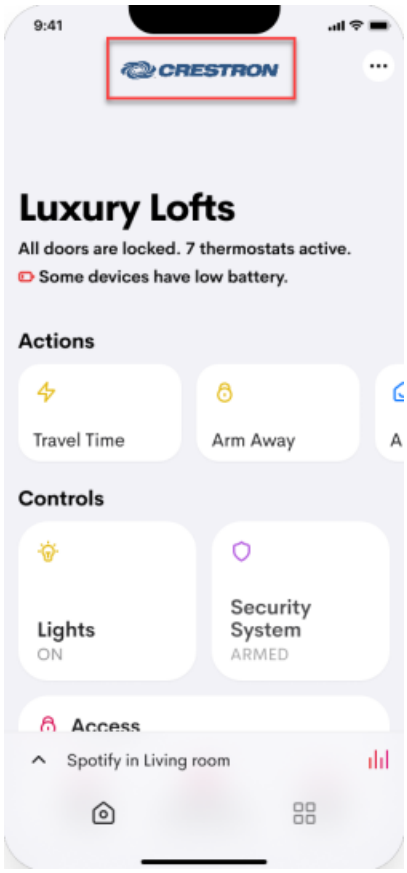
To turn on the Single-Room Experience:

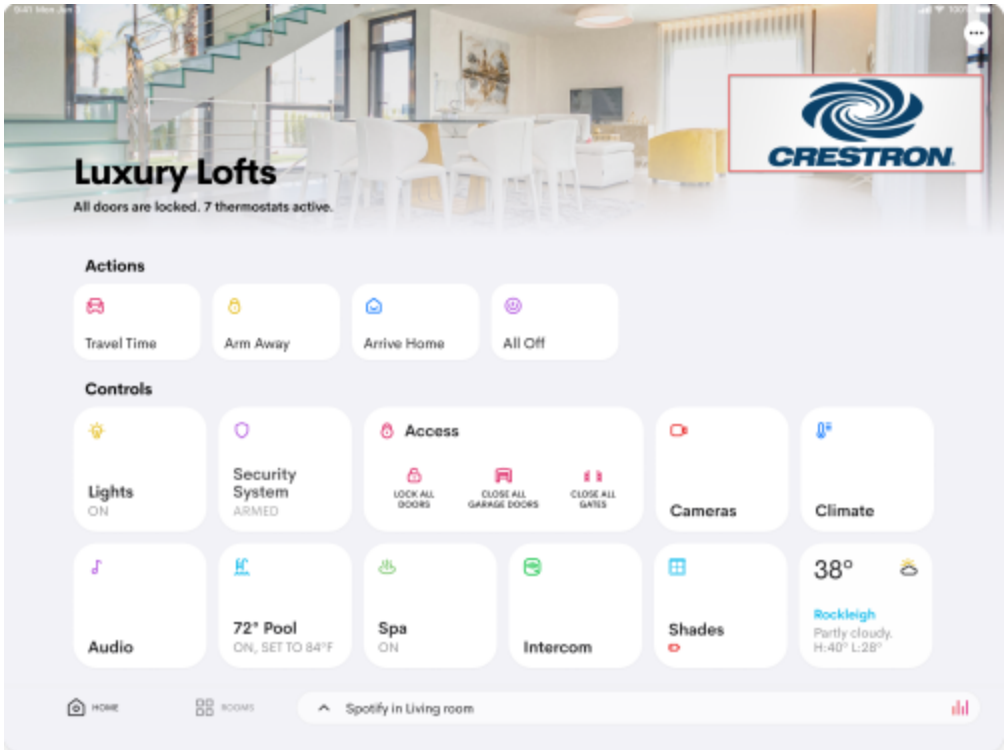
1. Select **Single-room experience**.
2. Tap the **Use room** menu and then select a room.
3. Select **Enable Experience** and then **OK** to confirm.

Branding

With the branding feature, a logo or other image can be displayed through the Crestron Home interface.

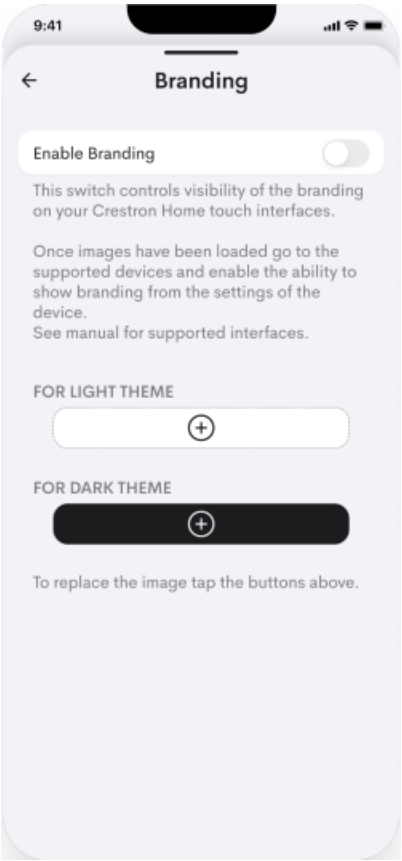
Branding Examples



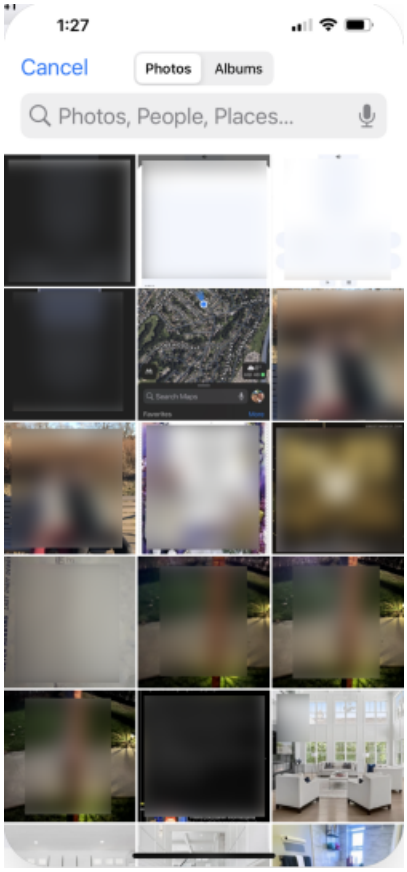


To add a branding image to the interface, follow the instructions below.

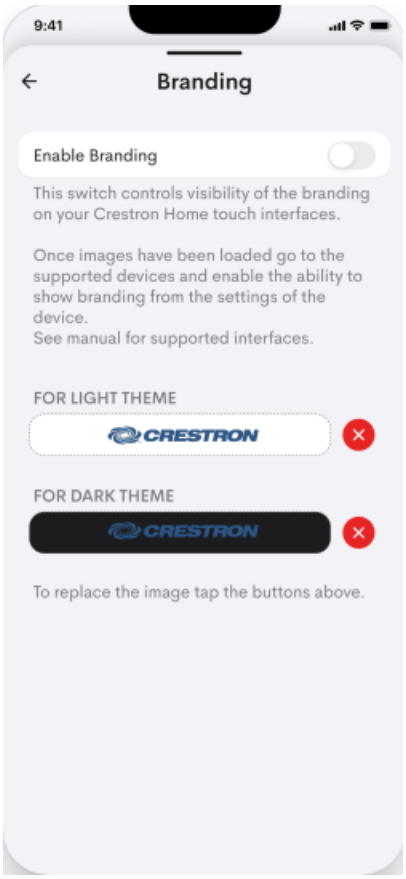
1. On the **App Customizations** screen, select **Branding** to access the **Branding** screen.
2. Set the **Enable Branding** toggle to the right to turn the feature on.
3. Select the **+** below a theme to open the device's photo album.



4. Select a .PNG to use. The image will scale to the correct size while maintaining the original aspect ratio.



The branding image appears below each theme and will now appear throughout the Crestron Home interface.



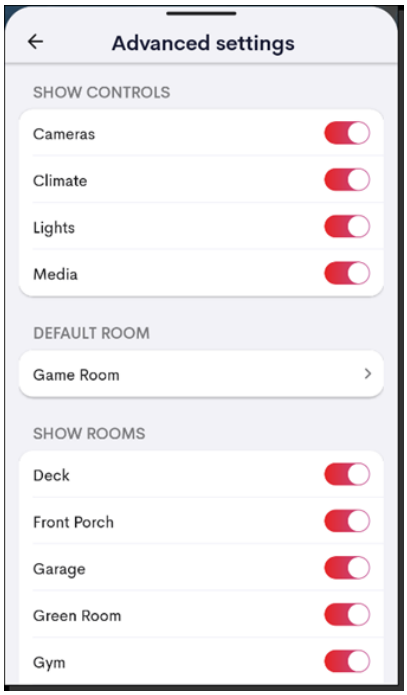
To replace an image, follow the instructions below.

1. Select the image to replace. The album view opens.
2. Select the replacement image. The new image appears on the **Branding** screen.

To remove an image, select the **X**.

Show Controls

Use the **Show Controls** menu to select the device types that should or should not be shown on the device. To view the **Show Controls** menu, go to **Menu > Settings > App Customizations > Advanced Settings** and then scroll to **Show Controls**.



The controls that are available in the Crestron Home system are displayed in the **Show Controls** list. The default setting for controls is **Show**.

To hide a control, switch the toggle to off. The control will not appear on any screen in the user interface. For example, if **Climate** is hidden, thermostats will not be shown in the rooms they are located in and the **Climate** option will not be shown on the **Home** tab.

NOTES:

- Controls that are hidden apply only to the user interface device that is being configured. For example, if Cameras is hidden on a touch screen in the living room, **Cameras** will not be hidden on the touch screen in the foyer or on a mobile device.
- Quick actions that are displayed in the **Home** tab can operate controls that are hidden.

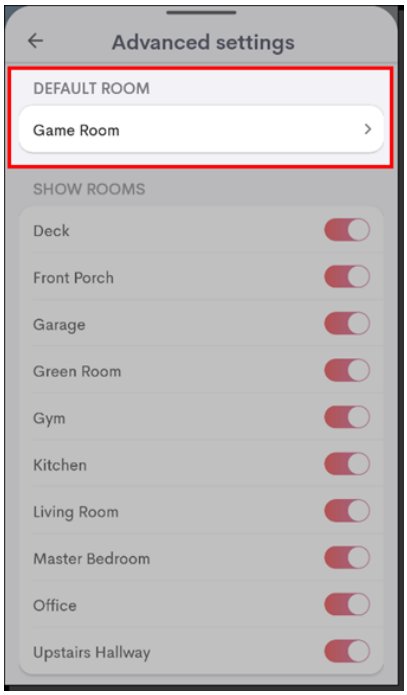
The following controls may be displayed in the **Show Controls** list:

- Cameras
- Climate
- House Access
- Intercom
- Lights
- Media
- Pools & Spas
- Security
- Shades

Default Room

Use the **Default Room** setting screen to select the room that is opened when the **Rooms** tab is pressed.

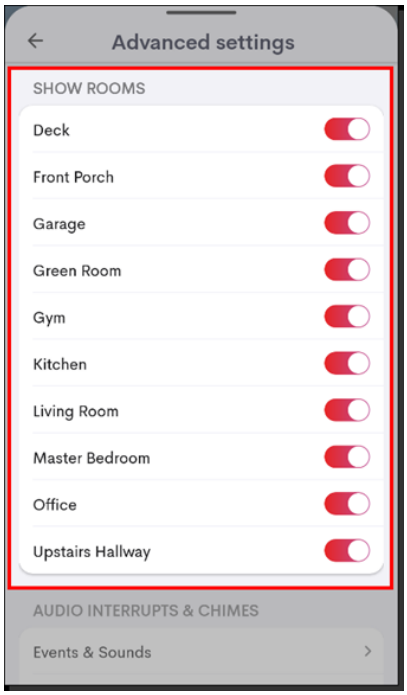
To open the **Default Room** settings screen, go to **More > Settings > App Customizations > Advanced Settings** and then scroll to **Default Room**.



Show Rooms

Use the **Show Rooms** menu to select the rooms that should or should not be shown on the device.

To view the **Show Rooms** menu, go to **More > Settings > App Customizations > Advanced Settings** and then scroll to **Show Rooms**.



The rooms that are available in the Crestron Home system are displayed in the **Show Rooms** list. The default setting for rooms is **Show**.

To hide a room, switch the toggle to off. The room will not be shown in the **Rooms** tab. Devices that are in the room may still be displayed in the **Home Controls** section of the **Home** tab. For example, if **Master Bedroom** is hidden and the room contains a thermostat, the thermostat will be displayed.

NOTES:

- Rooms that are hidden apply only to the user interface device that is being configured. For example, if **Kitchen** is hidden on a touch screen in the living room, **Kitchen** will not be hidden on the touch screen in the foyer or on a mobile device.
- Quick actions that are displayed in the **Home** tab can control devices in rooms that are hidden.

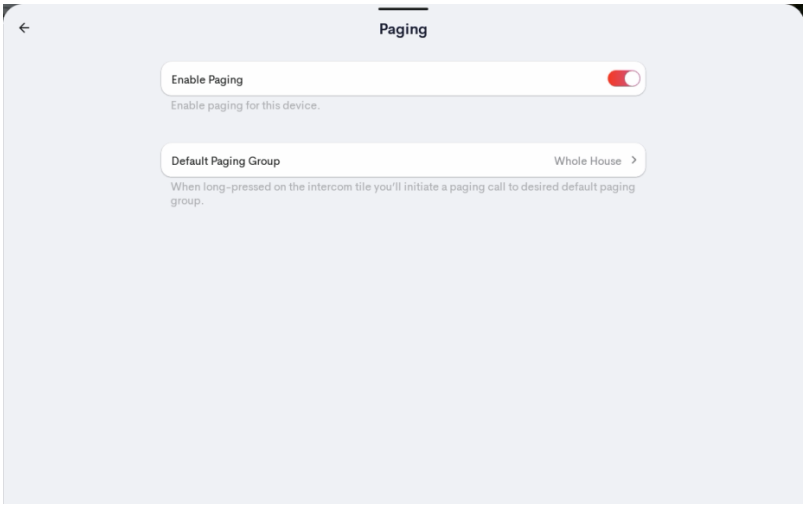
Intercom

Use the **Intercom** menu to configure the intercom settings.

Paging

If the touch screen will be used for paging, use the Paging menu to configure the device. The paging settings are specific to each device in the system that supports paging.

To enable or disable paging, use the toggle switch to select **On** (default) or **Off**.



When paging is turned off:

- The Intercom control is not displayed in the Show Controls list.
- The Intercom tile is not displayed on the Home screen.
- The device cannot receive pages.

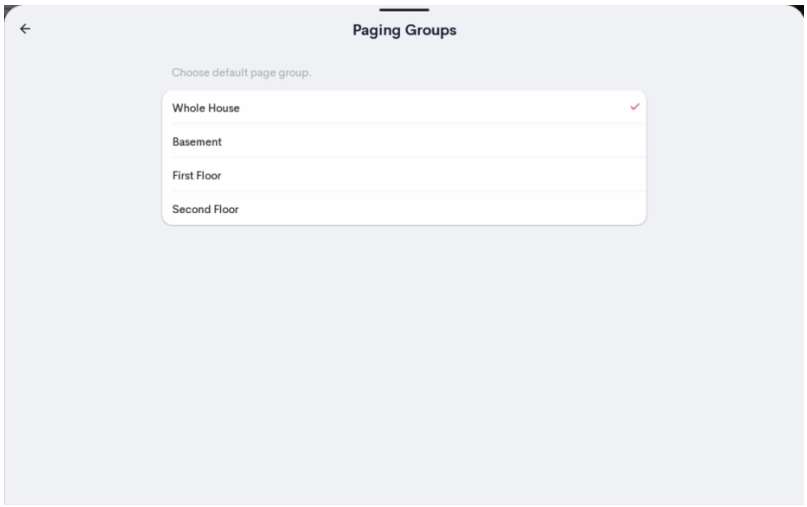
> **NOTE:** If paging is enabled and the **Intercom** control is turned off in the **Show Controls** list, the device can receive a page but it cannot send pages.

Paging Groups

Select the default paging group. The default paging group is used when the Intercom tile on the Home screen is held to send a page.

To select the default paging group, select **Default paging group** and then select a group from the list. The default paging group is **Whole House**.

> **NOTE:** If the selected room group is deleted by a dealer, the Whole House group will be set as the default paging group.

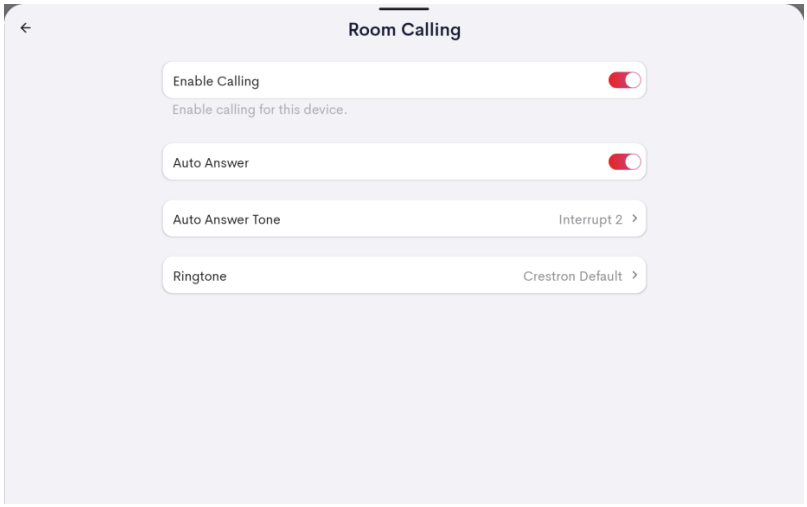


Calling

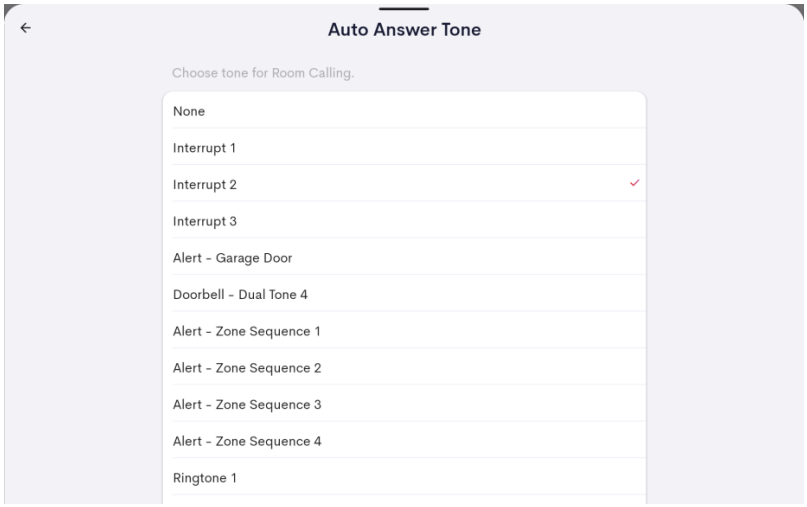
If the touch screen will be used for calling, use the Calling menu to configure the device. The calling settings are specific to each supported device in the system.

To enable or disable calling, use the **Calling** toggle switch to select **On** (default) or **Off**.

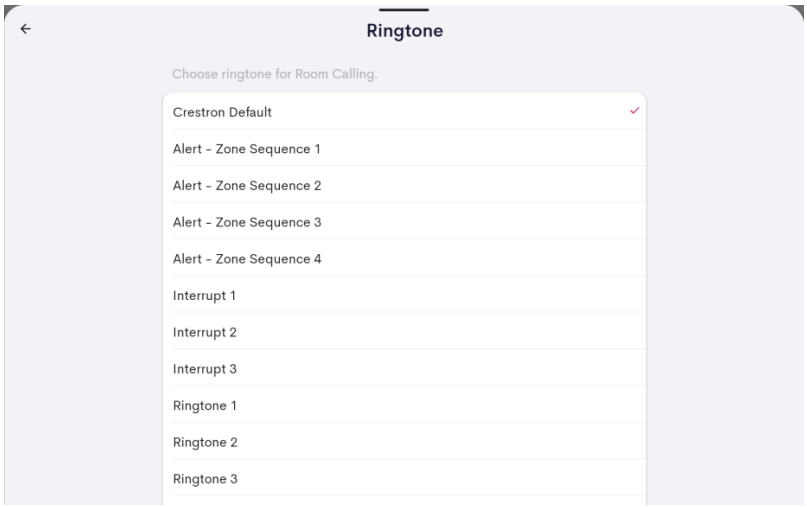
To enable or disable automatic call answering, use the **Auto Answer** toggle switch select **On** or **Off** (default).



To change the tone that plays when automatically answering a call, select **Auto Answer Tone** and then a tone to use.



To change the ringtone, select **Ringtone** and then a tone to use.

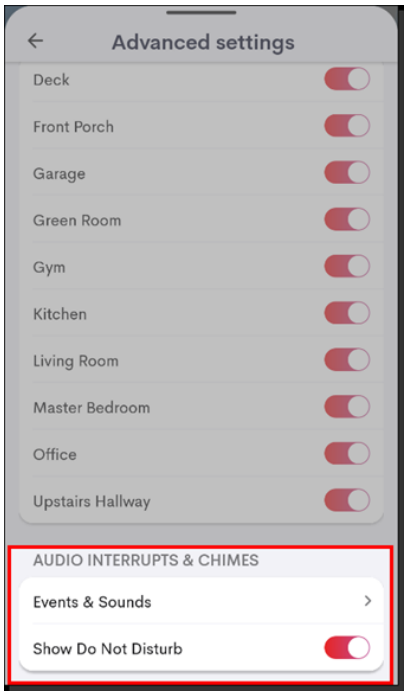


Audio Interrupts and Chimes

Use the **Audio Interrupts & Chimes** menu to configure the interrupt and chime settings for the device.

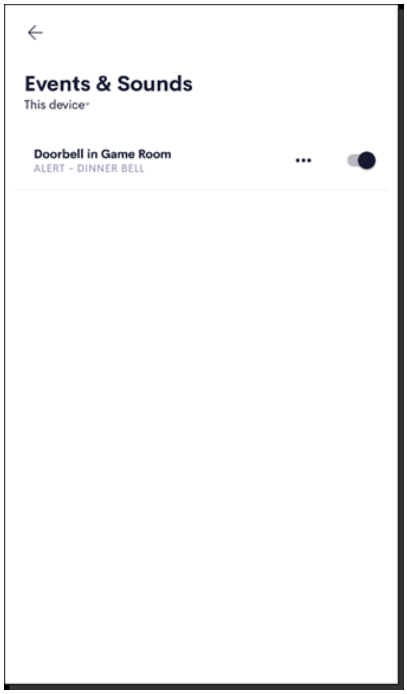
To view the **Display** menu, go to **More > Settings > Advanced Settings** and then scroll to **Audio Interrupts & Chimes**.

Audio Interrupts & Chimes - Mobile Device



Events and Sounds

Go to **Settings > Advanced Settings > Events & Sounds**.



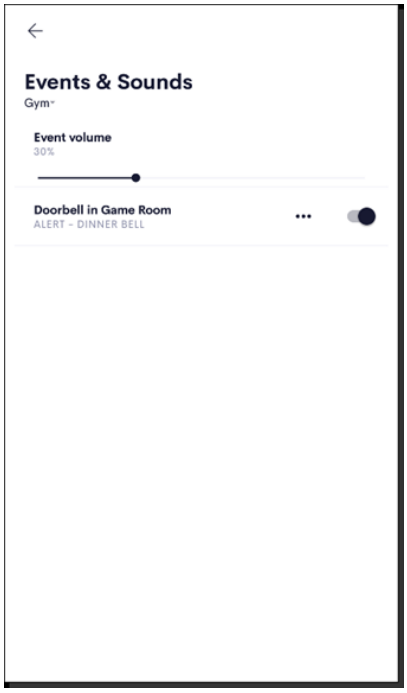
When playing chimes on a mobile device or touch screen, consider the following:

To play the chime on a mobile device, the Crestron Home app must be open. The chime volume is determined by the sound volume on the device.

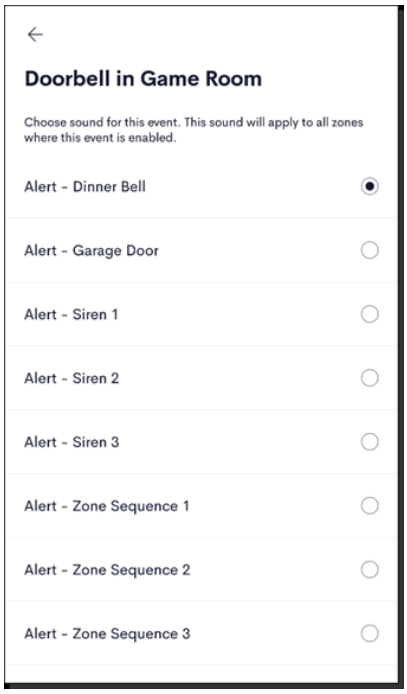
To play the chime using room speakers, the interrupt must be configured to **Prefer Room Speakers**.

To change the chime for the notification.

1. Select **More**.



2. Select a chime. The chime is saved when it is selected.



3. Select **Back**.

NOTES:

- The chime that is selected is applied to all user interface devices in the Crestron Home system.
- The notification for the interrupt is displayed even if the chime is turned off.
- If **Do not disturb** mode is turned on, the chimes on for all events are silenced.
- If a room is hidden on the user interface device, the notification appears and the chime plays.

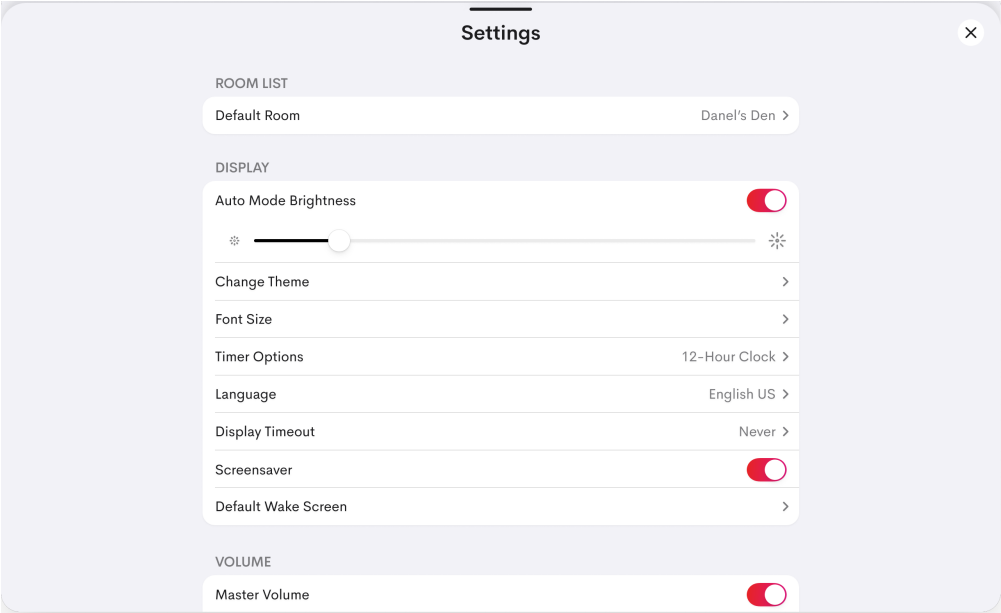
Show Do Not Disturb

Go to **Settings > Advanced Settings > Events & Sounds**.

Show or hide the and **Do Not Disturb** icons on the device. To hide the **Do Not Disturb** icons, deselect **Show Do Not Disturb**.

Touch Panel Settings

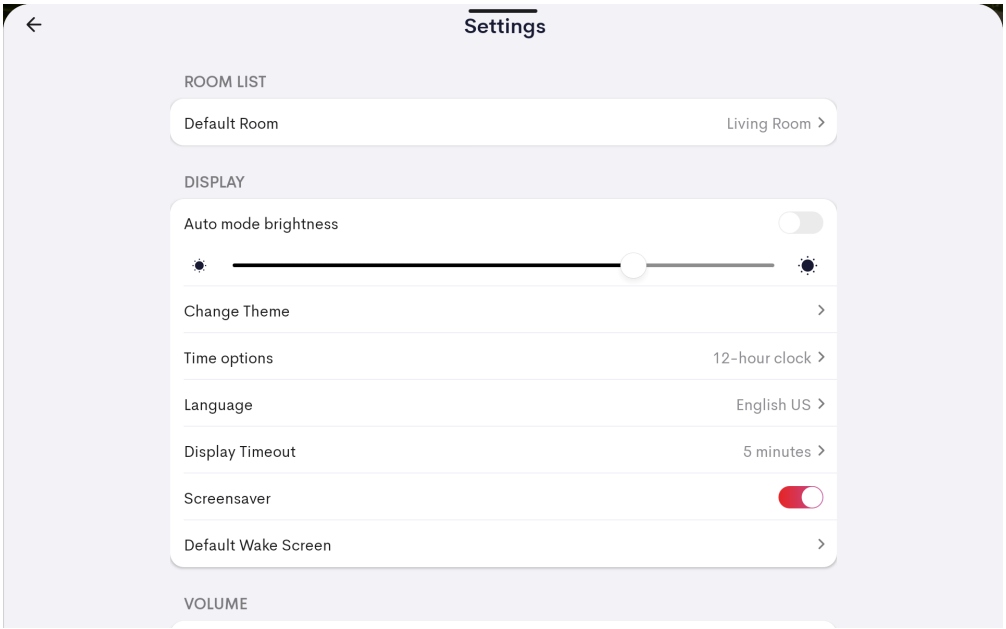
Use the **Panel Settings** menu to customize the in-app experience.



Room List

Use the **Room List** setting screen to select the room that is opened when the **Rooms** tab is pressed.

To open the **Default Room** settings screen, go to **Menu > Panel Settings** and then scroll to **Room List**. For 60-series touch screens with soft buttons, the Home button also opens the default room.

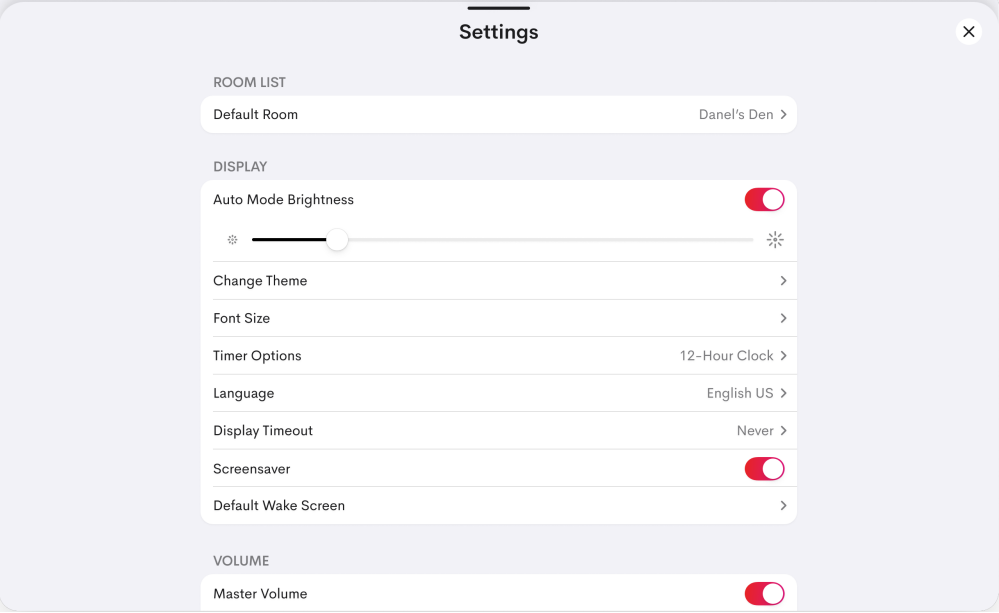


To select the default room, tap **Default Room** and then select a room.

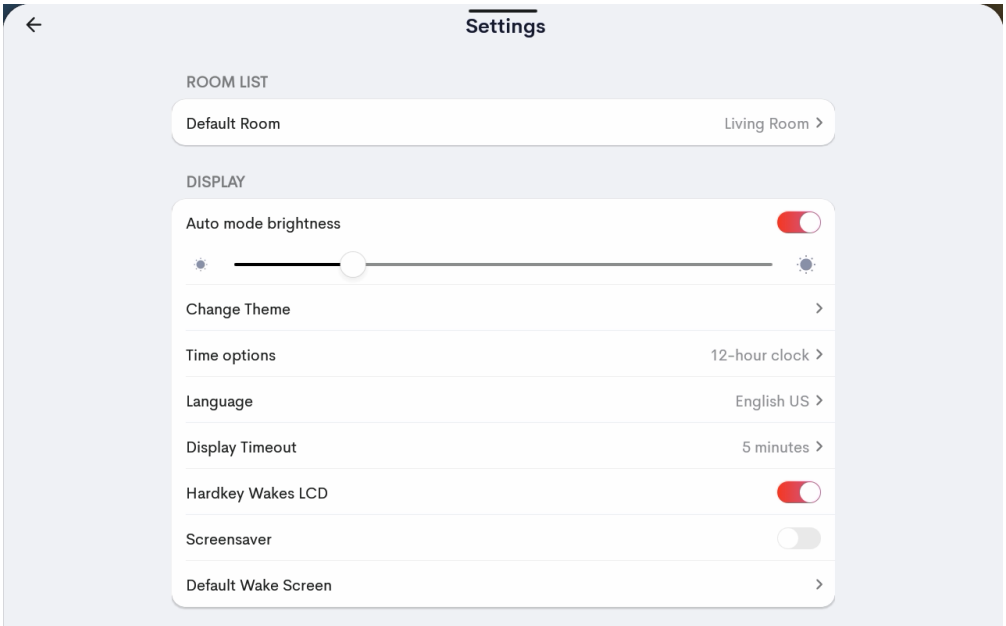
Display

Use the **Display** menu to configure the settings for a touch screen. To view the **Display** menu, go to **Menu > Settings > Panel Settings** and then scroll to **Display**.

Display Settings - 70-Series Touch Screen



Display Settings - 60-Series Touch Screen



Brightness

Set the brightness level for the display to a fixed level or variable level based on the ambient light in the room.

To turn on auto brightness, turn on the **Auto mode brightness** toggle. For 60- and 70-Series touch screens only.

Set the brightness level for the display. To set the brightness, drag the **Brightness** slider to the left or right.

> **NOTE:** When **Auto mode brightness** is on, manual adjustment using the **Brightness** slider is disabled.

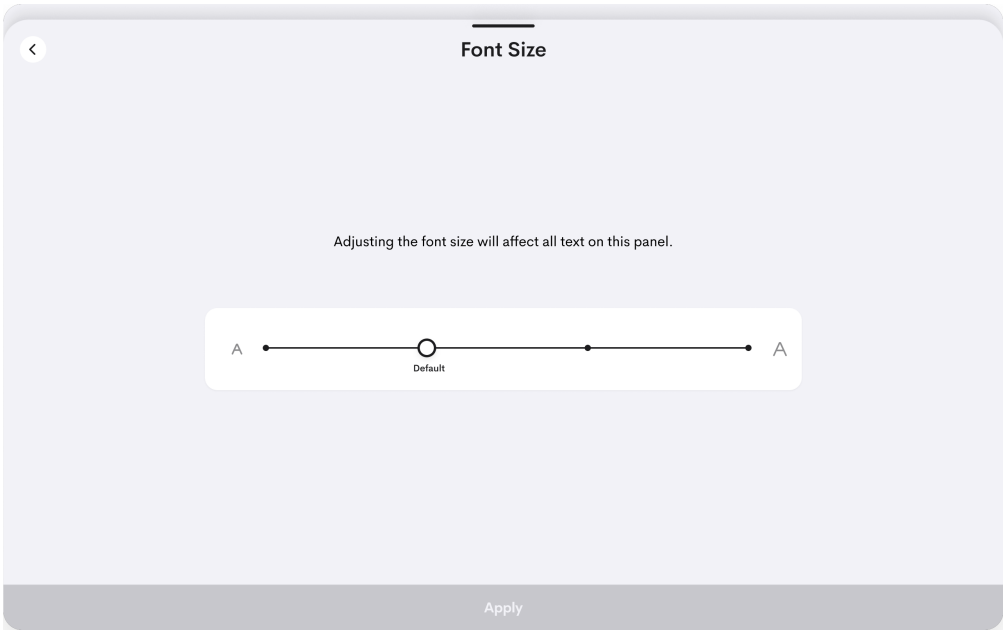
Change Theme

Set the display mode for the Crestron Home app. Select **Change Theme** and then **Light Mode** or **Dark Mode**.

Font Size

> **NOTE:** This feature is not available on 60-Series touch panels.

Set the font size for all text on the panel. Select **Font Size**, then use the slider to set the font size.



Time Options

Set the time format that is used on the touch screen. This time format is used in all locations that display the time including configuration screens.

To set the time format, select **Time Options** and then select **12-hour clock** or **24-hour clock**.

> **NOTES:**
>
> - The time format for mobile devices is determined by the system settings.
> - The UC-MM30-R does not support changing the time format.

Language

Select the language for the text on the touch screen.

To set the language, select **Language** and then select a language.

Display Timeout

Set the period of inactivity before the touch screen enters sleep mode. When the touch screen enters sleep mode the display turns off or, if enabled, the screensaver is shown.

To set the display timeout, select **Display Timeout** and then select a length of time.

The TST-1080 includes a **Display Timeout (Docked**), **Display Timeout (Undocked)**, and **Sleep Timeout** options for when the display is docked and undocked. The sleep timeout value is used when the display is using battery power, the default setting is 30 seconds.

Hardkey Wakes LCD

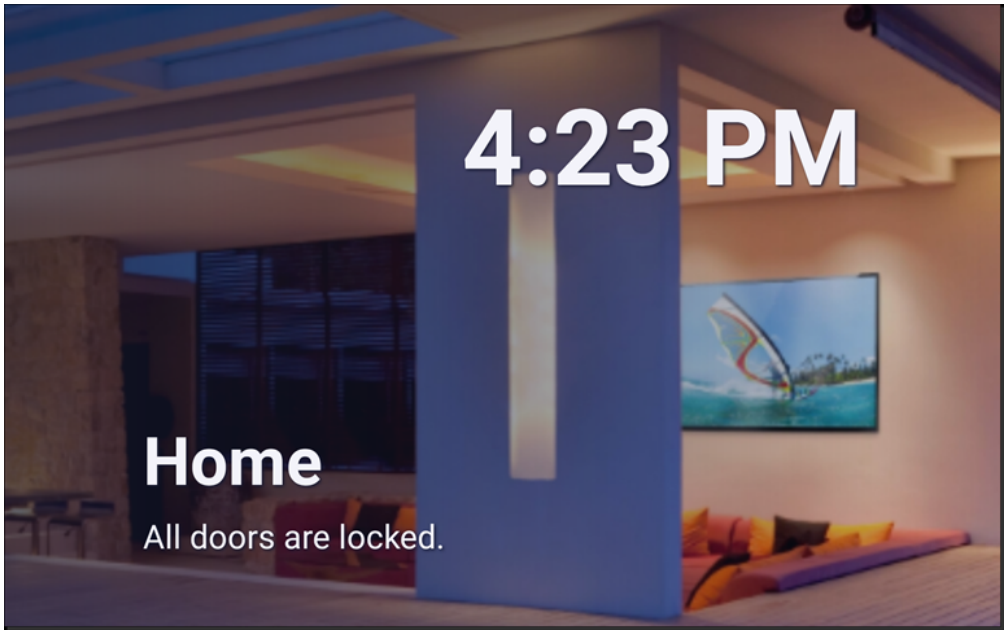
Wake the display by pressing a capacitive button on the touch screen. For 60-series touch screens only.

To wake the display using a button, select **Hardkey Wakes LCD**.

Screensaver

Show a screensaver, instead of putting the display to sleep, when the **Display Timeout** is reached. To show a screensaver, turn on **Screensaver**.

Touch Screen Screensaver Example



Default Wake Screen

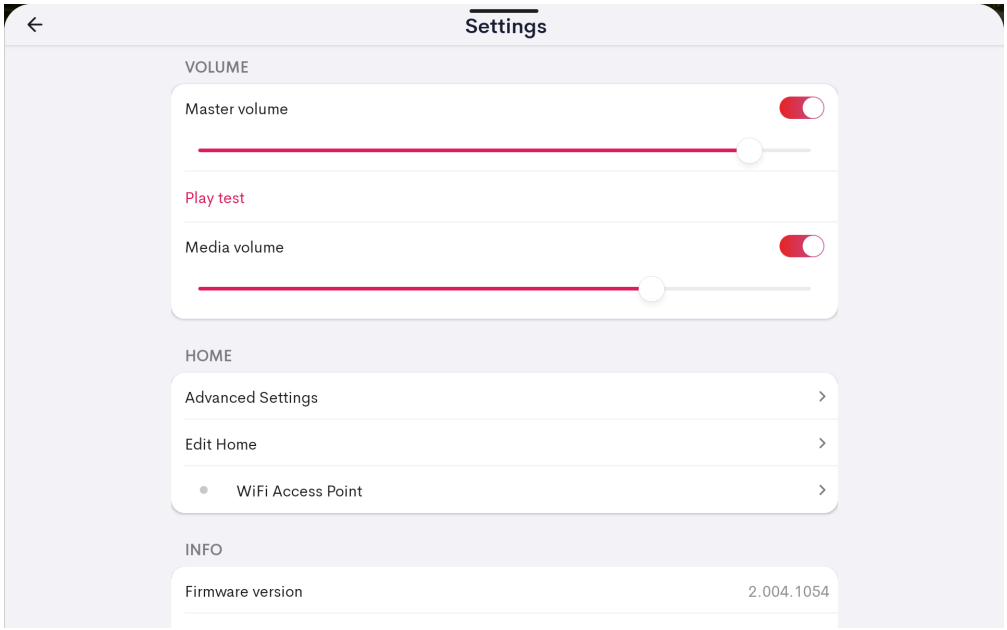
Select the screen that is displayed when the touch screen wakes up. Select **Always Show Default Room**, **Always Show Rooms List**, **Always Show Home Screen**, or **Last Selected**.

Wake on Touch

For UC-MM30-R only. The display on the UC-MM30-R wakes up when the built-in motion sensor detects motion. To disable the motion sensor and wake the display only by touching the display, select **Wake on touch only**.

Volume

Configure the media and speaker volume for touch screens. To configure the volume, go to **Menu > Settings > Panel Settings** and then scroll to **Volume**.



- **Master volume:** Set the volume for interrupts and intercom. To set the master volume, drag the **Master volume** slider to the desired volume level. To turn off the master volume, deselect the **Master volume** toggle.

  To test the master volume, tap **Play test**.
- **Media volume:** Set the volume for media played (for example, camera audio). To set the interrupt volume, drag the **Media volume** slider to the desired volume level. To turn off the media sounds (not available on US-MM30-R devices), deselect the **Media volume** toggle.
- **Speaker Volume:** Tests the volume for the built-in speakerphone (available on UC-MM30-R devices only). To set the speakerphone volume, drag the **Speaker Volume** slider to the desired volume level. The Speaker Volume slider is displayed on the bottom of the UC-MM30-R's screen when it is connected to a PC.

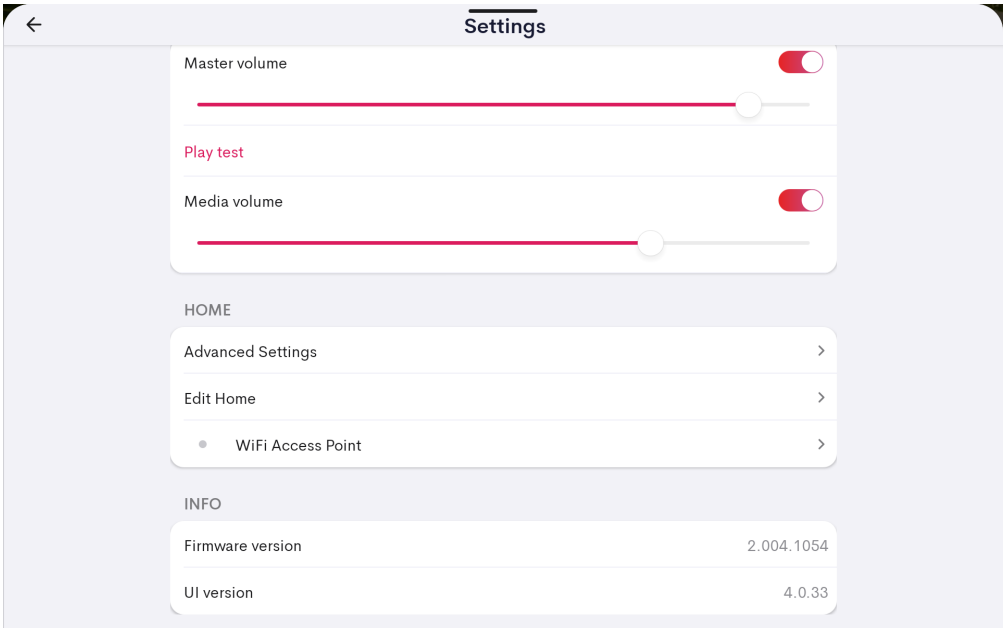
  To test the speakerphone volume, tap **Play test**.

Home

> **NOTE:** Do not change these settings unless instructed to do so by your Crestron Home dealer.

Use the **Home** menu to access the advanced settings or change the connection settings for the device. To view the **Home** menu, go to **More > Settings** and then scroll to **Home**.

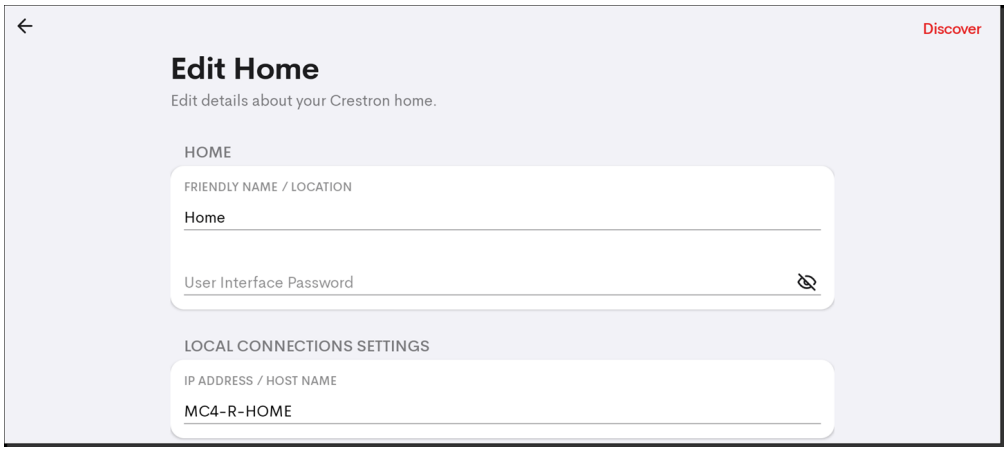
Home Menu - 70-Series Touch Screens



Edit Home

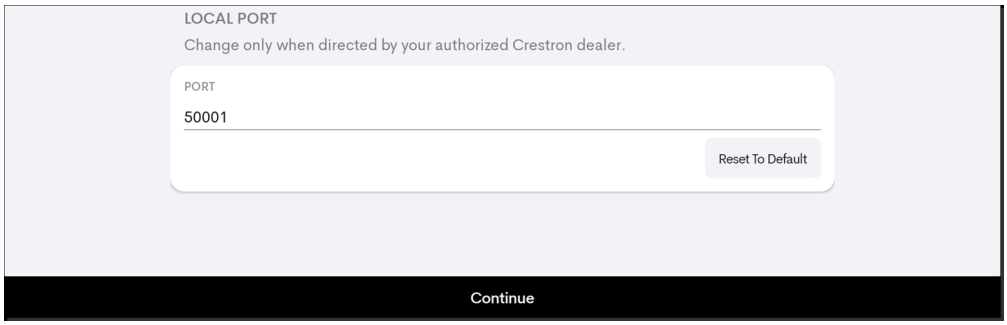
To edit a home connection or to connect to a different home:

1. Tap **Edit Home**. and then **Continue** to confirm.
2. To connect to a different home, tap **Discover** and then select a home.
3. Enter the **Local Connection Settings**:
    - **Friendly Name / Location:** Enter the display name for the Crestron Home system.
    - **Password:** Enter the Advanced User password.
    - **IP Address / Host Name:** Enter the IP address or Host Name of the Crestron Home system processor.



4. Enter the **Local Port** number. This is the port that the Crestron Home system uses for communication with Crestron User Interface Devices.

   > **NOTE:** To change the Local Port number to the default value, select **Reset To Default**.



5. Select **Continue**.

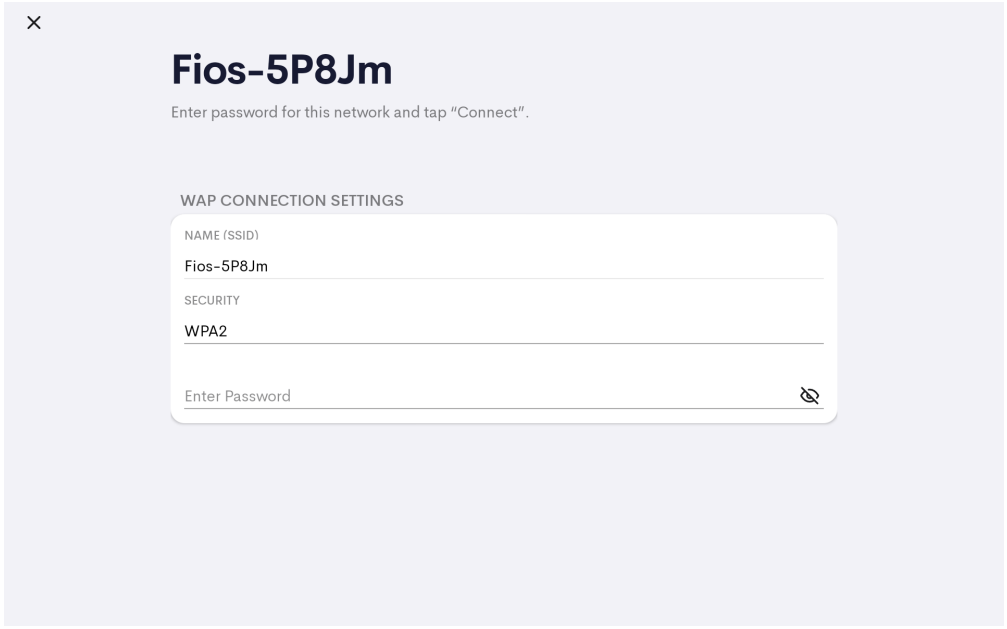
Advanced Settings

Use the **Advanced Setting** screen to make changes to the display and function of the touch screen. The Advanced User password is required to access these options.

WiFi Access Point

Connect to a Wi-Fi® access point. To connect to an access point, follow these steps:

1. Tap **WiFi Access Point** and then select an access point.
2. Enter the credentials for the access point.

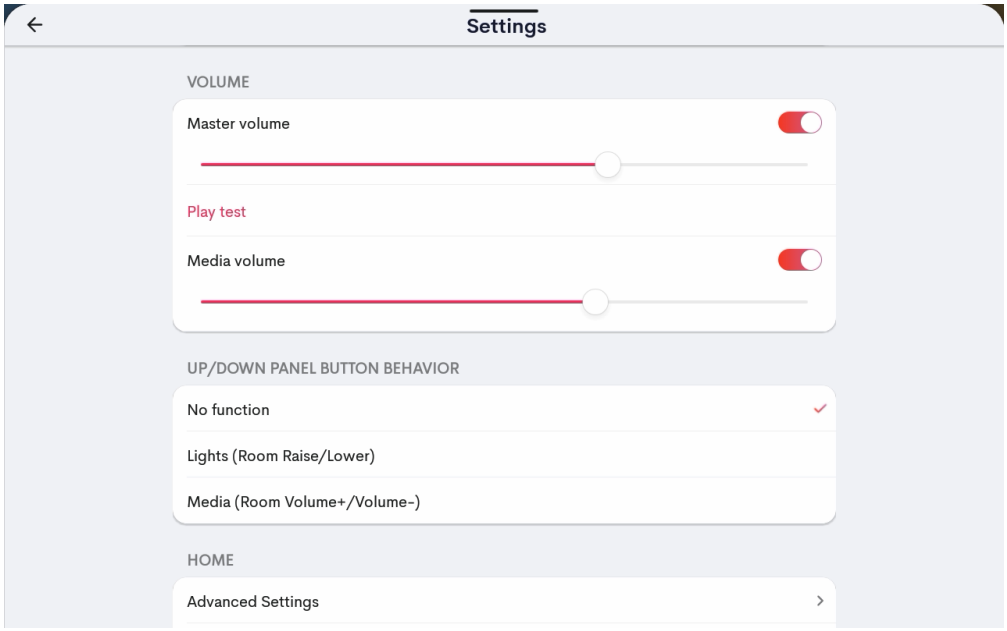


3. Tap **Connect**. The **Connect** button is displayed when the password is entered.

Up and Down Panel Button Behavior

Use the **Panel Button Behavior** menu to assign a function for the up and down soft-touch capacitive buttons that are on the 60-series touch screens.

To view the **Panel Button Behavior** menu, go to **Menu > Settings > Panel Settings** and then scroll to **Panel Button Behavior**.

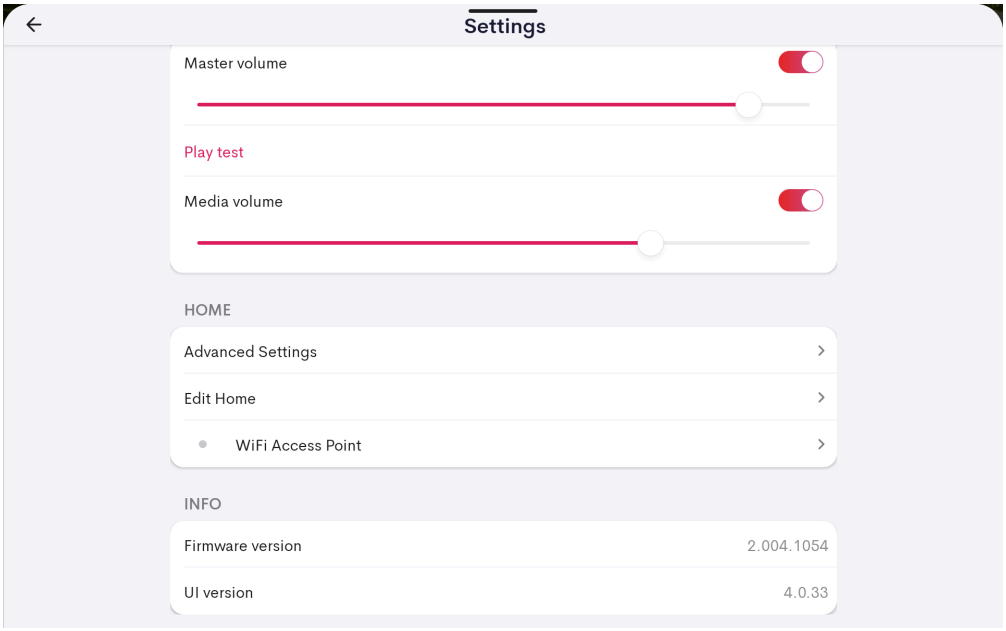


Set the behavior for the up and down the soft-touch capacitive buttons:

- **No function:** The buttons have no function. The up and down buttons are not illuminated.
- **Lights:** The buttons control the lights for the default room. The buttons are always illuminated.
    - Press or press and hold the up button to raise the lights or the down button to lower the lights.
    - When controlling a room other than the default room, the up and down buttons continue to only control the default room.
- **Media:** The buttons control the media volume for the default room. The buttons are illuminated when the room is playing media.
    - Press or press and hold the up button to raise the volume or the down button to lower the volume.
    - When controlling a room other than the default room, the up and down buttons continue to only control the default room.

Info

View the device information for the touch screen. To view the touch screen information, go to **More > Settings > Panel Settings** and then scroll to **Info**.



- **Firmware version:** The firmware version of the touch screen.
- **UI version:** The UI version of the touch screen.
- **IP address:** UC-MM30-R only. The IP address of the touch screen.

Support and Legal

Use the Support and Legal menu to view

Help

View this product manual.

Submit Support Diagnostics (Mobile Only)

Enable and submit support diagnostics. These logs contain information specific to the UI, including what data is being received from the control system. Because of their complexity, these logs should only be used when working with Crestron Tech Support.

To enable the logs and submit them to Crestron Tech Support, follow the steps below.

1. Select **Submit Support Diagnostics**.
2. Turn on the **Enable Submission of Diagnostics** toggle. Crestron Home will begin logging.
3. Reproduce any issues.
4. Select **Submit Support Diagnostics**.
5. Select **Submit**. Logs can be downloaded or sent via email.

   > **NOTE:** Do not submit diagnostic information unless directed to by Crestron Tech Support.

6. When directed by Crestron Tech Support, turn off the **Enable Submission of Diagnostics** toggle.

Legal Terms

View the legal material associated with Crestron Home OS. To view the information, tap **Legal Terms**.

Privacy

View the privacy material associated with Crestron Home OS. To view the information, tap **Privacy Information**.

HR-CV-MINI Remote

The HR-CV-MINI is a durable handheld remote with a simple all-purpose design, customizable buttons for source selection, and voice control capabilities. The HR-CV-MINI may be paired with the Crestron Home® OS for complete control over audio, video, lighting, shades, and other amenities.

Before the HR-CV-MINI can be added to Crestron Home, it must be configured with Device Assistant App. Refer to Getting Started in the HR-CV-MINI product manual for instructions.

> **Crestron Technical Institute Training Video:** HR-CV-MINI

Discover in Crestron Home

The HR-CV-MINI is added to Crestron Home as a Wired and Wi-Fi Device. Follow the simplified steps below or refer to Crestron Wired and Wi-Fi on page 50 for detailed instructions.

1. Connect the HR-CV-MINI to either the charging dock or to USB power. Ensure the remote is charging.
2. Open Configure Pro.

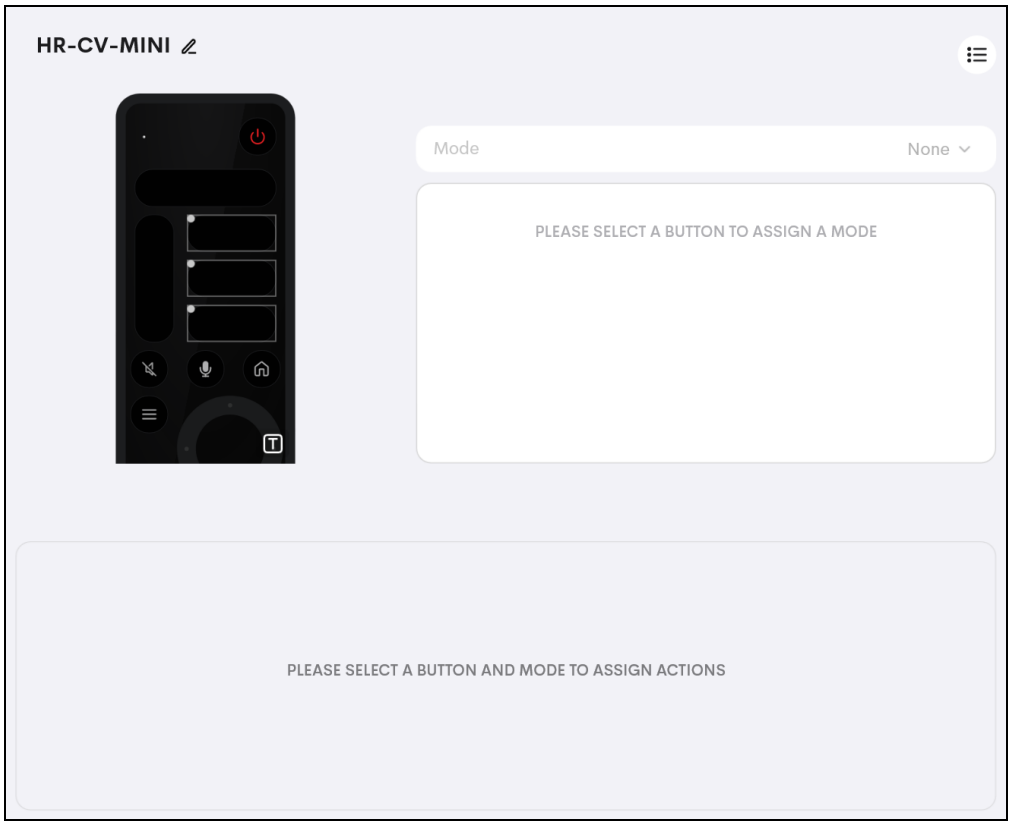
   > **NOTES:**
   > - Device Assistant login credentials are required to pair with Crestron Home.
   > - The HR-CV-MINI must be connected to power and charging during the set up process.

3. Select **Devices**.
4. Select **Crestron Wired and Wi-Fi**.
5. Select **Ethernet & Wi-Fi**.
6. Select the HR-CV-MINI to add it to a Crestron Home room.

The HR-CV-MINI is now ready for use in Crestron Home.

Customization

Select **Actions** in Configure Pro to customize the remote. Refer to Actions on page 83 and the below sections for further reference.

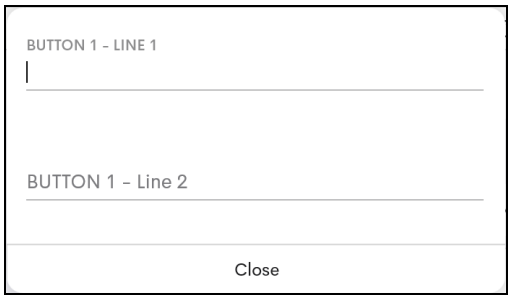


The configurable buttons can be programmed with text by completing the steps below.

1. Select the button to configure from the remote options on the left.
2. Select the T in the lower right of the remote.

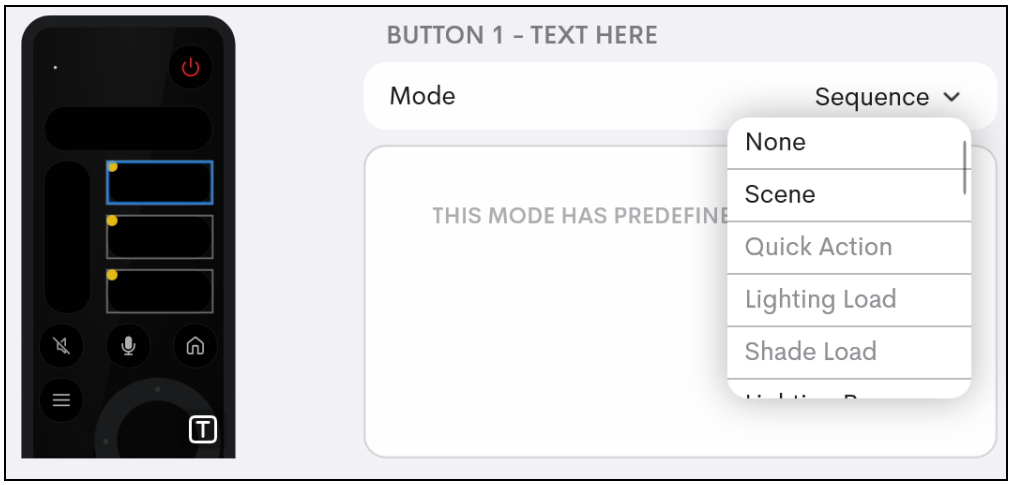


3. Add the desired text in the fields. Text can be displayed in one or two lines.



Program any desired actions for each button via the **Actions** tab.

1. Selected the button you want to configure from the remote options on the left.
2. Click the **Mode** drop-down menu to choose a pre-configured Crestron Home action to tie to the selected button. For more information on setting up Crestron Home Actions, refer to Actions on page 83.



Configure Light and Shade Control

Light and Shade controls are enabled by default if they are already configured to the Crestron Home room the HR-CV-MINI is in.

If Light or Shade control is enabled, the actions and icons of the configurable buttons default to **All On/All Off** for lights and **All Open/All Closed** for shades. These buttons cannot be customized or further configured.

1. Select **Actions** and navigate to the HR-CV-MINI.

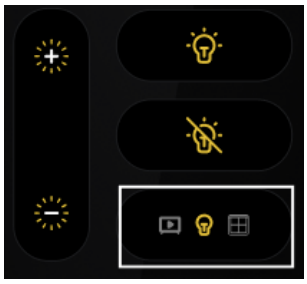
   > **NOTE:** If the HR-CV-MINI does not display in **Actions** , close and reopen Crestron Home.

2. The **Enable Light/Shade Control** toggle switch is set to **Enabled** by default and can be **Disabled** if necessary.

3. To control shades, cycle to the shades page on the HR-CV-MINI via the icon in the picture below. The two buttons above are now configured as **All Open/All Closed**.



4. To control lights, cycle to the lights page on the HR-CV-MINI via the icon in the picture below. The two buttons above are now configured as **All On/All Off**.



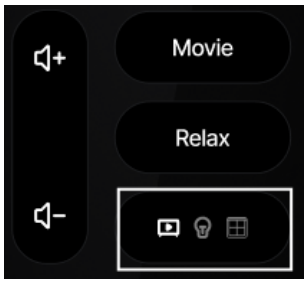
> **NOTE:** When lights and shades are paired with the HR-CV-MINI, the configurable buttons above become fixed as **All Open/All Closed** or **All On/All Off** and are no longer available for other Crestron Home functions.

Configure Source/Service Selection

Multiple media sources can be linked to the HR-CV-MINI. Video source icons are preloaded into the top bar of the remote. The display bar has the capacity to host ten icons. More than ten sources are able to link to the remote, but only the first ten will display.



1. Select **Routing** in Configure Pro. Refer to Routing on page 63 for reference.
2. Select the room the remote is in.
3. Under **Sources**, select the **Available Sources** drop-down list.
4. Select each desired source from the list of available services. The sources can be clicked and dragged into a desired order that will display on the remote.
5. To control media and source selection, cycle to the media page via the icon in the image below.



User Interface for TSR-310 Touch Screen Remotes

Use a TSR-310 handheld remote to control the Crestron Home system. The functionality and user interface for the TSR-310 is based off the configuration of the Crestron Home system. An overview of the user interface is described in the following sections.

The TSR-310 handheld remote displays up to five main user interface screens:

1. Media (Selected Audio or Video Source)
2. Quick Actions
3. Lighting
4. Shades
5. Climate

> **NOTE:** User interface screens are not displayed if components associated with screen are not in the Crestron Home system. For example, if shades are not present in the system, the shades screen is not displayed.

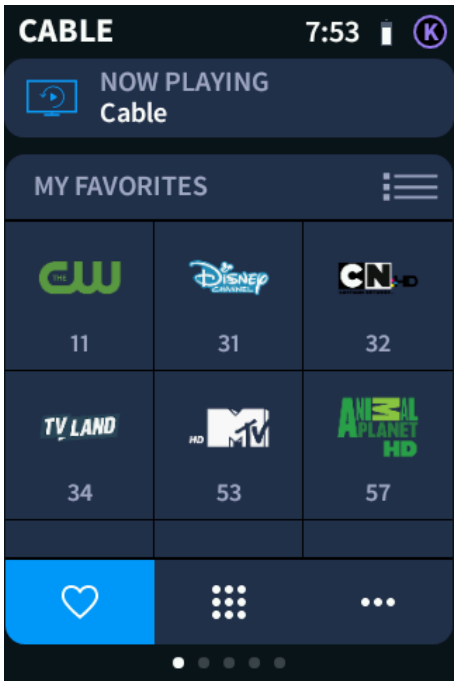
Swipe left or right to navigate through the screens.

TSR-310 User Interface Navigation



When the media system is turned on in the room, the TSR-310 displays the media screen for the currently playing media source by default.

Media Screen

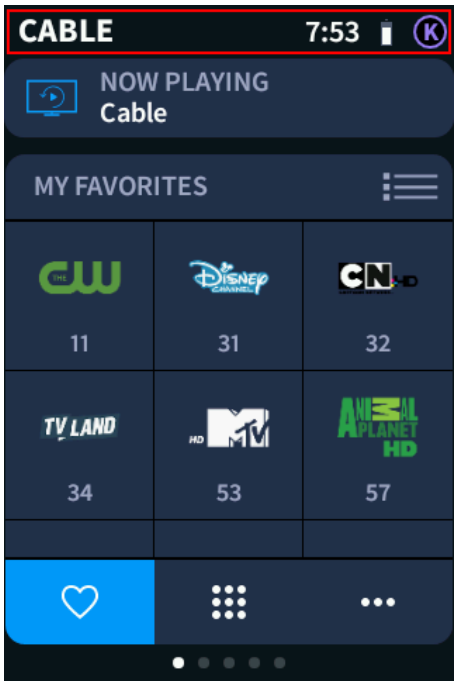


> **NOTE:** If no media sources are powered on, a **MY SOURCES** screen is displayed instead of the media screen. For more information, refer to Media System Power on page 375.

An information bar at the top of each screen displays the current subsystem or media device, the time, the TSR-310 battery level, and the active user profile.

> **NOTE:** When the remote wakes after a period of inactivity, the room name is briefly displayed instead of the subsystem or media device.

Media Screen - Information Bar

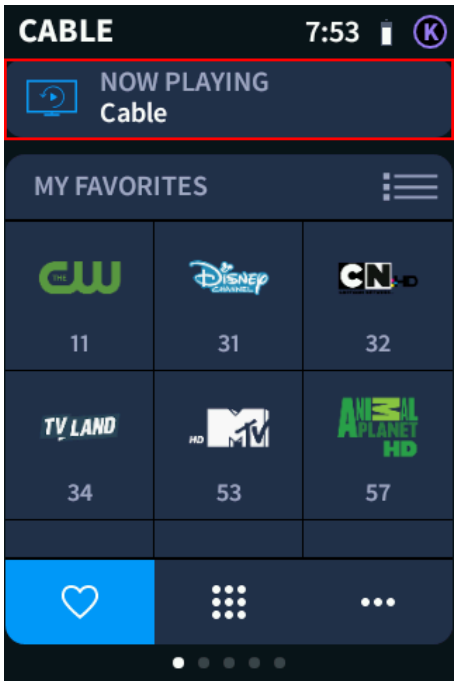


Now Playing

A **NOW PLAYING** panel is displayed on the top of each screen when the media system is on. The **NOW PLAYING** panel shows the media source or content item (such as a radio station or TV channel) that is currently playing. Controls are also provided to send commands to the display or display accessories.

> **NOTE:** The **NOW PLAYING** panel is not displayed when the media system is off.

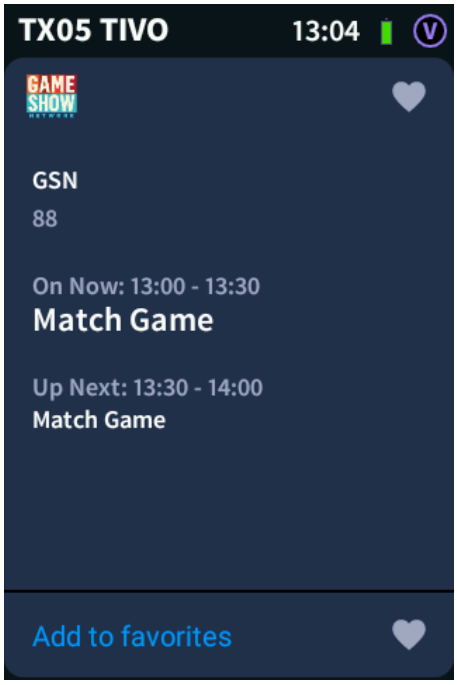
Media Screen - NOW PLAYING Panel



Tap the **NOW PLAYING** panel to view additional information and controls for the media source. The provided information varies depending on the media source type. Tap inside the expanded **NOW PLAYING** panel to collapse the selection.

- The channel information is displayed for devices that report the current media content to the Crestron Home system.

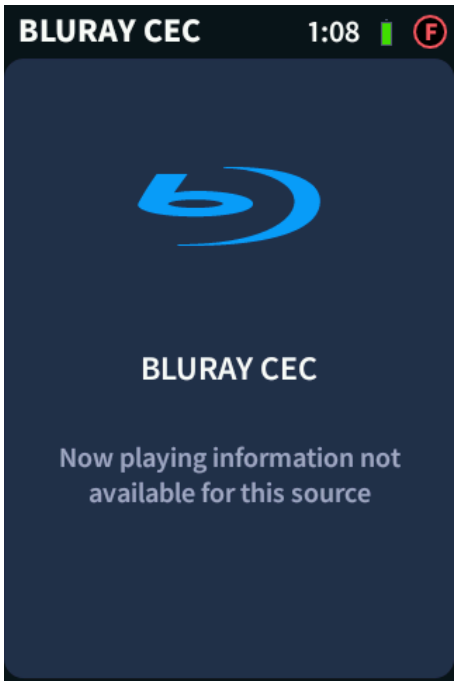
  NOW PLAYING Panel - Cable TV Receiver



> **NOTE:** Tap **Add to favorites** or **Remove from favorites** to add or remove the channel from the **MY FAVORITES** menu.

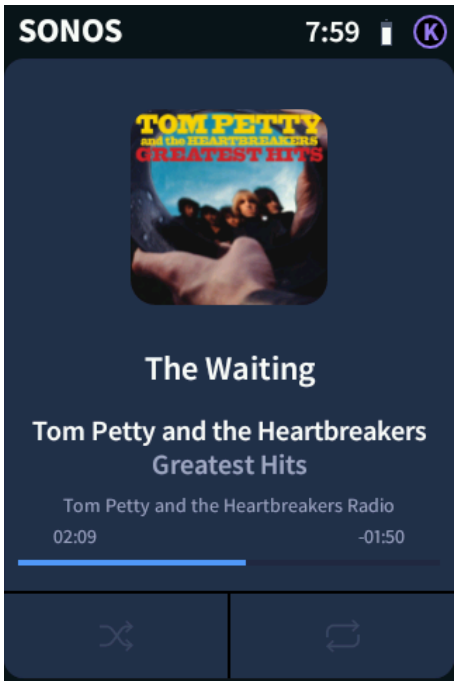
- The source name and icon is displayed for devices that do not report the current media content to the Crestron Home system.

  NOW PLAYING Panel - Blu-Ray Disc Player

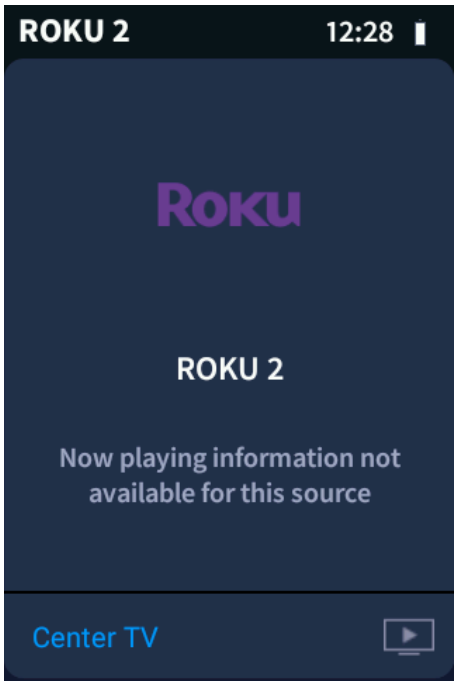


- The current song or station information, along with various audio controls, is displayed for streaming music players that report the current content to the Crestron Home system.

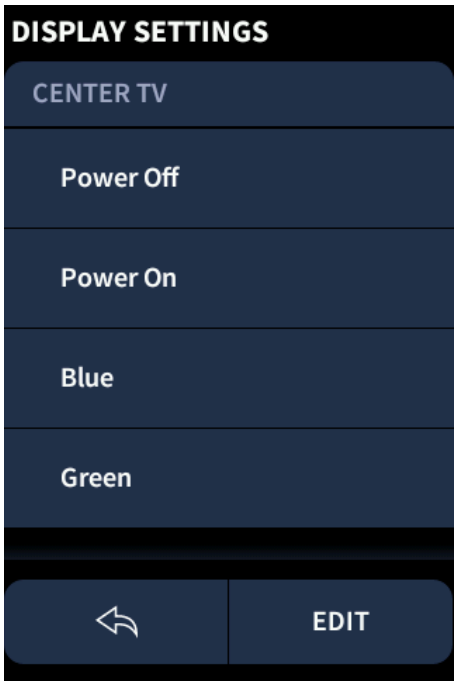
  NOW PLAYING Panel - Streaming Music Player



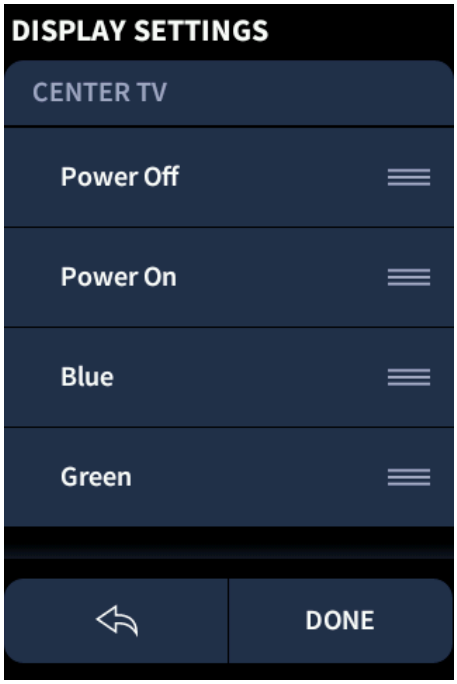
- The display command panel is displayed to provide control of the display or display accessory. Tap the display command panel to view the available commands.



  - Tap a command to control the display or display accessory.



- To reorder the commands, tap **EDIT**, reorder the command using the reorder icons , and then tap **DONE**.



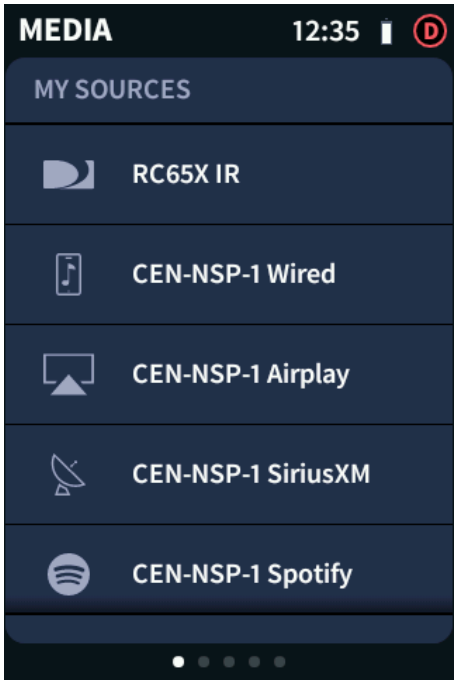
Control Media

Swipe through the operational screens until the media screen is displayed for the media source that is currently playing. The media screen updates to provide controls for the current source.

> **NOTE:** If all media and environmental subsystems are active in the Crestron Home system, the media screen is the left-most screen as indicated by the navigation dots on the bottom of the screen.

When the device is powered off, a **MY SOURCES** menu is displayed instead of the media screen.

MEDIA Screen - MY SOURCES Menu



Cable or DVR Media Sources

If a cable/satellite TV receiver or DVR device is playing, the media screen for the device is displayed with the favorites tab selected by default.

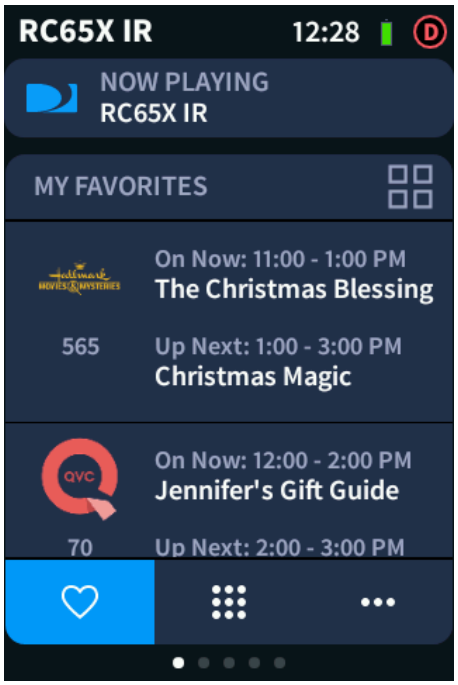
Favorites

> **NOTE:** Create new favorites groups using a Crestron touch screen, iOS device, or Android device running the Crestron Home app.

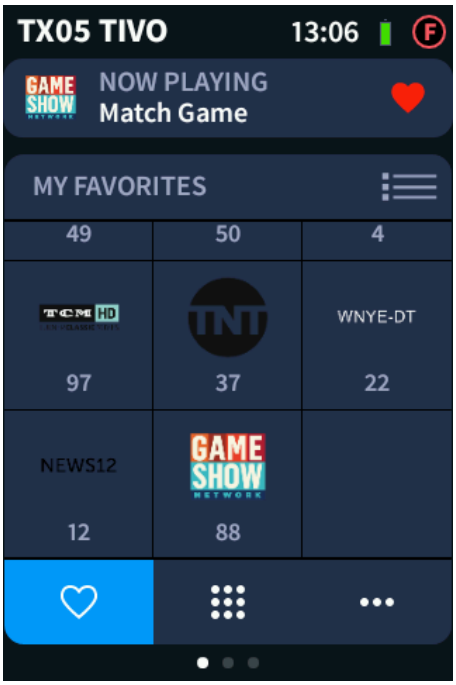
Tap the favorites icon to display the **MY FAVORITES** menu for the cable TV provider or DVR. The **MY FAVORITES** menu provides a selection of favorite channels that may be customized for each user profile.

- To select a channel, tap the desired channel icon in the **MY FAVORITES** menu.
- Tap the list icon to view the **MY FAVORITES** menu in list form or tap the grid icon to view the menu in grid form.

Media Screen - MY FAVORITES Menu (List View)



Media Screen - MY FAVORITES Menu (Grid View)



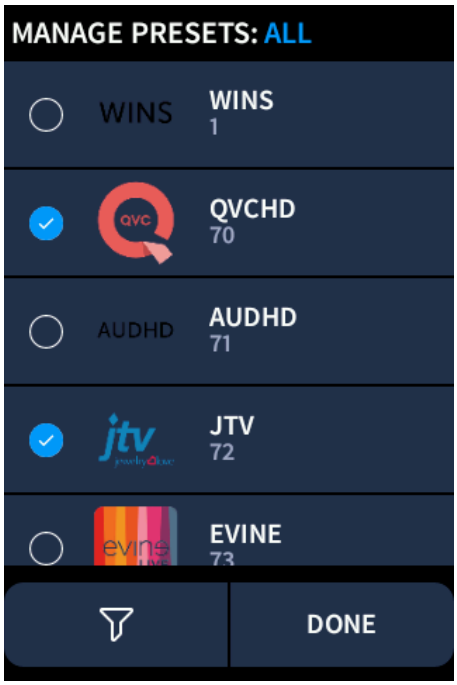
Add a Favorite to a Favorites Group

> **NOTE:** Favorites can also be changed from the **NOW PLAYING** panel. For details, refer to Now Playing on page 348.

To add channels to the **MY FAVORITES** menu:

1. Tap and hold the favorites icon for 3 seconds.
2. Select the favorites from the **MANAGE PRESETS** list. Tap the favorites icon to view the current list of favorites or the filter icon to search for the desired channel.

   MANAGE PRESETS Screen



3. Tap **Done**.

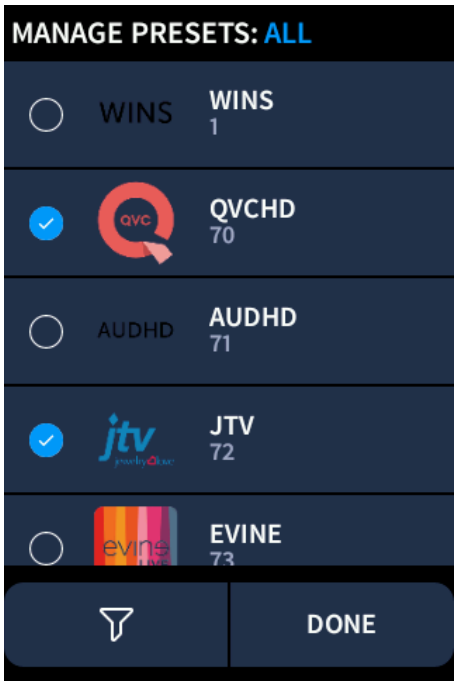
Delete a Favorite from a Favorites Group

> **NOTE:** Favorites can also be changed from the **NOW PLAYING** panel. For details, refer to Now Playing on page 348.

To remove channels to the **MY FAVORITES** menu:

1. Tap and hold the favorites icon for 3 seconds.
2. Deselect the favorite from the **MANAGE PRESETS** list. Tap the favorites icon to view the current list of favorites or the filter icon to search for the desired channel.

   MANAGE PRESETS Screen

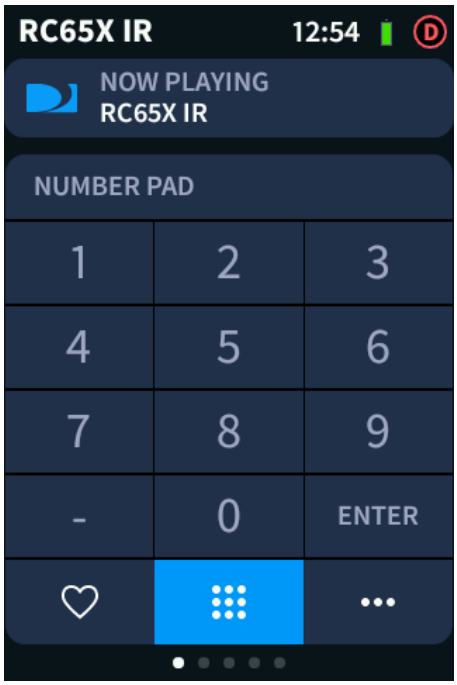


3. Tap **Done**.

Keypad

Tap the keypad icon to display the **NUMBER PAD** menu for the cable TV provider or DVR. The **NUMBER PAD** menu provides a number pad that is used to select a channel manually.

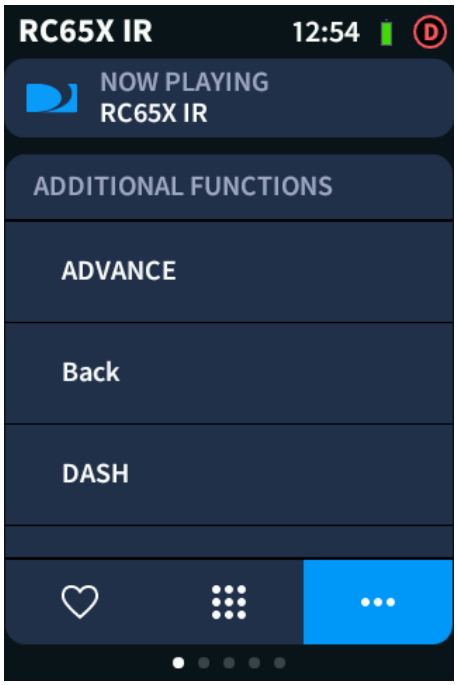
Media Screen - NUMBER PAD Menu



Menu

Tap the menu icon ••• to display the **ADDITIONAL FUNCTIONS** menu for the cable TV provider or DVR. The **ADDITIONAL FUNCTIONS** menu provides additional controls for the source.

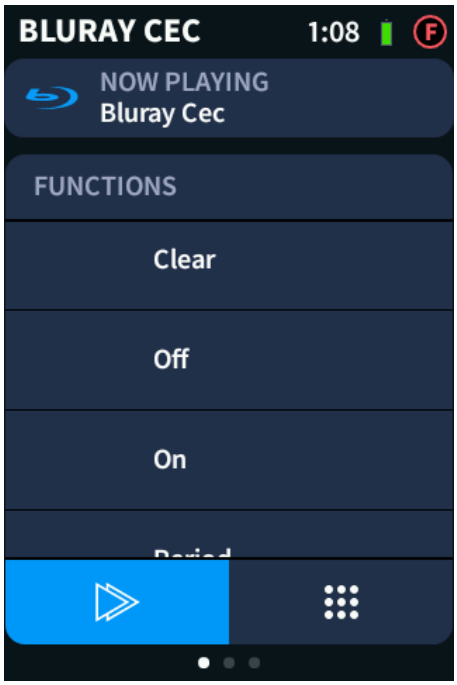
Media Screen - ADDITIONAL FUNCTIONS Menu



Blu-ray Disc Player Media Sources

If a Blu-ray Disc player is playing, the media screen for the device is displayed with the functions tab selected by default.

Media Screen - FUNCTIONS Menu



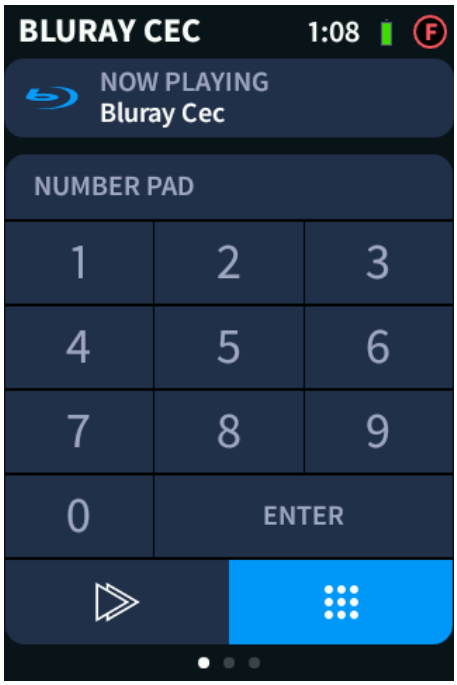
Functions

Tap the play icon to display the **FUNCTIONS** menu for the Blu-ray Disc player. The **FUNCTIONS** menu provides a selection of commonly used controls for the device.

Keypad

Tap the keypad icon to display the **NUMBER PAD** menu for the Blu-ray Disc player. The **NUMBER PAD** menu provides a number pad for use with the device.

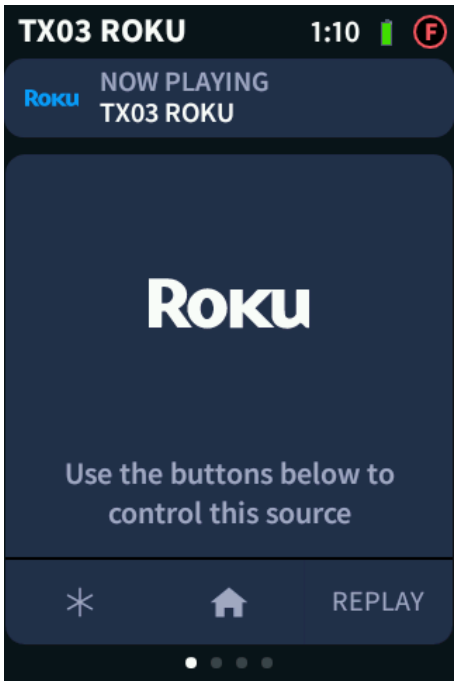
Media Screen - NUMBER PAD Menu



Streaming Video Player Media Sources

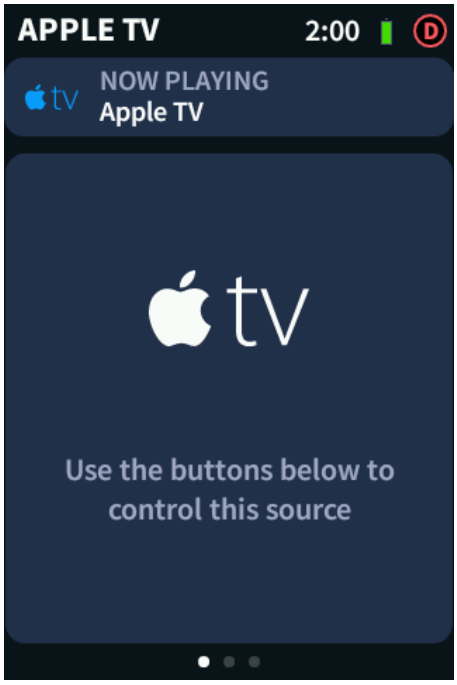
If a streaming video player is playing, the media screen for the device is displayed. Use the media screen to select from the available device controls. The selections provided on the media screen vary depending on the streaming video player model.

Media Screen with On-screen Controls



If device controls for the streaming video player are only available via hard buttons on the remote, the media screen shows a device logo without any touch controls.

Media Screen without On-screen Controls



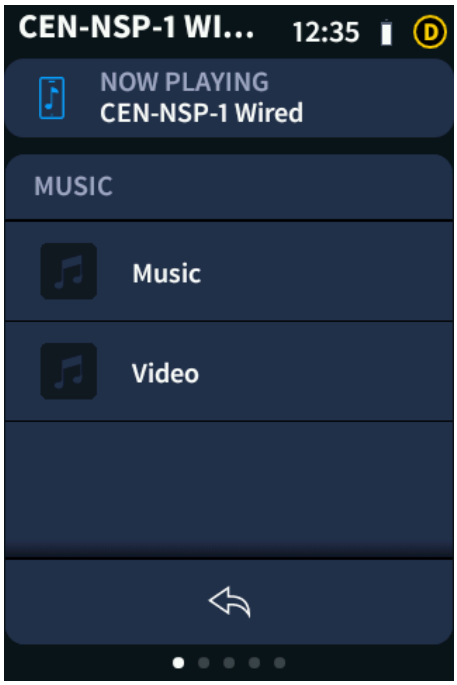
Streaming Music Player Media Sources

If a streaming music player is playing, the media screen for the device is displayed. Select a menu item to reveal the available options for the selection. Stations, playlists, and favorites may be selected using the various menu options, depending on the device.

> **NOTE:** Favorites and playlists are created using the streaming music player service.

Device-specific controls are also provided at the bottom of the screen that allow for quick navigation through the device menus and for selecting favorites.

Media Screen - MUSIC Menu



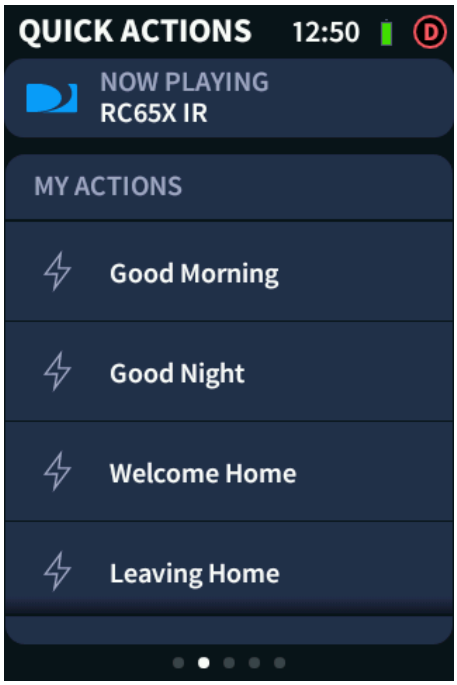
> **NOTE:** Some device functions for streaming music players, such as search functions that require a keyboard, are not supported on the TSR-310. If an unsupported function is attempted on the TSR-310, an alert screen is displayed. These functions may be performed from another control device in the home (such as a touch screen).

Control Quick Actions

If quick actions have been created for the Crestron Home system, swipe through the operational screens until the **QUICK ACTIONS** screen is displayed.

> **NOTE:** If all media and environmental subsystems are active in the Crestron Home system, the **QUICK ACTIONS** screen is the second screen from the left as indicated by the navigation dots on the bottom of the screen.

QUICK ACTIONS Screen



Use the **QUICK ACTIONS** screen to recall quick actions for the whole house.

Quick actions are commonly used functions that change the behavior of multiple devices across a household when recalled. Quick actions are used to create a desired ambiance or to send an unscheduled global command (such as "all off") to the entire system.

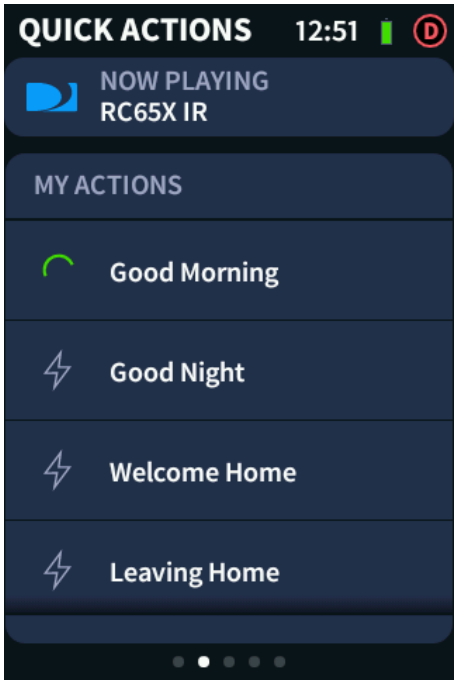
> **NOTE:** Quick actions are created during setup. The **QUICK ACTIONS** screen may be accessed only if the Quick Actions setting is enabled in User Control mode and if one or more quick actions have been created for the system. For more information, refer to Actions on page 83.

The **MY ACTIONS** menu contains all of the quick actions that have been created for the Crestron Home system.

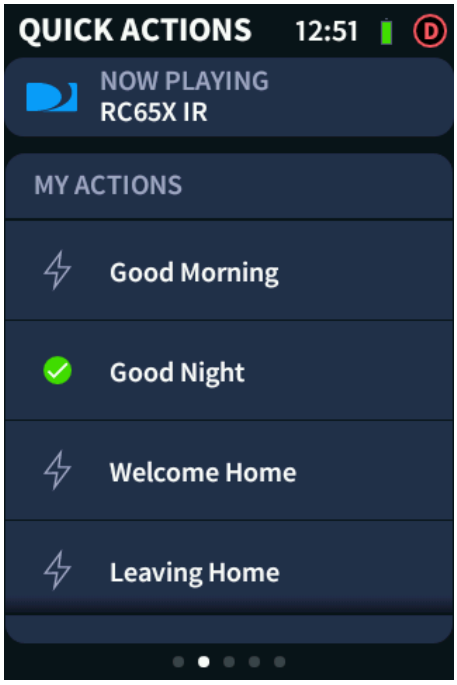
> **NOTE:** To toggle the quick actions that are displayed in the **MY ACTIONS** menu and to change the order of quick actions in the menu, refer to .

To select a quick action, swipe up and down through the **MY ACTIONS** menu, and then tap the desired quick action. A green swirl animation is displayed to the left of the quick action name to indicate that the action is in progress. Once the quick action has completed, a green check icon is displayed to the left of the quick action name. The check icon is shown for a few seconds before reverting to the lightning bolt icon.

QUICK ACTIONS Screen - Action in Progress



QUICK ACTIONS Screen - Action Complete

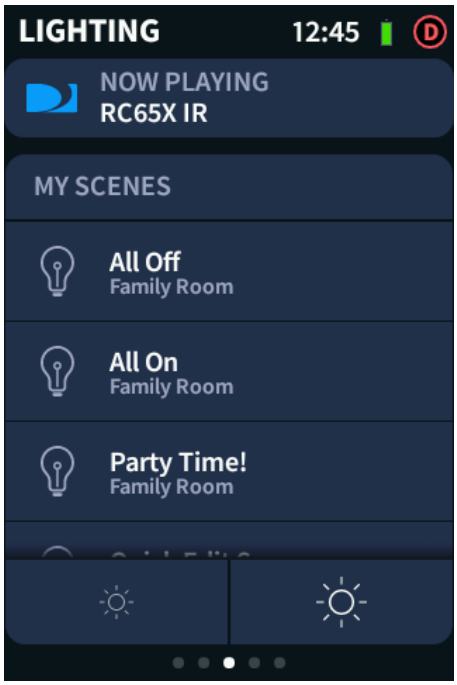


Control Lighting

If lighting loads have been added to the Crestron Home system, swipe through the operational screens until the **LIGHTING** screen is displayed.

> **NOTE:** If all media and environmental subsystems are active in the Crestron Home system, the **LIGHTING** screen is the center screen as indicated by the navigation dots on the bottom of the screen.

LIGHTING Screen



Use the **LIGHTING** screen to recall light scenes for the room where the TSR-310 is paired or for the whole house. The **LIGHTING** screen also provides master raise and lower controls for programmed dimmable lights in the room.

Light scenes are used to set predefined levels for multiple lighting loads when recalled. By default, the Crestron Home system creates **All On** and **All Off** scenes for every room that has a lighting load in it. Additionally, **All On** and **All Off** scenes are created automatically for the whole house.

> **NOTE:** Light scenes are created during setup. The **LIGHTING** screen may be accessed only if lighting control is enabled for the room in User Control mode and if one or more lighting loads have been added to the room. For more information, refer to Light Scenes.

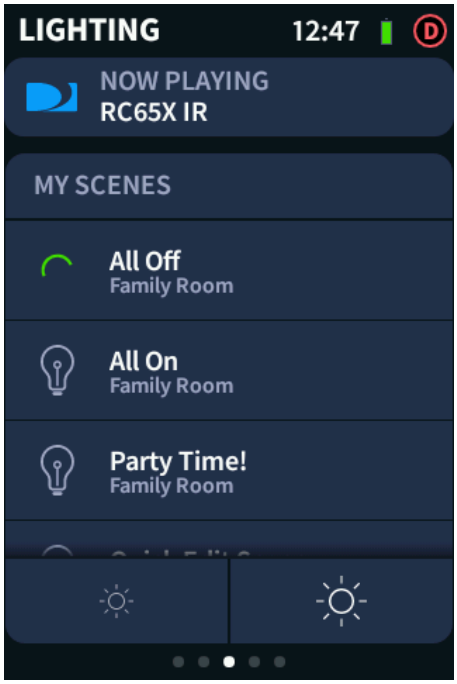
To adjust the master lighting level in the room:

- Tap the small sun icon at the bottom left of the screen to lower the master lighting level incrementally.
- Tap the large sun icon at the bottom right of the screen to raise the master lighting level incrementally.

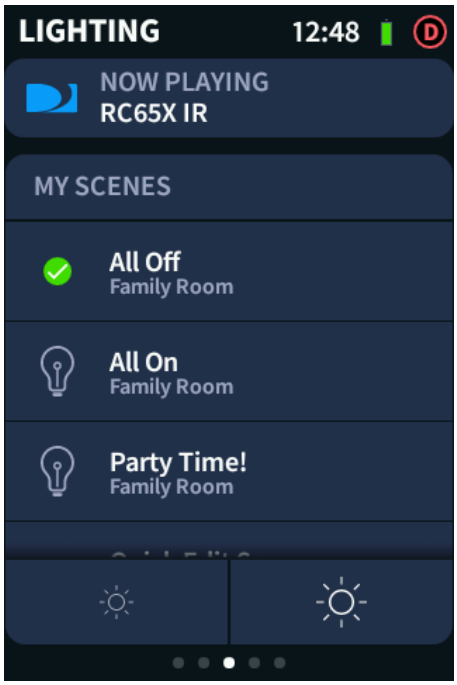
The **MY SCENES** menu contains all of the light scenes that may be recalled from the room. The room where the light scene will be recalled is displayed under the scene name. All of the scenes for the room where the remote is paired are listed first, followed by any scenes for other rooms.

To select a light scene, swipe up and down through the **MY SCENES** menu, and then tap the desired scene. A green swirl animation is displayed to the left of the light scene name to indicate that the scene is in progress. Once the light scene has completed, a green check icon is displayed to the left of the light scene name. The check icon is displayed until another scene is played that overwrites the existing scene.

LIGHTING Screen - Scene in Progress



LIGHTING Screen - Scene Complete

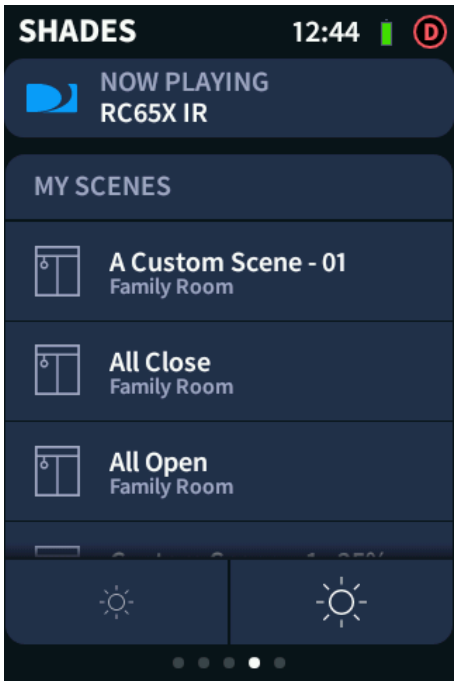


Control Shades

If shade motors have been added to the Crestron Home system, swipe through the main carousel screens until the **SHADES** screen is displayed.

> **NOTE:** If all media and environmental subsystems are active in the Crestron Home system, the **SHADES** screen is the second screen from the right as indicated by the navigation dots on the bottom of the screen.

SHADES Screen



Use the **SHADES** screen to recall shade scenes for the room where the TSR-310 is paired or for the whole house. The **SHADES** screen also provides master raise and lower controls for programmed shade motors or groups in the room.

Shade scenes are used to set predefined levels for multiple shade motors when recalled. By default, the Crestron Home system creates **All On** and **All Off** scenes for every room that has a shade motor or group in it. Additionally, **All On** and **All Off** scenes are created automatically for the whole house.

> **NOTE:** Shade scenes are created during setup. The **SHADES** screen may be accessed only if shade control is enabled for the room in User Control mode and if one or more shade motors or groups have been added to the room. For more information, refer to Shade Scenes on page 72.

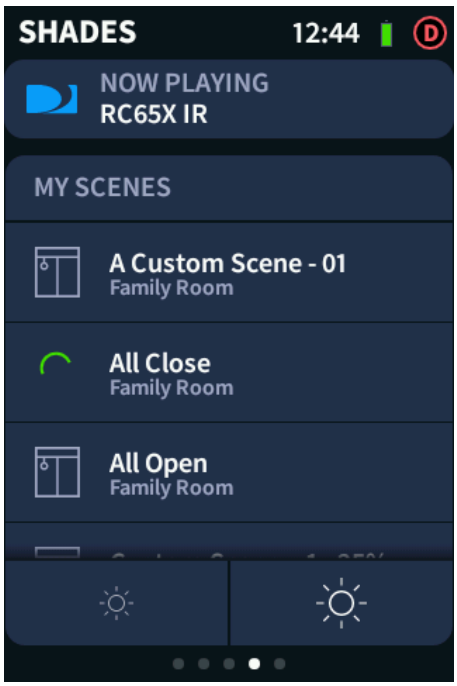
To adjust the master shade position in the room:

- Tap the small sun icon at the bottom left of the screen to lower the shade position incrementally.
- Tap the large sun icon at the bottom right of the screen to raise the shade position incrementally.

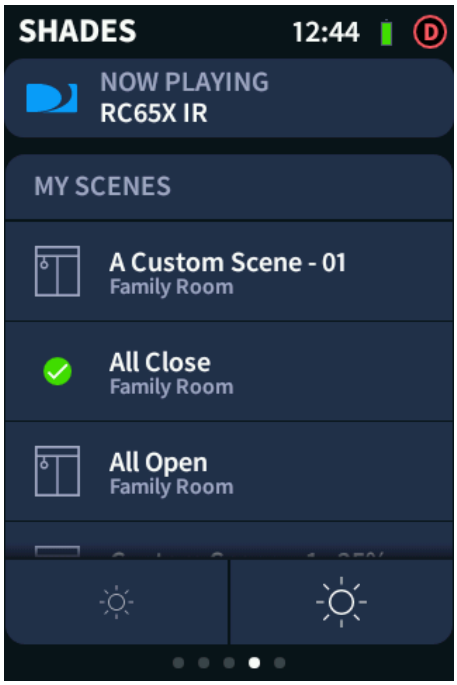
The **MY SCENES** menu contains all of the shade scenes that may be recalled from the room. The room where the shade scene will be recalled is displayed under the scene name. All of the scenes for the room where the remote is paired are listed first, followed by any scenes for other rooms.

To select a shade scene, swipe up and down through the **MY SCENES** menu, and then tap the desired scene. A green swirl animation is displayed to the left of the shade scene name to indicate that the scene is in progress. Once the shade scene has completed, a green check icon is displayed to the left of the shade scene name. The check icon is displayed until another scene is played that overwrites the existing scene.

SHADES Screen - Scene in Progress



SHADES Screen - Scene Complete

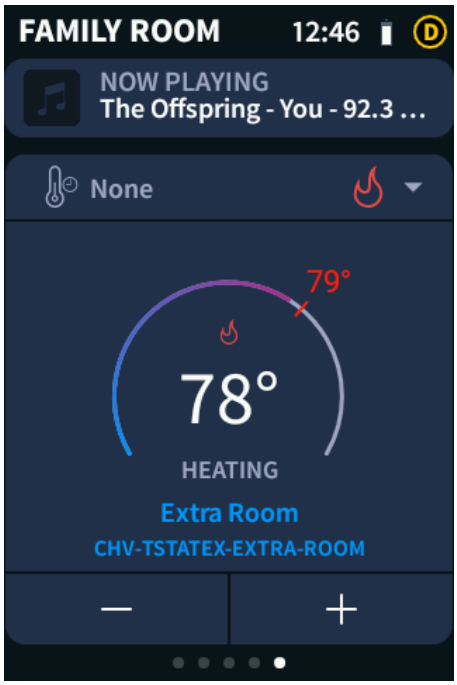


Control Climate

If thermostats have been added to the Crestron Home system, swipe through the main carousel screens until the **CLIMATE** screen is displayed.

> **NOTE:** If all media and environmental subsystems are active in the Crestron Home system, the **CLIMATE** screen is the rightmost screen as indicated by the navigation dots on the bottom of the screen.

CLIMATE Screen



Use the **CLIMATE** screen to adjust the temperature of a thermostat from the room where the TSR-310 is paired. The **CLIMATE** screen also shows the status of the thermostat and provides controls for changing the thermostat mode.

> **NOTE:** The **CLIMATE** screen may be accessed only if thermostat control is enabled for the room in User Control mode and if one or more thermostats have been added to the system. For more information, refer to Climate Scenes on page 78.

The current room temperature is displayed in the center of the screen.

- When heating mode is activated, the temperature of the heating set point is displayed in red text on the visual representation of the thermostat.
- When cooling mode is activated, the temperature of the cooling set point is displayed in blue text on the visual representation of the thermostat.

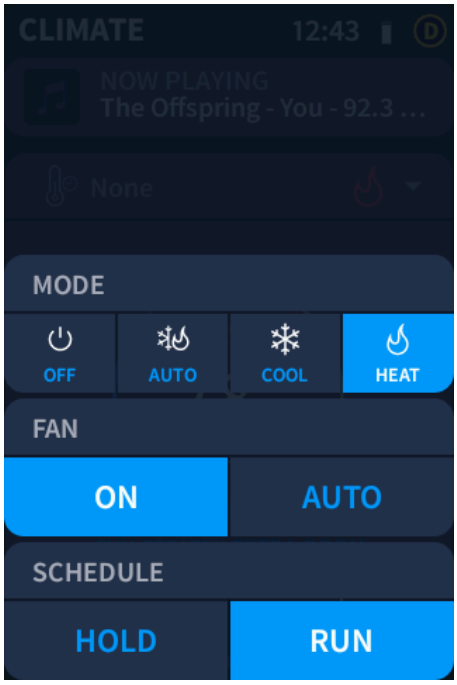
To adjust the scheduled set point of the active mode (heating or cooling):

- **Minus Button (-):** Lowers the set point temperature.
- **Plus Button (+):** Raises the set point temperature.

> **NOTE:** Any changed set point will revert back to its programmed value once the next scheduled thermostat event occurs.

To change the thermostat mode, tap the thermostat mode icon on the upper right of the **CLIMATE** screen to display a configuration menu.

CLIMATE Screen - Configuration Menu



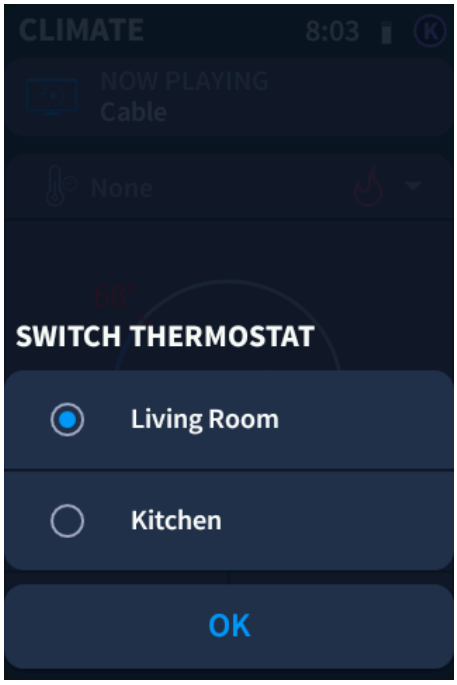
The following thermostat settings are provided (if supported by the thermostat):

- **MODE:** Select the desired thermostat mode:
  - **OFF:** Turn off the thermostat.
  - **AUTO:** Place the thermostat in auto mode.
  - **COOL:** Place the thermostat in cooling mode.
  - **HEAT:** Place the thermostat in heating mode.
- **FAN:** Select a fan behavior for the thermostat:
  - **ON:** Turn the thermostat fan on.
  - **AUTO:** Place the thermostat fan in auto mode.
- **SCHEDULE:** Select the behavior of the programmed thermostat schedule:
  - **HOLD:** Stop the thermostat schedule.
  - **RUN:** Resume the thermostat schedule.

Once a new setting is selected, the configuration menu closes automatically.

To change the thermostat that is controlled by the TSR-310, tap the thermostat name on the **CLIMATE** screen and then tap a thermostat to select it. Tap **OK** to return to the **CLIMATE** screen.

CLIMATE Screen - SWITCH THERMOSTAT Menu



Hard Button Controls

The following user-triggered screens may be accessed at any time with the appropriate hard buttons on the TSR-310. User-triggered screens provide additional options for system control.

Media System Power

Use the power button to turn the room on and off, turn the whole house off, and set the sleep timer.

Turn the Room On

Press the power button to turn the room on. Depending on the Crestron Home system programming, different actions are performed when the room is turned on:

- The default media source starts playing.
- The last played media source starts playing.
- The **MY SOURCES** menu displays. Select a source to start playing the media source.
- Pressing the power button results in no action. The media source must be selected manually from the **MY SOURCES** menu.

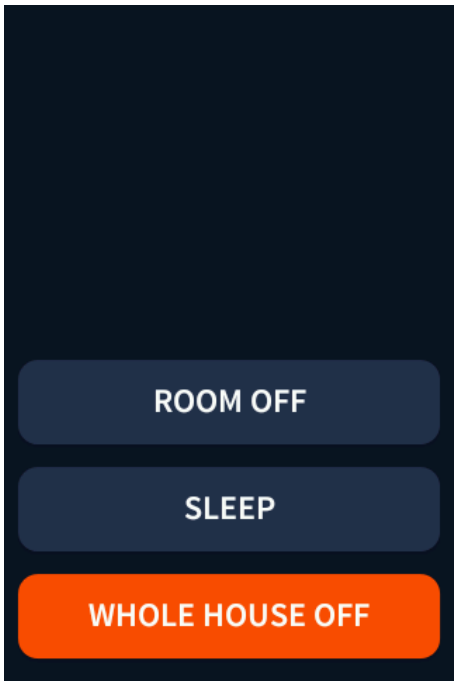
Turn the Room Off

Press the power button on the TSR-310 to power off the room. The active media source stops playing.

> **NOTE:** Alternatively, press and hold the power button to view the power down options and then tap **ROOM OFF**. The room turns off.

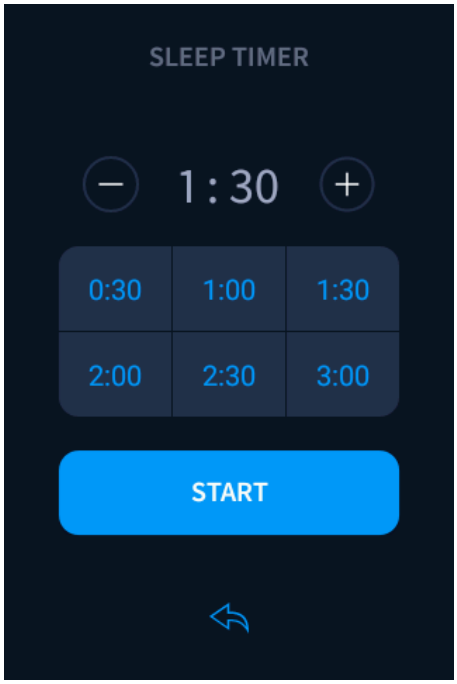
Turn the Whole House Off

Press and hold the power button to view the power down options and then tap **WHOLE HOUSE OFF**. The whole house turns off.



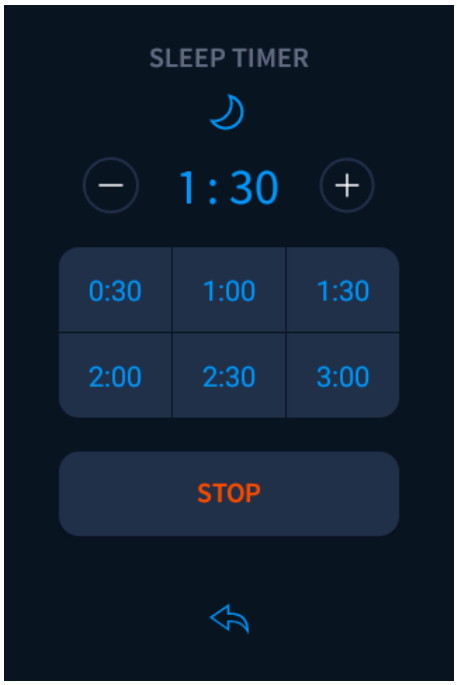
Set the Sleep Timer

Press and hold the power button to view the power down options and then tap **SLEEP**. Set the length of the sleep timer and then tap **START**. The room turns off after the set amount of time.



Cancel the Sleep Timer

Press and hold the power button to view the power down options and then tap **SLEEP**. Tap **STOP** to cancel the sleep timer.



Voice Commands

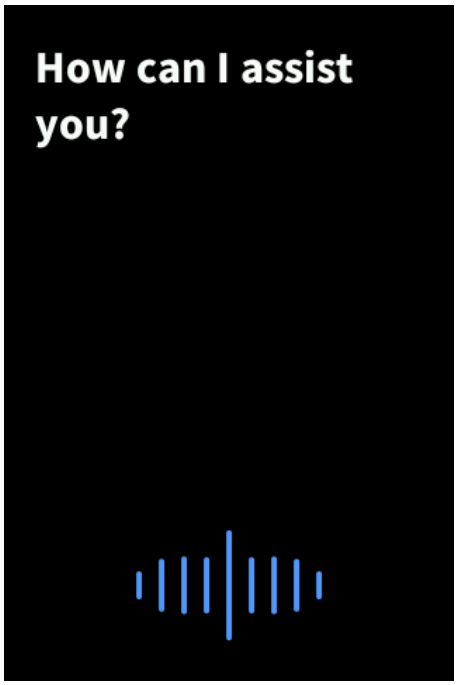
Use the microphone button to issue voice commands.

NOTES:

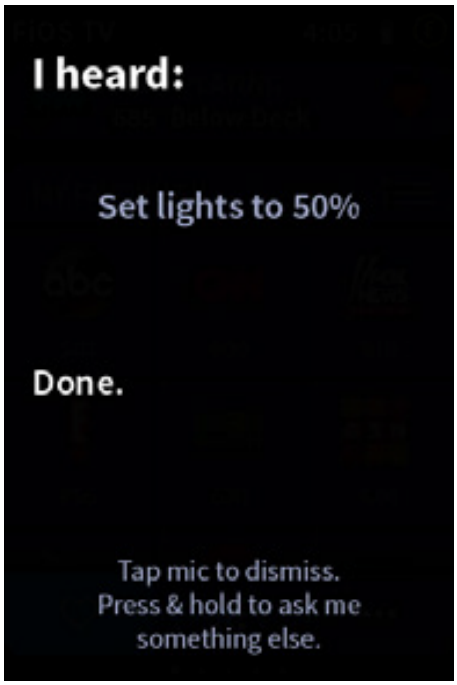
- For a list of available voice commands, refer to Voice Commands on page 389.
- To use voice commands, the Crestron Home system must be associated with a voice control provider, and voice registration must be enabled on the TSR-310. For more information, refer to System Control on page 110.

To issue voice commands, press and hold the microphone button , speak the voice command, then release the microphone button. The command is displayed on the screen with a swirl animation to show that the command is in progress. Once the command has been executed, a green check icon appears on the screen, followed by a textual conformation that the command was executed.

Voice Commands Screen - Command Prompt

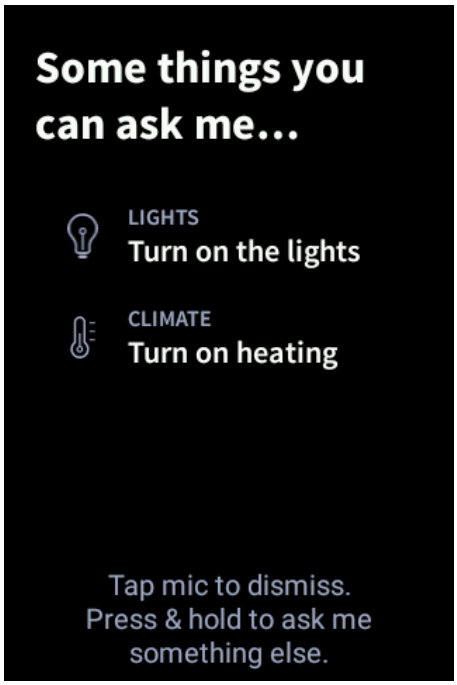


Voice Commands Screen - Command Complete



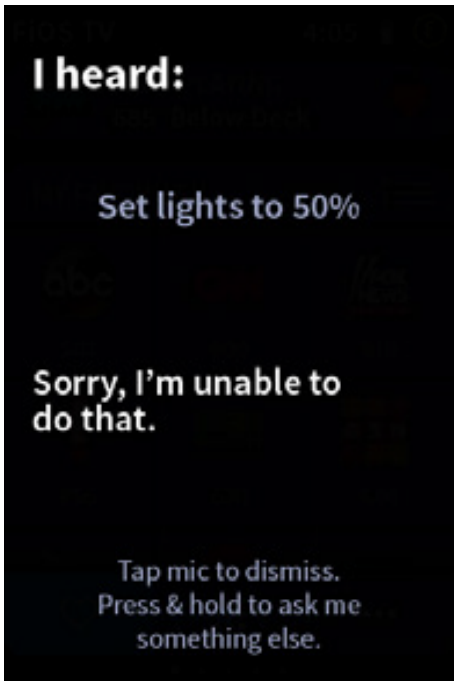
If no command is spoken and the microphone button is released, a list of common voice commands is displayed on the screen.

Voice Commands Screen



If the TSR-310 recognizes the command but it unable to process it in the system, a message indicating this information is displayed. Press the microphone button to dismiss this message, and then attempt to reissue the voice command.

Voice Commands Screen - Command Not Processed



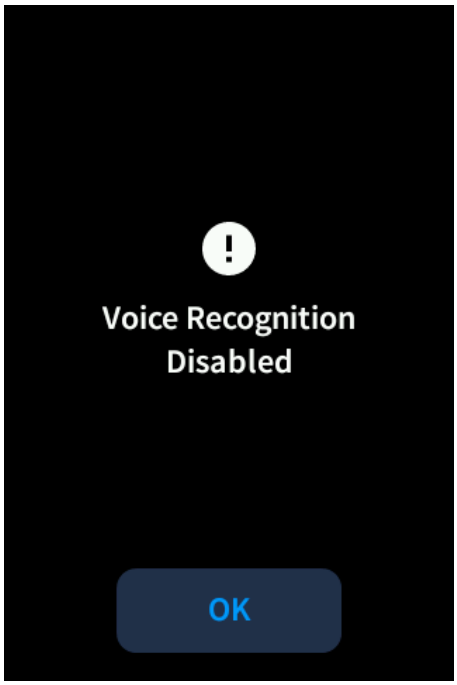
If the TSR-310 does not recognize the command, a message indicating this information is displayed. Press the microphone button to dismiss this message, and then attempt to reissue the voice command.

Voice Commands Screen - Command Not Recognized



If voice control is disabled, a screen alerting the user is displayed when the microphone button is pressed. Tap **OK** to dismiss the notification.

Voice Recognition Disabled Screen

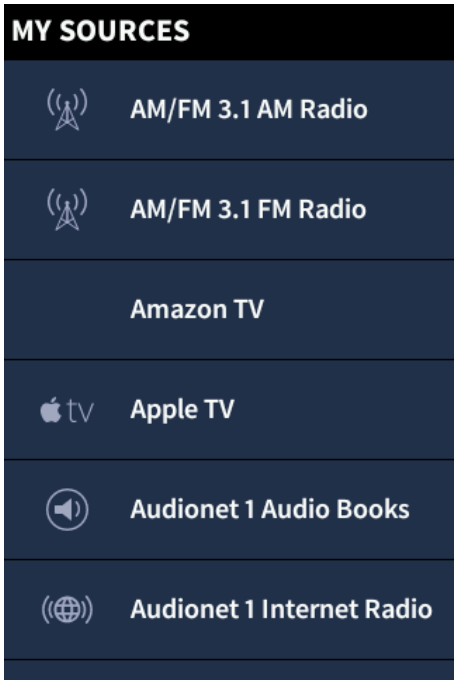


My Sources

Press the home button ☰ on the TSR-310 to display the **MY SOURCES** screen. The **MY SOURCES** screen lists all the available media sources for the room. A check mark is placed next to the source that is currently playing.

Tap a source on the **MY SOURCES** screen to switch to a different source.

MY SOURCES Screen



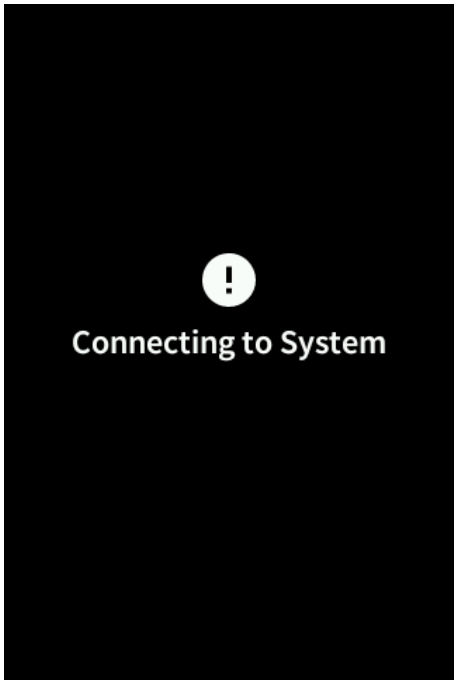
System Screens

The TSR-310 handheld remote displays system screens to provide feedback, notifications, and alerts to the user.

System Alert Screens

The **Connecting to System** alert is displayed if the Crestron Home system is offline or if the TSR-310 is waiting to establish a connection after a reboot. This alert is closed automatically once a connection is established. If this message is displayed for a prolonged period, check the connection to the Crestron Home system.

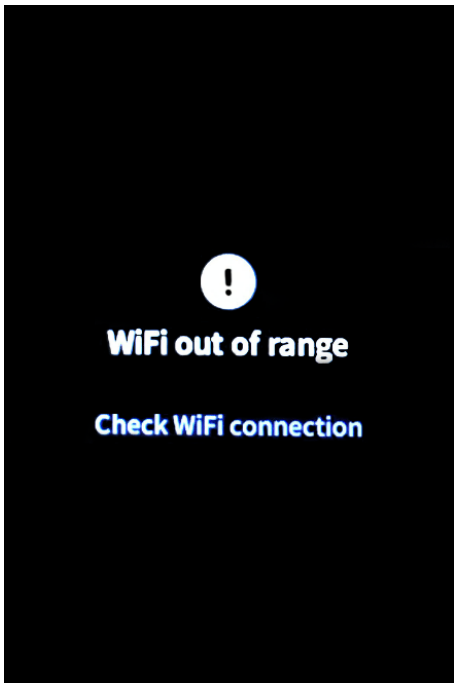
Connecting to System Alert Screen



The **Wi-Fi out of range** alert is displayed if the TSR-310 is no longer in range of the wireless access point or if the wireless access point is not functioning. This alert is closed automatically once the TSR-310 is back in range of the wireless access point. If this message is displayed while in range of the access point, ensure that the access point is powered on and is functioning properly.

> **NOTE:** When the TSR-310 is first disconnected from the wireless access point, the **Connecting to System** alert may be displayed for a few seconds before the "Wi-Fi out of range" alert is displayed. This behavior is normal.

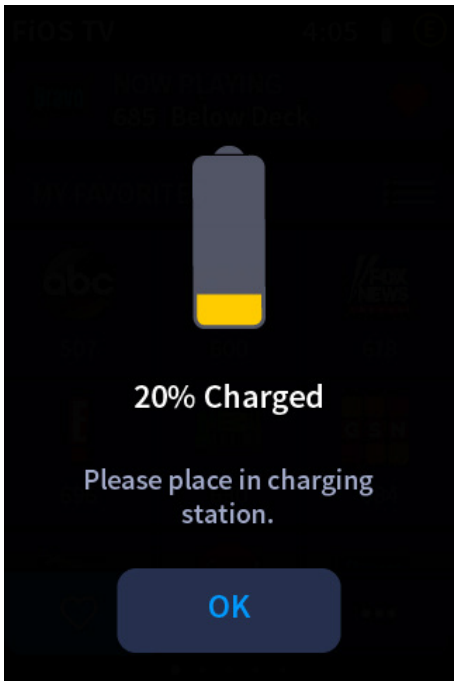
Wi-Fi Out of Range Alert Screen



Battery Low

When the TSR-310 battery level has reached 20%, a screen is displayed to alert the user that the TSR-310 should be placed on its charging dock. Tap **OK** to dismiss the notification.

Battery Low Screen



If the remote is not placed on the charging dock, additional alert screens are displayed when the battery level reaches 10% and 5%. When the battery level reaches 5%, a battery critical screen is displayed. Tap **OK** to dismiss the notification.

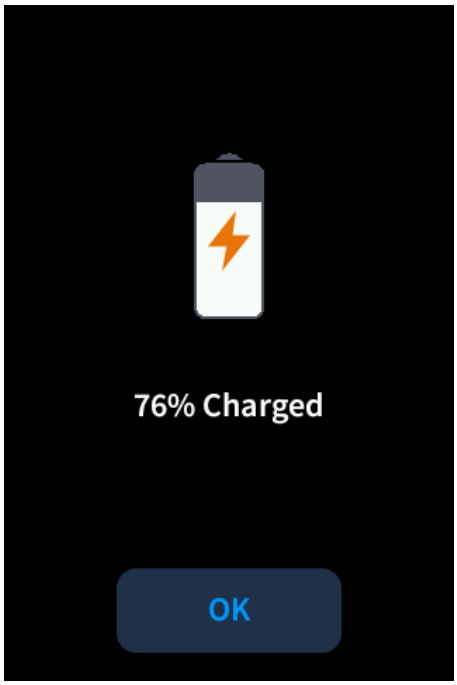
Battery Critical Screen



Battery Charging

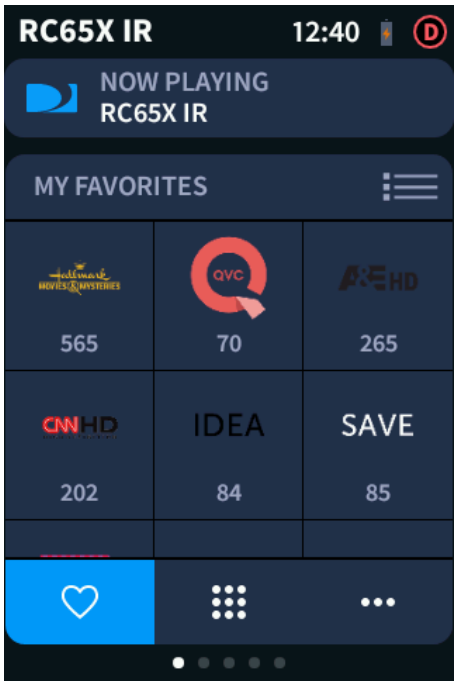
When the TSR-310 is placed in its charging dock, a screen with a charging battery image and the current battery level is displayed to alert the user that the battery is charging. Tap **OK** to dismiss the notification. Otherwise, this screen is closed automatically after three seconds.

Battery Charging Screen



When the battery is charging, a battery charging indicator replaces the battery level indicator on the upper right of the operational screens.

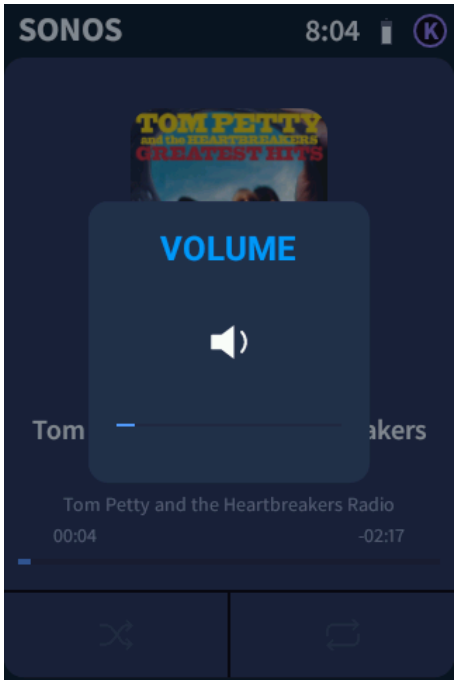
Media Screen - Battery Charging Indicator



Volume

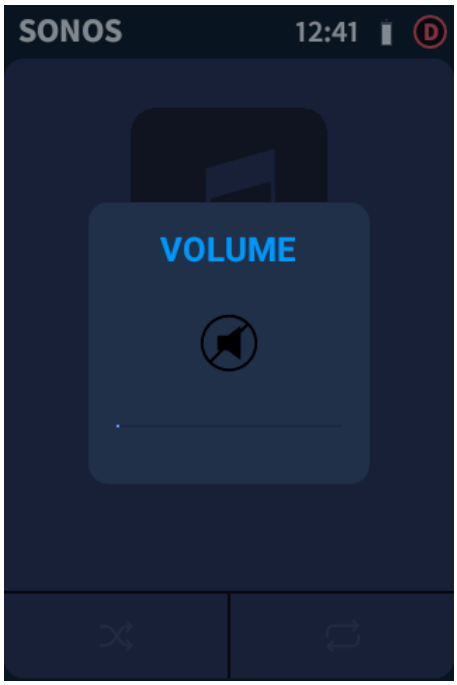
When the system volume is adjusted using the volume raise and volume lower hard buttons, a **VOLUME** panel is displayed. The blue bar underneath the volume icon adjusts to show the volume level.

VOLUME Panel



If the mute hard button is pressed or if the system volume is lowered to 0%, a volume mute icon is displayed.

VOLUME Panel - Volume Muted



Voice Commands

Use the TSR-310 handheld remote to control your Crestron Home system with voice commands. Voice commands can be used to control the lights and temperature, increase or decrease a value or level for a device, recall global Quick Actions, and get a list of rooms or scenes.

Requirements

To use voice commands on the TSR-310 handheld remote:

- In Crestron Home, turn on voice control. For details, refer to System Control on page 110.
- In the TSR-310 settings, turn on voice control. For details, refer to .

Decrease a Device Value or Level

Example Phrases	Expected Response	Comments
Decrease the <device> by <number> percent.	Sure, decrementing the <device>.	
Decrease <device> by <number>.	Sure, decrementing the <device>.	
Decrease <device> by <number> percent in the <room>.	Sure, decrementing the <device>.	
Decrease <room> <device> by <number> percent.	Sure, decrementing the <device>.	
Decrease <device>.	Sure, decrementing the <device>.	The number is decreased by 25.

Increase a Device Value or Level

Example Phrases	Expected Response	Comments
Increase the <device> by <number> percent.	Sure, incrementing the <device>.	
Increase <device> by <number>.	Sure, incrementing the <device>.	
Increase <device> by <number> percent in the <room>.	Sure, incrementing the <device>.	
Increase <room> <device> by <number> percent.	Sure, incrementing the <device>.	
Increase <device>.	Sure, incrementing the <device>.	The number is increased by 25.

Make a Room-wide Light or Temperature Adjustment

Example Phrases	Expected Response	Comments
It is too dark in the <room>.	Adjusting the <room>.	The lights are increased by 25 percent.
It is too bright.	Adjusting the <room>.	The lights are decreased by 25 percent.
It is too cold.	Adjusting the <room>.	The temperature is increased by 2 degrees.
It is too warm.	Adjusting the <room>.	The temperature is decreased by 2 degrees.
It is too hot.	Adjusting the <room>.	The temperature is decreased by 2 degrees.

Turn Off a Device

Example Phrases	Expected Response
Turn off <room> <device>.	Sure, turning off the <device>.
Turn off <device>.	Sure, turning off the <device>.
Turn off the <room> <device>.	Sure, turning off the <device>.
Turn off the <device>.	Sure, turning off the <device>.
Turn off the <device> in the <room>.	Sure, turning off the <device>.

Turn On a Device

Example Phrases	Expected Response
Turn on <room> <device>.	Sure, turning on the <device>.
Turn on <device>.	Sure, turning on the <device>.
Turn on the <room> <device>.	Sure, turning on the <device>.
Turn on the <device>.	Sure, turning on the <device>.
Turn on the <device> in the <room>.	Sure, turning on the <device>.

Set a Device Value or Level

Example Phrases	Expected Response
Set the <device> to half in the <room>.	Sure, setting the <device> to <number> percent.
Set the <device> to <number> percent.	Sure, setting the <device> to <number> percent.
Set the <device> to <number>.	Sure, setting the <device> to <number> percent.
Set the <room> <device> to <number>.	Sure, setting the <device> to <number> percent.
Set <device> to <number>.	Sure, setting the <device> to <number> percent.

Set the Away Preset

Example Phrases	Expected Response
Goodbye.	Goodbye. Setting your away presets.
I am going.	Goodbye. Setting your away presets.
I am leaving.	Goodbye. Setting your away presets.
We are going away.	Goodbye. Setting your away presets.
We are leaving the house.	Goodbye. Setting your away presets.

Set the Morning Preset

Example Phrases	Expected Response
Good morning.	Good morning. Setting your morning presets.
Wake up.	Good morning. Setting your morning presets.

Set the Night Preset

Example Phrases	Expected Response
Good night.	Good night. Setting your night presets.
Go to sleep.	Good night. Setting your night presets.

Set the Home Preset

Example Phrases	Expected Response
I am back.	Welcome home. Setting your home presets.
I am home.	Welcome home. Setting your home presets.
I'm here.	Welcome home. Setting your home presets.
We are here.	Welcome home. Setting your home presets.
We are home.	Welcome home. Setting your home presets.

Decrease the Thermostat Temperature

Example Phrases	Expected Response	Comments
Decrease the thermostat by <number> degrees in the <room>.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Decrease the thermostat by <number> degrees.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Decrease the thermostat by <number>.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.

Example Phrases	Expected Response	Comments
Decrease the <room> thermostat by <number> degrees.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Decrease thermostat by <number> degrees.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.

Increase the Thermostat Temperature

Example Phrases	Expected Response	Comments
Increase the thermostat by <number> degrees in the <room>.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Increase the thermostat by <number> degrees.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Increase the thermostat by <number>.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Increase the <room> thermostat by <number> degrees.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
Increase thermostat by <number> degrees.	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.

Get the Current Thermostat Setpoint

Example Phrases	Expected Response	Comments
What's my thermostat set to?	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
What is my thermostat set to?	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
What's the thermostat set to?	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
What's the <room> thermostat set to?	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.
What is the thermostat set to?	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.

Example Phrases	Expected Response	Comments
What is the <room> thermostat set to?	Auto is set to <number>. The AC is set <number>. The heat is set to <number>.	The response is based on the thermostat mode.

Get the Room Temperature

Example Phrases	Expected Response
What is the thermostat temp?	The thermostat temperature is <number> degrees.
What's the temp in the thermostat?	The thermostat temperature is <number> degrees.
What is the temperature in the kitchen thermostat?	The thermostat temperature is <number> degrees.
What is the thermostat temperature?	The thermostat temperature is <number> degrees.
What is the temperature in the thermostat?	The thermostat temperature is <number> degrees.

Set the Thermostat Operating Mode

Example Phrases	Expected Response
Set the thermostat to <mode> mode	Thermostat is set to <mode>
Set the thermostat to <mode> mode in the <room>	Thermostat is set to <mode>
Set the <room> thermostat to <mode> mode	Thermostat is set to <mode>
Set thermostat to <mode> mode	Thermostat is set to <mode>
Set <room> thermostat to <mode> mode	Thermostat is set to <mode>

Set the Thermostat Temperature

Example Phrases	Expected Response
Set the thermostat to <number> degrees in the <room>	Auto is set to <number> or The AC is set <number> or The heat is set to <number>
Set the thermostat to <number> degrees	Auto is set to <number> or The AC is set <number> or The heat is set to <number>
Set the thermostat to <number>	Auto is set to <number> or The AC is set <number> or The heat is set to <number>
Set the <room> thermostat to <number> degrees	Auto is set to <number> or The AC is set <number> or The heat is set to <number>
Set thermostat to <number> degrees	Auto is set to <number> or The AC is set <number> or The heat is set to <number>

Get a List of Rooms

Example Phrases	Expected Response
List the rooms.	Here is a list of available rooms: <room list>.
List the zones.	Here is a list of available rooms: <room list>.
What rooms?	Here is a list of available rooms: <room list>.
Get the room list.	Here is a list of available rooms: <room list>.
Get the list of rooms.	Here is a list of available rooms: <room list>.

Get a List of Scenes

Example Phrases	Expected Response
List the scenes.	Here is a list of available scenes: <scene list>.
List the scenes in the <room>.	Here is a list of available scenes: <scene list>.
What scenes?	Here is a list of available scenes: <scene list>.
Get the scenes list.	Here is a list of available scenes: <scene list>.
Get the list of scenes.	Here is a list of available scenes: <scene list>.

Recall a Scene

Example Phrases	Expected Response
Recall the scene <scene> in the <room>.	Recalling the <scene> scene in the <room>.
Recall <scene> scene.	Recalling the <scene> scene in the <room>.
Recall scene <scene>.	Recalling the <scene> scene in the <room>.
Recall <scene>.	Recalling the <scene> scene in the <room>.
Recall the <scene> scene in the <room>.	Recalling the <scene> scene in the <room>.

Common Errors

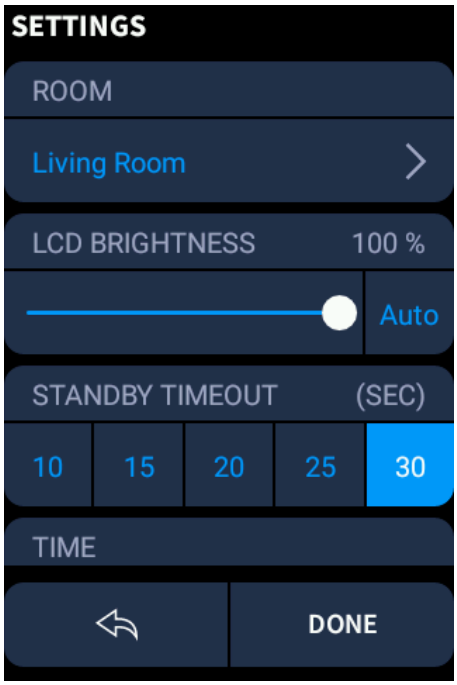
Error Response	Reason
I am unable to determine your thermostat mode.	Thermostat mode is not supported.
I can only set the temperature between <number> and <number>.	Number is not in range.
Something went wrong trying to decrement the device <device>.	Unknown error.
Something went wrong trying to increment the device <device>.	Unknown error.
Something went wrong trying to retrieve the report state of the device <device>.	Unable to retrieve device feedback.
Something went wrong trying to set the device <device>.	Unknown error.

Error Response	Reason
Something went wrong trying to turn off device <device>.	Unknown error.
Sorry, I'm unable to locate your registration information. Please register the device.	Client is not register.
Sorry, I didn't find the device <device>.	Unable to locate device on control system.
Sorry, I do not understand your request.	Missing parameters or unable to determine intent or parsing error.
Sorry, I was not able to locate the room <room>.	Room location not found.
Sorry, the device is not responding. Please check its network connection and power supply.	Device is offline.
Sorry, the room name or default location is not specified.	Room name or default location not specified.
The device <device> is currently off.	The device is in off mode.
The device <device> is offline.	The device is offline.
The Voice Control module on the control system does not support this operation.	The version of the room module on the control system is not compatible.
There was an invalid <input>. Here is a list of valid inputs: <inputs>	Parameter is out of range.
There was an invalid <parameter>. Here is a list of valid parameters: <parameters>	Control system does not support that parameter.
There was an invalid value for <parameter>. The minimum valid value is <number> and the maximum valid value is <number>.	Value is out of range.
This device doesn't support that action. Here are a list of supported actions: <actions>	Control system does not support that action.
Unknown error.	Unknown error.

Configuration

To access the Performance UI configuration screens, press and hold the home button ☰ on the TSR-310 for five seconds. The **SETTINGS** screen is displayed.

SETTINGS Screens



Room Settings

Use the **ROOM** menu to select the room that the TSR-310 handheld remote is associated with in the Crestron Home system.

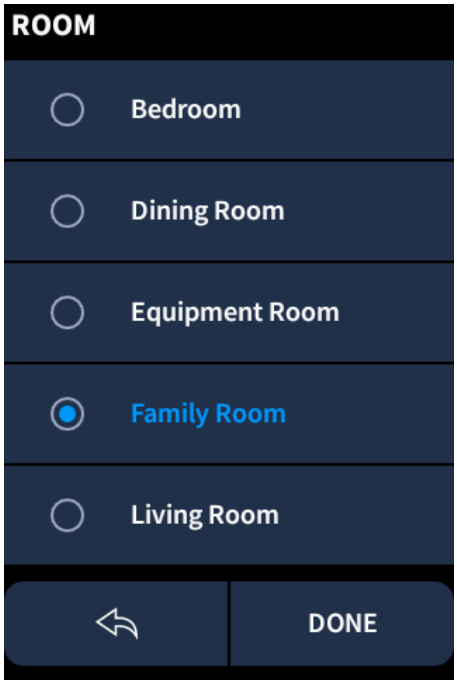
NOTES:

- If a room is set as a Media Zone in the Crestron Home system, the room may be selected from the **ROOM** screen regardless of whether it contains any media sources.
- If a room without any media sources is selected, the media screen is replaced with a **MY SOURCES** screen that shows no available sources.

To select a room:

1. Tap the arrow button next to the currently selected room to display the **ROOM** screen.
2. Tap a room from the list to select it.

   ROOM Screen

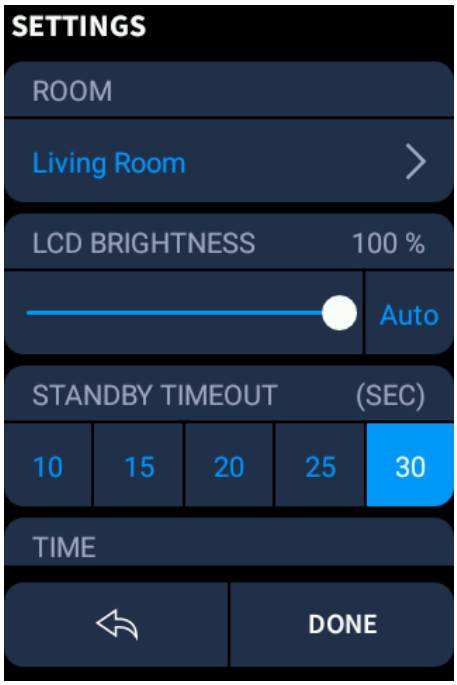


3. Tap **DONE** to save and return to the **SETTINGS** screen, or the back arrow icon to return without saving.

LCD Brightness Settings

Use the **LCD BRIGHTNESS** menu to adjust the brightness of the TSR-310 handheld remote display. The brightness can be manually set using the slider or adjust automatically based on the brightness in the room.

- Use the slider to adjust the LCD brightness level from 0 to 100%.
- Tap **Auto** to turn on or off automatic brightness. If automatic brightness is turned on, the **Auto** button is shown with a light blue background and the slider is disabled.

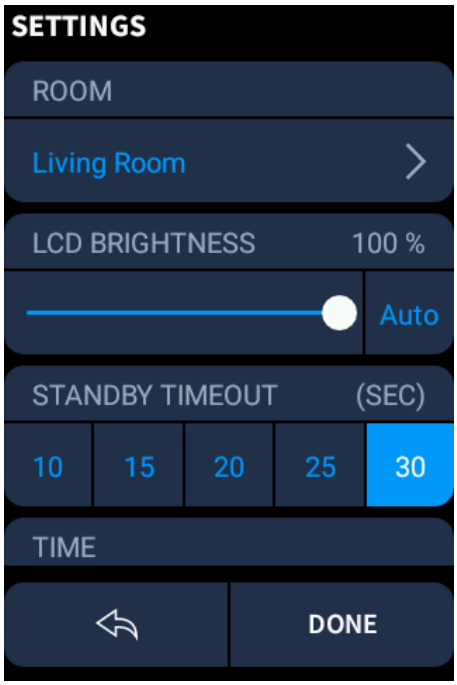


Standby Timeout Settings

Use the **STANDBY TIMEOUT** menu to set the amount of time that the display stays on when the TSR-310 handheld remote is inactive and undocked. When the timeout is reached, the display turns off to conserve battery life. The display turns on when a button is pressed or the TSR-310 handheld remote is moved.

Tap **10**, **15**, **20**, **25**, or **30** (seconds) to set the standby timeout duration. The current selection is shown with a light blue background.

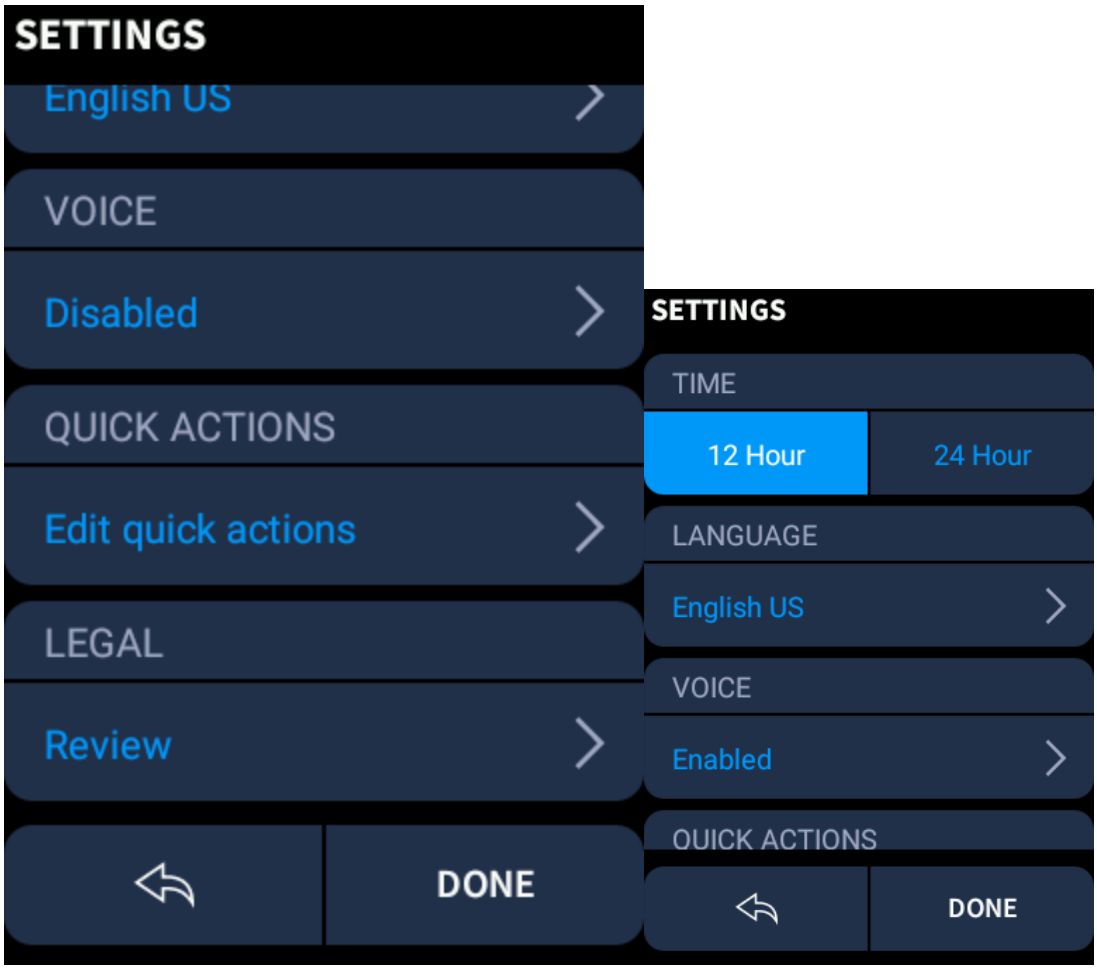
SETTINGS Screens



Time Settings

Use the **TIME** menu to select the time format for the digital clock on the TSR-310 handheld remote display.

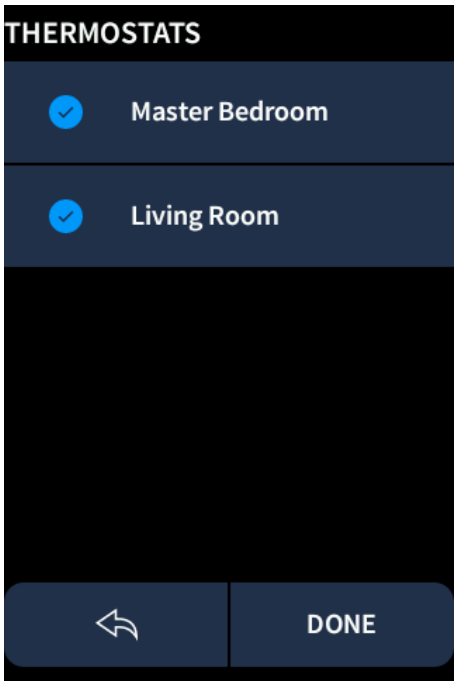
Tap **12 Hour** or **24 Hour** to select the desired time format. The current selection is shown with a light blue background.



Climate Settings

Use the **CLIMATE** menu to select the thermostats that are displayed on the **CLIMATE** screen. For more information on climate, refer to Control Climate on page 372.

Tap **Thermostats** to display the **THERMOSTATS** screen. The **THERMOSTATS** screen displays all thermostats in the system.



To show or hide a thermostat on the **CLIMATE** screen:

1. Tap a thermostat to enable or disable the thermostat on the TSR-310 handheld remote.
    - A check icon next to a thermostat indicates that it will appear on the **CLIMATE** screen.
    - An empty circle indicates that the thermostat will not appear on the **CLIMATE** screen.
2. Tap **DONE** to save and return to the **SETTINGS** screen, or the back arrow icon to return without saving.

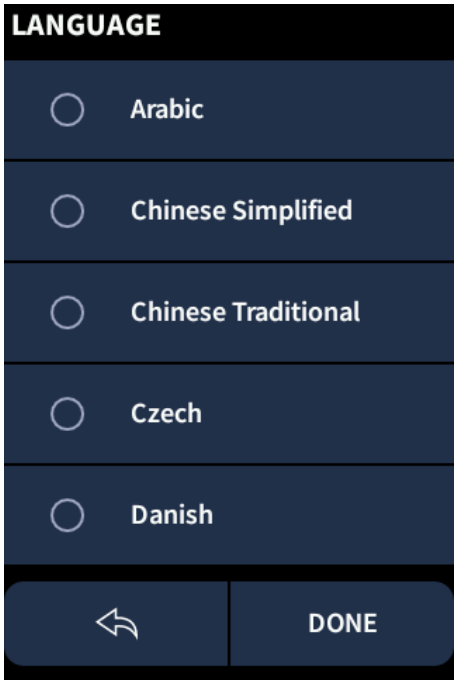
Language Settings

Use the **LANGUAGE** menu to select a language to display on the TSR-310 handheld remote.

To select a language:

1. Tap the arrow button next to the currently selected language to display the **LANGUAGE** screen.
2. Tap a language from the list to select it.

   LANGUAGE Screen



3. Tap **DONE** to save and return to the **SETTINGS** screen, or the back arrow icon to return without saving.

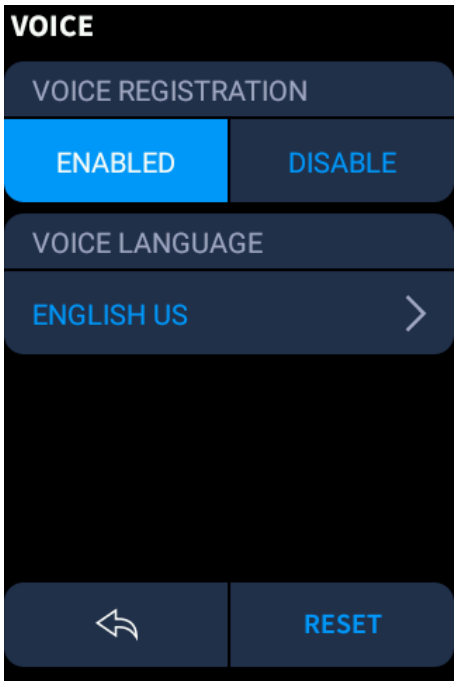
Voice Settings

Use the **VOICE** menu to enable or disable voice control services and select the voice language.

> **NOTES:**
>
> - To use voice commands, voice control services must be enabled for the Crestron Home system. For more information, refer to to System Control on page 110.
> - English (US and UK variants) is the only language currently supported by the TSR-310 for voice control at this time.

Tap **Enabled** or **Disabled** to enter the **VOICE** screen.

VOICE Screen



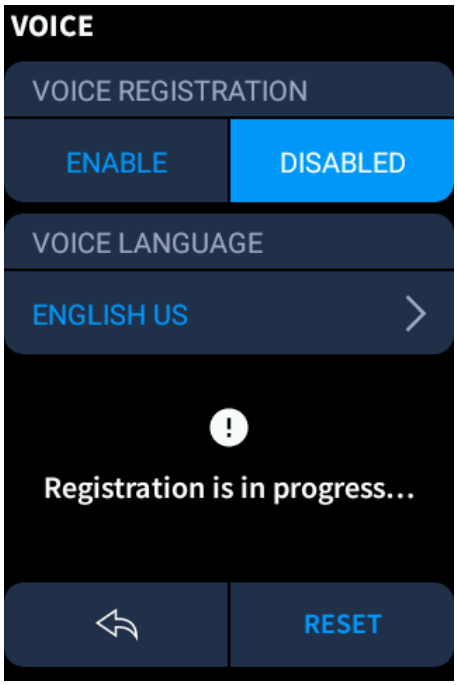
To enable or disable voice control:

1. Tap **Enable** or **Disable**.

> **NOTE:** The TSR-310 handheld remote displays the current selection as **ENABLED** or **DISABLED** and is shown with a light blue background to indicate the voice registration status.

2. The TSR-310 handheld remote updates the registration with the voice control provider associated with the Crestron Home system. If successful, a confirmation message is displayed.

   VOICE Screen - Registration In Progress

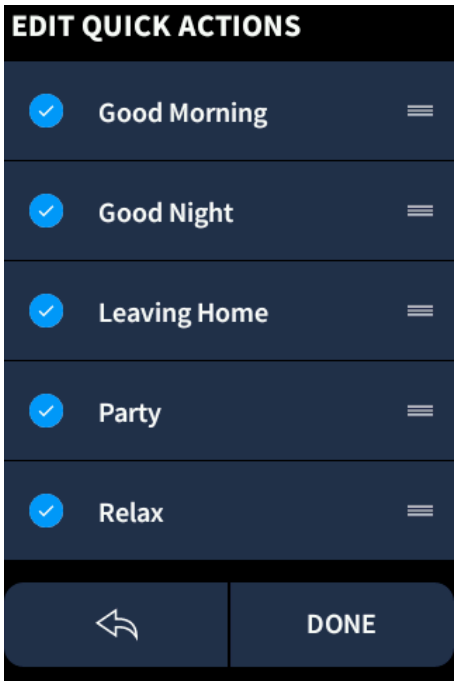


3. Tap **DONE** to save and return to the **SETTINGS** screen, or the back arrow icon to return without saving.

Quick Actions Settings

Use the **QUICK ACTIONS** menu to select and arrange the Quick Actions that are displayed on the TSR-310 handheld remote. For more information on quick actions, refer to Control Quick Actions on page 364.

Tap **Edit quick actions** to enter the **EDIT QUICK ACTIONS** screen



Enable or Disable Quick Actions

To enable or disable a Quick Action:

1. Tap a quick action to enable or disable the Quick Action on the TSR-310 handheld remote.
   - A check icon next to a quick action indicates that it will appear on the **QUICK ACTIONS** screen.
   - An empty circle indicates that the quick action will not appear on the **QUICK ACTIONS** screen.
2. Tap **DONE** to save and return to the **SETTINGS** screen, or the back arrow icon to return without saving.

Reorder Quick Actions

To reorder the Quick Actions:

1. Tap and hold the reorder icon to the right of a Quick Action name.
2. Drag the Quick Action to the desired position in the list and then release the reorder icon.
3. Tap **DONE** to save and return to the **SETTINGS** screen, or the back arrow icon to return without saving.

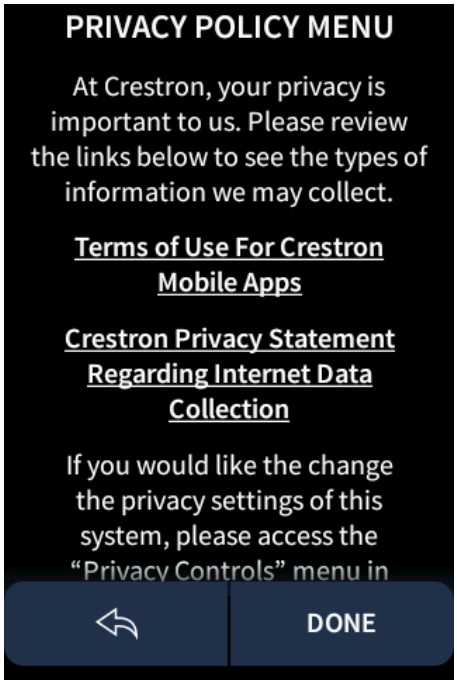
Legal

Use the **LEGAL** menu to review the legal information for the TSR-310 handheld remote and data collection.

To review the legal terms:

1. Tap **Review** to display the **PRIVACY POLICY MENU** screen.
2. Tap **Terms of Use For Crestron Mobile Apps** or **Crestron Privacy Statement Regarding Internet Data Collection**.

   PRIVACY POLICY MENU Screen



3. The TSR-310 handheld remote displays a URL to access the legal terms. Enter the URL into a web browser to view the legal terms.

   Terms of Use Screen



4. Tap **OK** to return to the **PRIVACY POLICY MENU** screen.

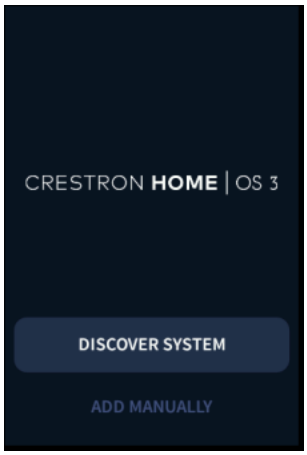
5. Tap **DONE** or the back arrow icon to return to the **SETTINGS** screen.

Crestron Home OS 3 Settings

Use the **CRESTRON HOME OS 3** menu to pair the TSR-310 handheld remote with a different Crestron Home processor.

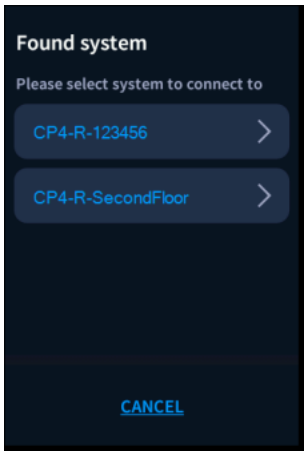
> **NOTE:** Only change these settings if instructed to by your Crestron dealer.

1. Tap **Edit system** and then **OK**. The splash screen is displayed.

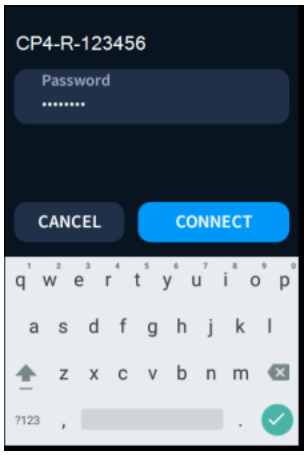


2. Tap **Discover Home** to scan the network for the Crestron Home processor. The **Homes found on this network** screen is displayed and shows the list of available Crestron Home processors on the network. The Hostname and IP Address for each Crestron Home processor is displayed.

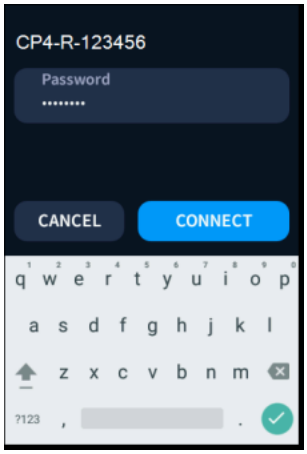
> **NOTES:**
>
> - The TSR-310 handheld remote and the Crestron Home processor must be on the same wireless network for the device to be found.
> - Tap **Add Manually** if the Crestron Home system uses a device port other than 50001.



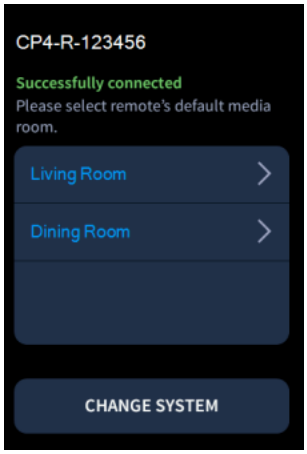
3. Tap the system that you would like to connect to. The password entry screen displays.



4. Enter the User Interface Device Password into the **Password** field using the on-screen keyboard.



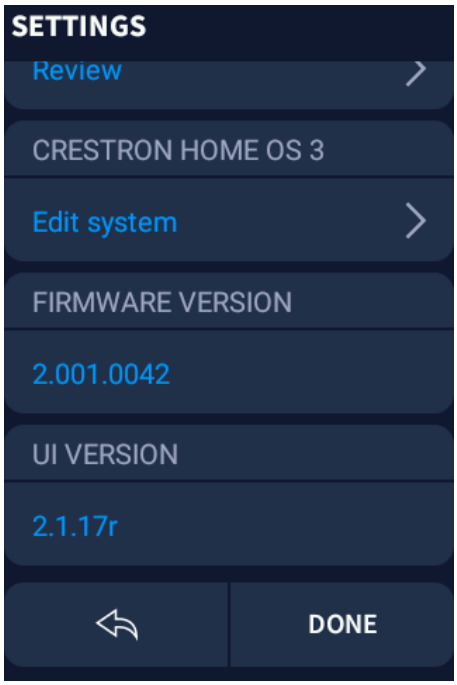
5. Tap **Connect** to add the TSR-310 handheld remote to the Crestron Home system. If the information is valid, the screen is displayed.



6. Select the room that the TSR-310 handheld remote is in. The TSR-310 handheld remote displays the **Home** screen when it is successfully added to the system.

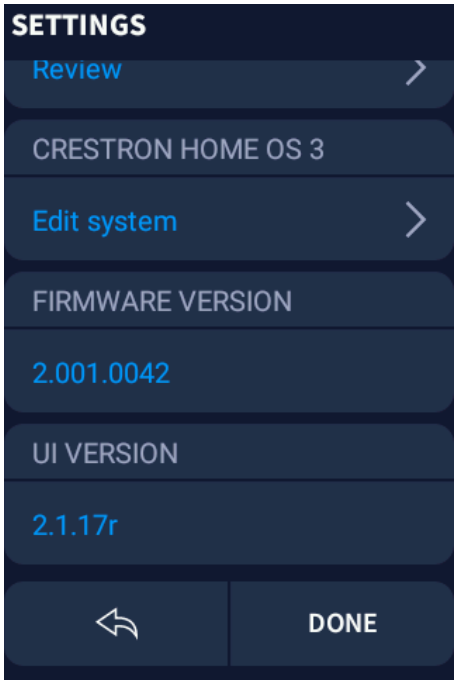
Firmware Version

Use the **Firmware Version** menu to view the firmware that is running on the TSR-310 handheld remote.



UI Version

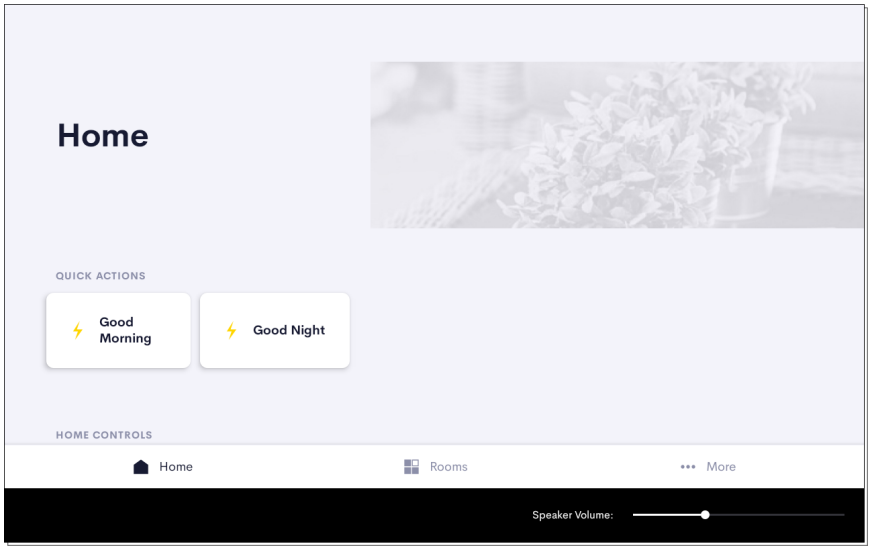
Use the **UI Version** menu to view the user interface software version that is running on the TSR-310 handheld remote.



UC-MM30-R Volume and Microphone Control

Control the volume during a video conference and control your home at the same time.

The **Speaker Volume** control appears when the UC-MM30-R is connected to a PC.



Adjust the Volume

To adjust the volume, drag the **Speaker Volume** slider to the left or right.

Mute the Built-in Microphone

The UC-MM30-R has four lighted **Mute** buttons and a status bar.

The **Mute** buttons and the status bar light green when the microphone is active (unmuted) and light red when the microphone is muted.

To mute the microphone, tap a **Mute** button.

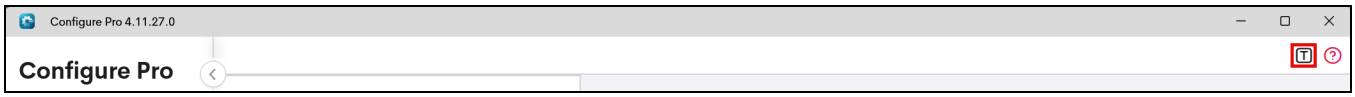
Appendix

This section provides the following information:

- Ordering Engravings
- DM NVX Multiview
- BACnet Thermostat Configuration
- Sonos Integration
- Migrate Crestron Wireless Devices to a Different Gateway
- Factory Restore
- Reset Passwords
- Source Routing Behavior for Media Sources
- Control System Integration
- Keypad Button Programming
- Connect a Door Station
- Security System Configuration
- Migrate System Data to a Different Processor
- How to Create Images for the Crestron Home App
- Conditionals and Variables: Feedback, Commands, and Events
- Ports Used by Crestron Home
- Supported Languages

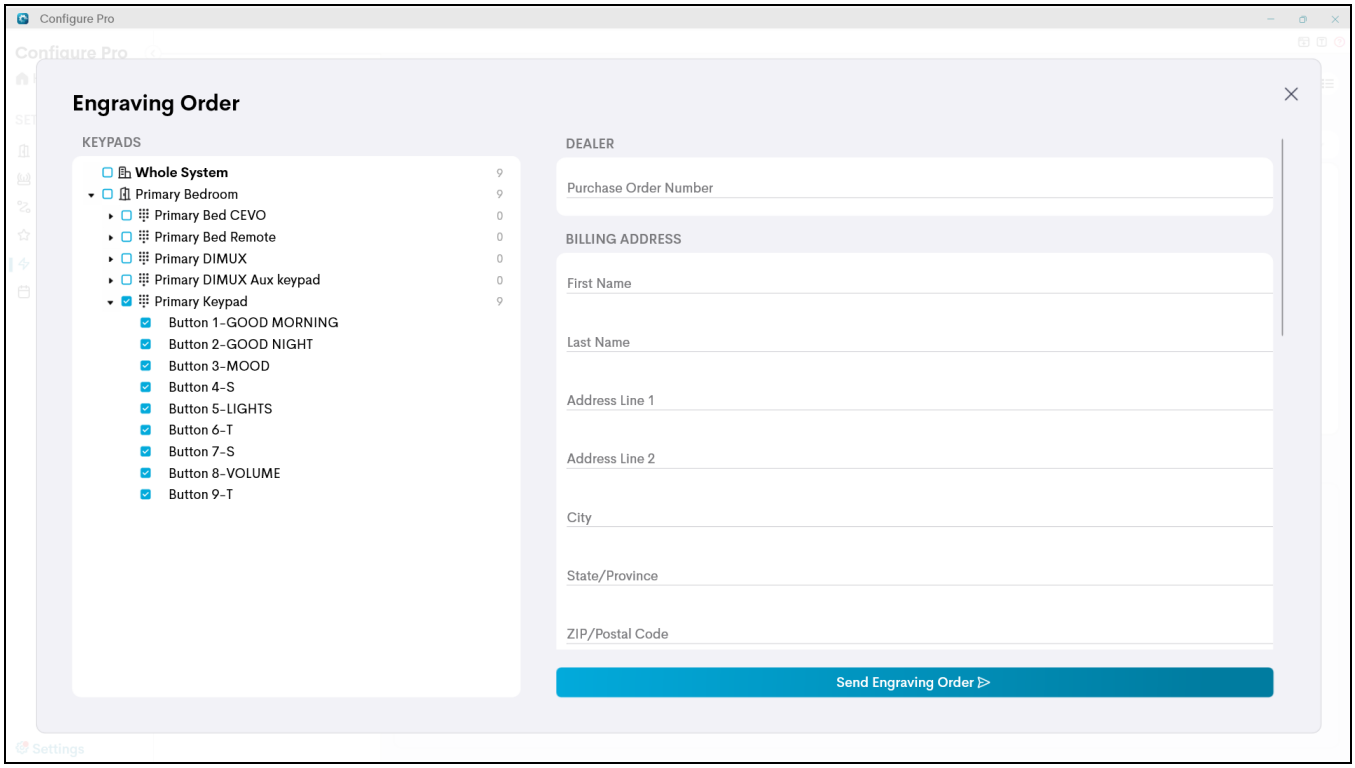
Ordering Engravings

To order engravings for the keypads in the Crestron Home system, select the **Engraving Order** button in the upper-right corner of the screen.



The **Engraving Order** screen is divided into two parts:

- On the left side, select the box for **Whole House** or select individual rooms or keypads. The selected keypads will be included in the engraving order.
- On the right side, complete the Billing Information fields and select **Send Engraving Order**.

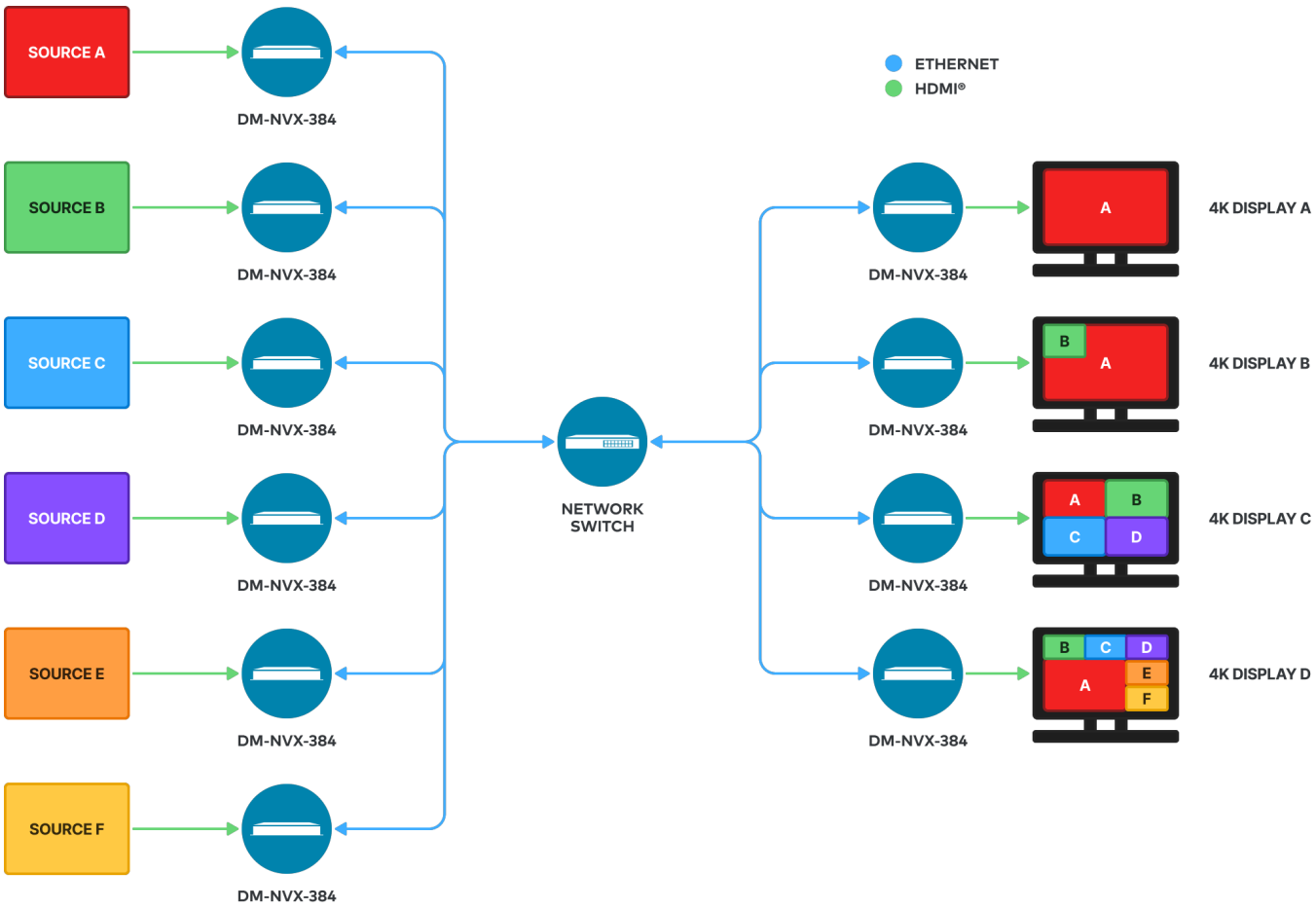


DM NVX Multiview

Multiview allows up to six DM NVX video streams to be combined into a single video output signal. The video signals are arranged in preconfigured layouts and feature the same image clarity of a standard DM NVX network stream.

For additional details on Multiview, refer to the DM NVX AV-over-IP Distribution Platform Product Manual.

Example Multi-View Source Route



Requirements

Multiview in Crestron Home requires the following:

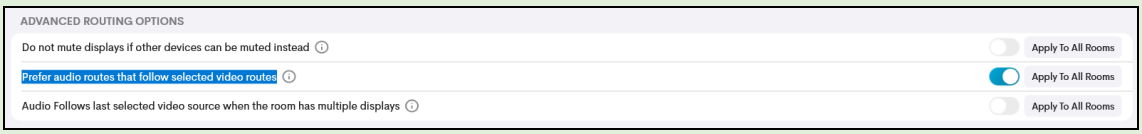
- Crestron Home OS version 4.12 or later.
- DM NVX firmware 7.3.5 or later.
- Every source must be connected to a DM-NVX-384(C) or DM-NVX-385(C).
- The display must be connected to a DM-NVX-384(C) or DM-NVX-385(C).

- **Multi-View** must be enabled on each DM NVX device. This is enabled by default on devices newly added to a Crestron Home system version 4.12+ and can be adjusted in the DM NVX's **Configuration** screen. For details, refer to Device Configuration and Removal on page 61.



TIPS:

- After removing a DM NVX decoder from a display and reconnecting to a new display, the Multiview icon may not appear. If this occurs, remove and re-add the DM NVX decoder to the display through the **Routing** screen.
- If audio is not routing as expected, disable **Prefer audio routes that follow selected video routes** in the room's **Routing** page under **Advanced Routing Options**.



Update from 4.11

When updating a Crestron Home system from 4.11, additional steps are required to enable Multiview on pre-existing DM NVX devices.

1. Update the Crestron Home system to current firmware.
2. In Configure Pro, manually enable **Multi-View** on each DM NVX device. Changing this setting will cause the DM NVX device to reboot.
3. Restart the Crestron Home system.

Multiview will now function normally.

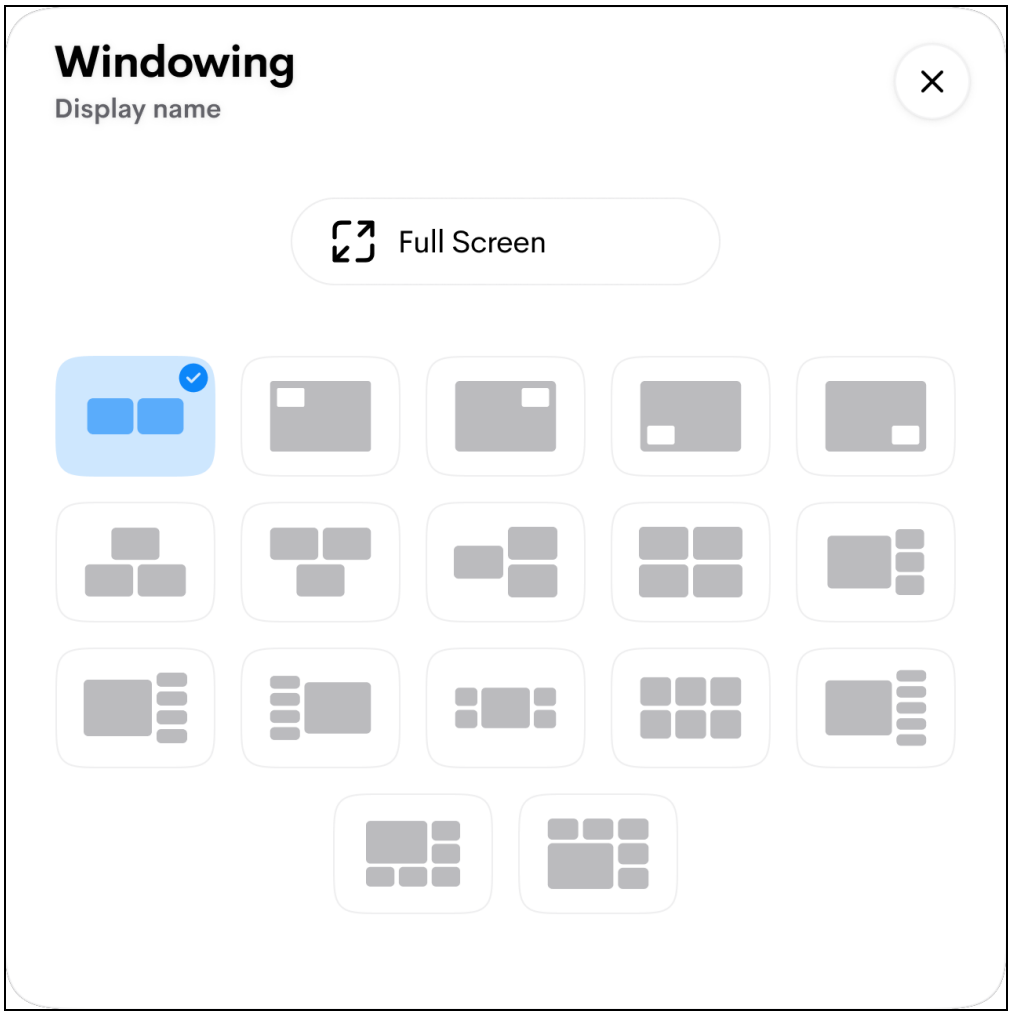
Configure and Use Multiview

Refer to the sections below to configure and use Multiview.

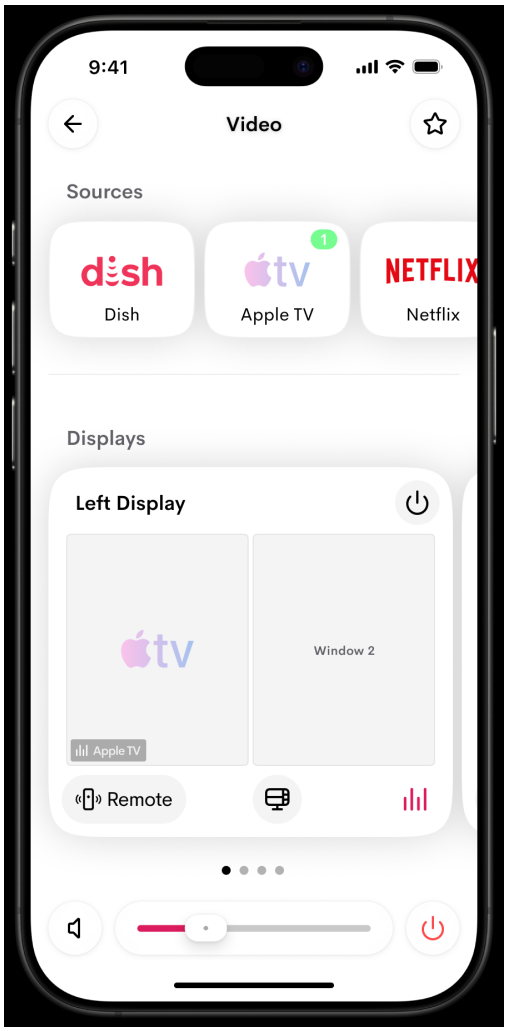
Layout Selection

1. Select the **Video** tile. For details, refer to Control Media on page 208.
2. Select Multiview .

3. On the **Windowing** screen, select a layout. The layout determines how many sources will be displayed and in what configuration.



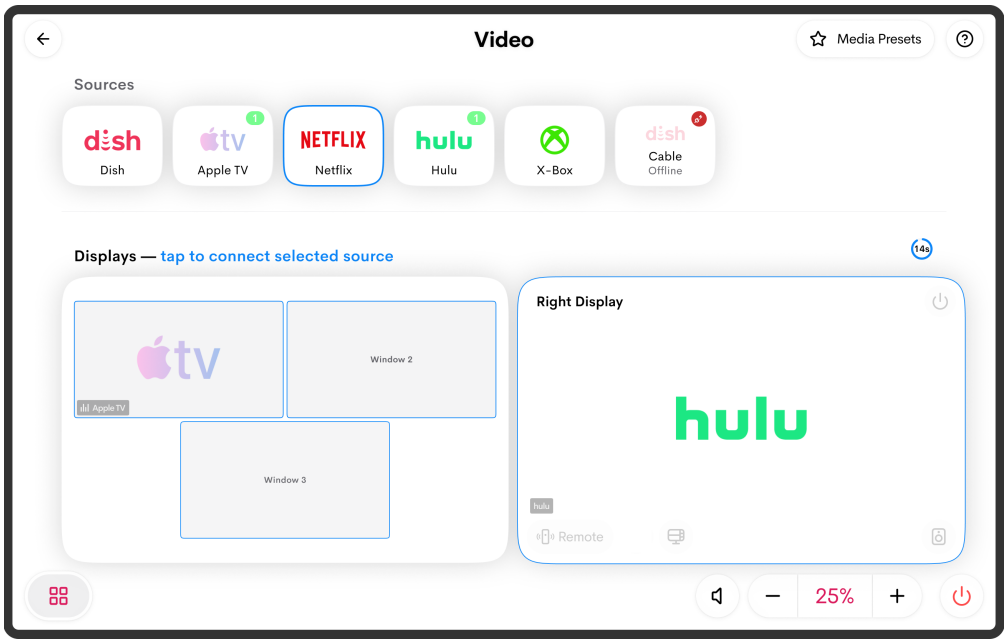
4. Select **X** to go back to the **Video** screen. The layout selection is reflected on the tile. The image below shows two sources side by side on one display.



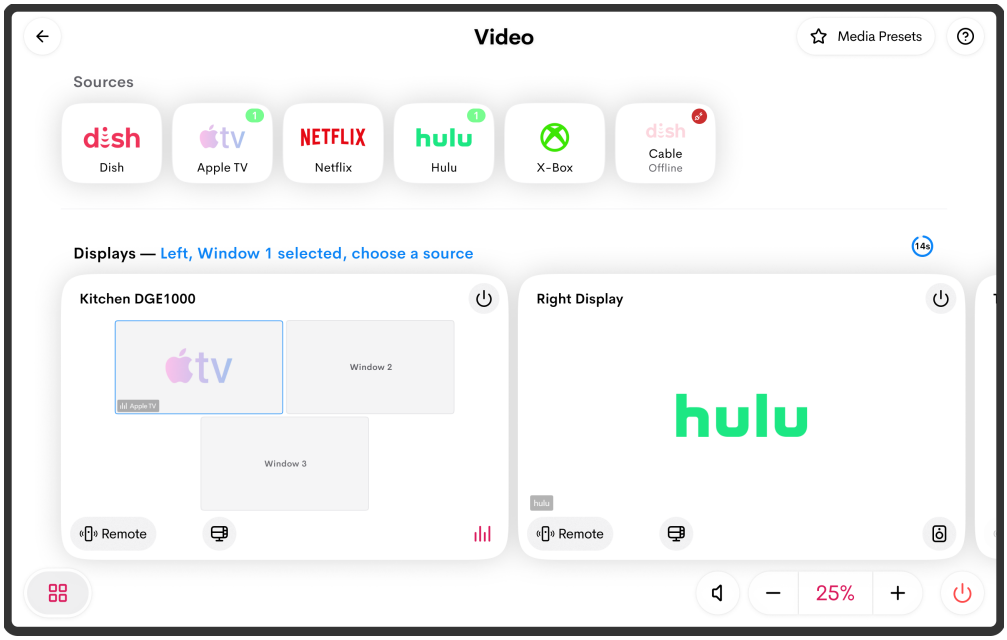
Source Selection

There are two ways to select sources in Multiview:

- Select a source and then select a window on the display tile.



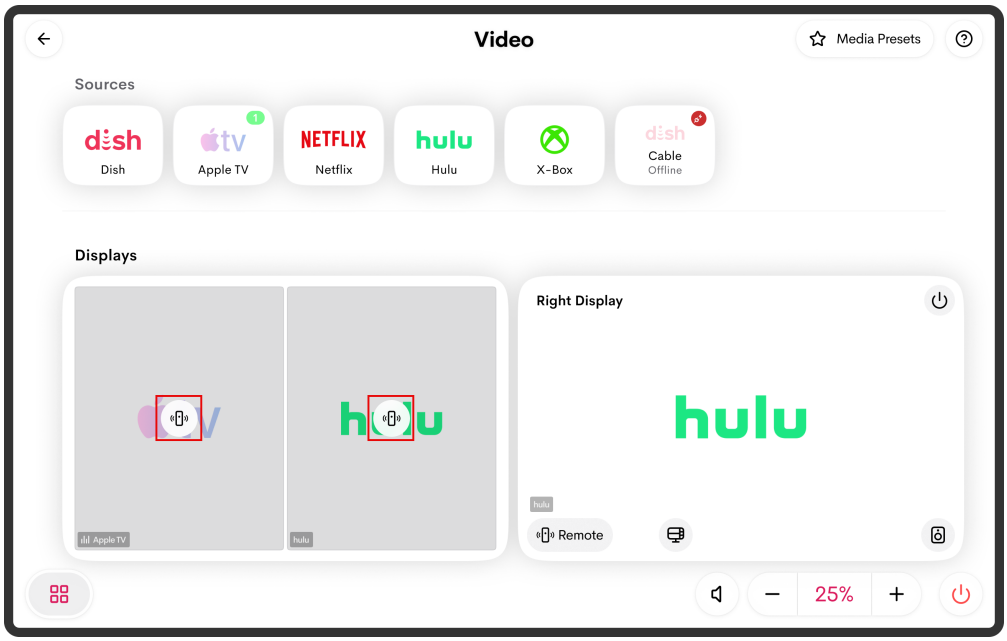
- Select one or more windows on the display tile and then select a source.



Remote Control

Select **Remote** to access remote controls for the display. For details, refer to Remote Control on page 214.

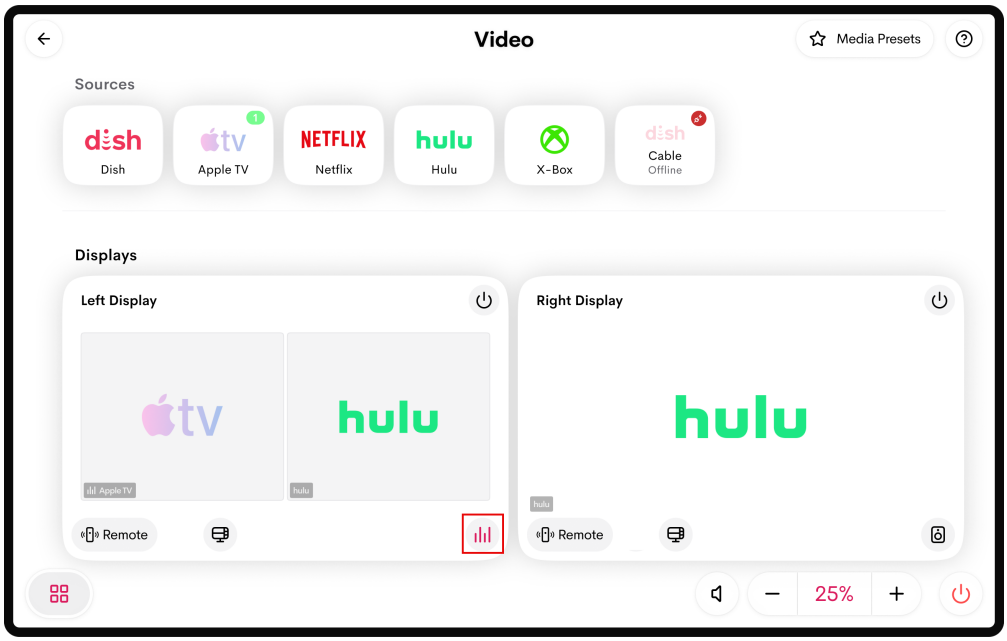
When using Multiview, a source to remote control must also be selected. After selecting **Remote**, select the **Remote** icon on the desired source.



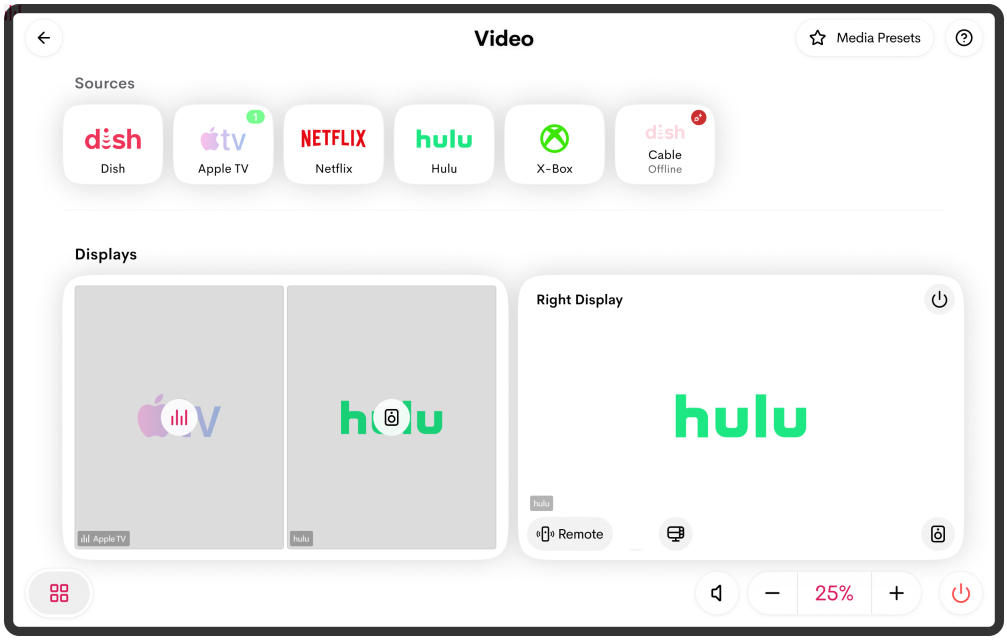
Audio Selection

When using Multiview, audio plays for a single source. To choose that source, follow the steps below.

1. On the display tile, select .



The display's tile changes:



On the display's tile, indicates the currently routed source audio.

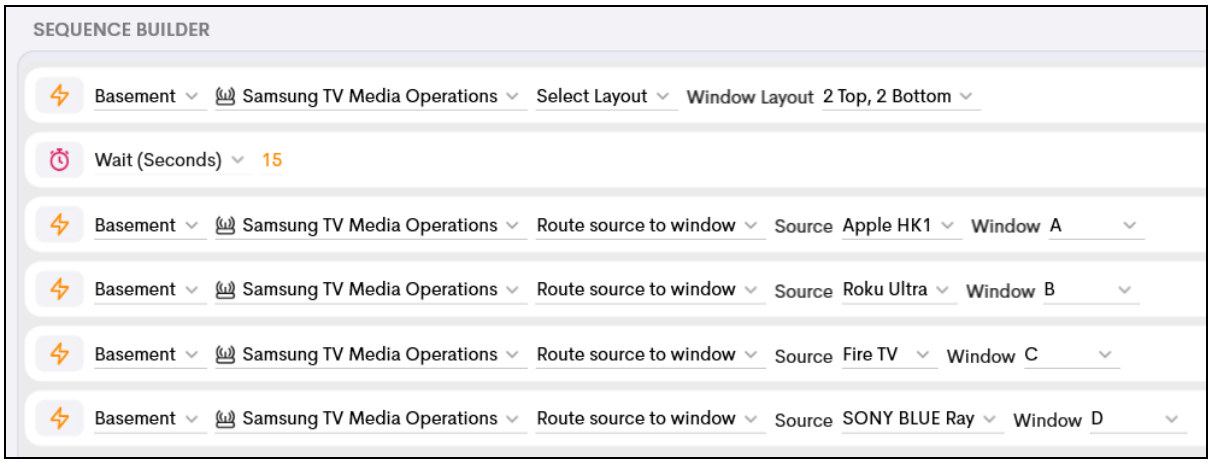
2. Select to route that source's audio.

Multi-View Quick Actions

Crestron Home Quick Actions support Multiview functionality. For details on Quick Actions, refer to Quick Actions on page 84.

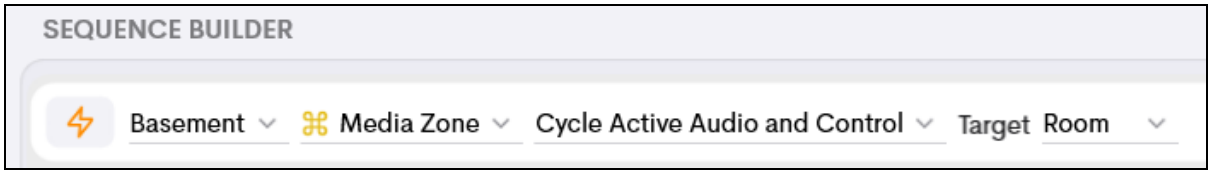
Two example Multiview Quick Actions are shown below.

Configure Layout and Route Sources



This Quick Action selects a four window Multiview layout and routes sources to each window.

Cycle Active Audio and Control

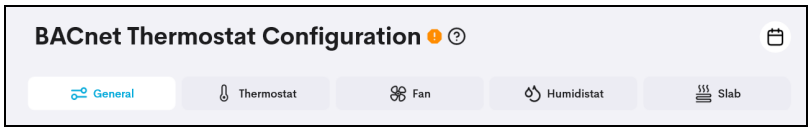


This Quick Action cycles audio and remote functionality between sources.

BACnet Thermostat Configuration

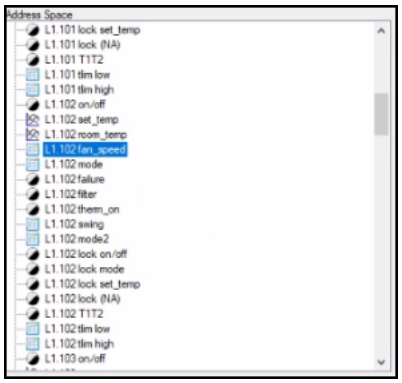
BACnet thermostats are added to Crestron Home through the **Devices** screen as an **Other** device. For details on adding devices, refer to Other Devices on page 58. To configure a BACnet thermostat, select the thermostat in the device tree.



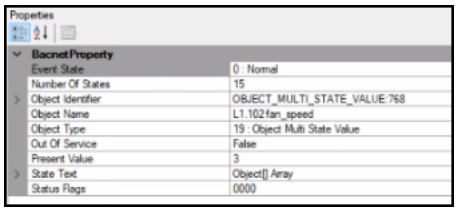


A BACnet explorer application, such as Yet Another BACnet Explorer (YABE), is required to interface with the BACnet thermostat. The application displays the address space and properties for each BACnet object. The information that is displayed is used to configure the BACnet thermostat.

BACnet Explorer Address Space Example

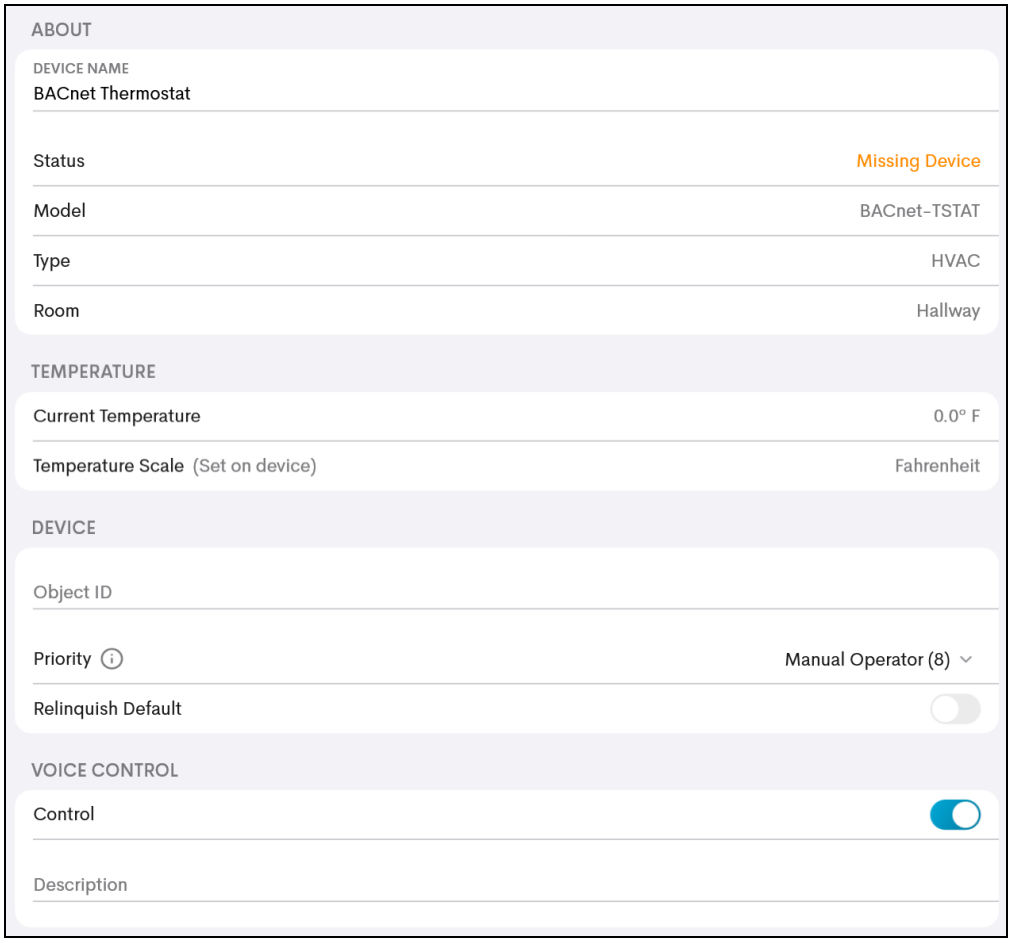


BACnet Explorer Object Property Settings Example



General

The **General** tab opens by default when selecting the BACnet thermostat. It contains basic information about the device and enables the configuration of **Priority** and **Voice Control**.

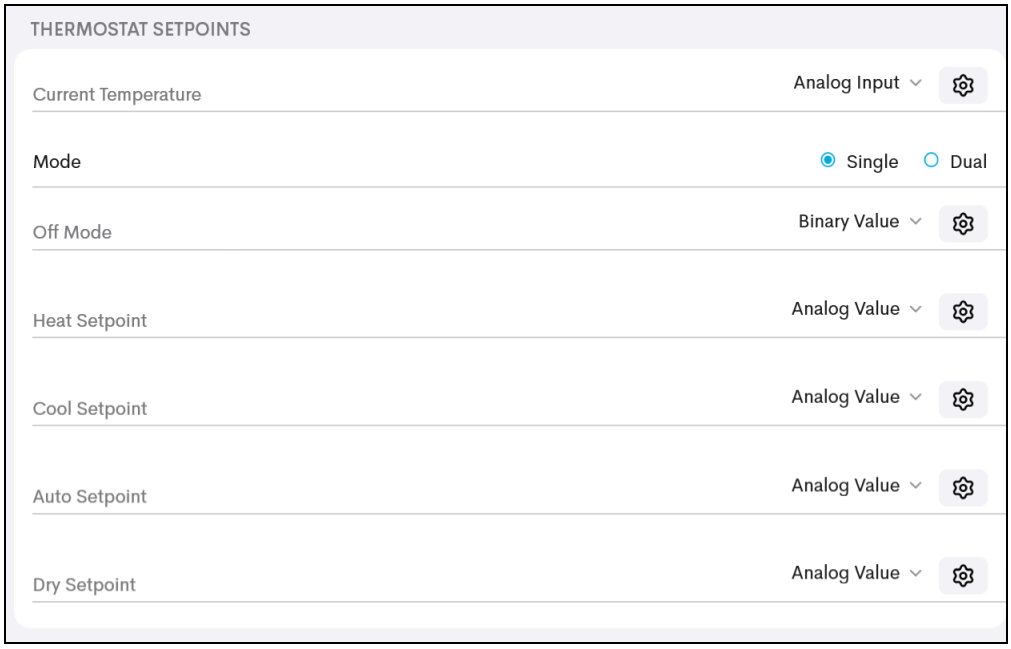


These settings are available:

- **Object ID:** The identifier for the object. Enter the Object Identifier for the property.
- **Priority:** The priority level that the object uses for communication. Select a priority level from the drop-down menu.
- **Relinquish Default:** Enable to turn on a fail-safe that clears the priority array during a communication loss.
- **Voice Control**: Enable to allow voice control for this device.

Thermostat

The **Thermostat** tab contains options for **Thermostat Setpoints**, **Thermostat Modes**, **Thermostat Power**, and the **Thermostat State**.

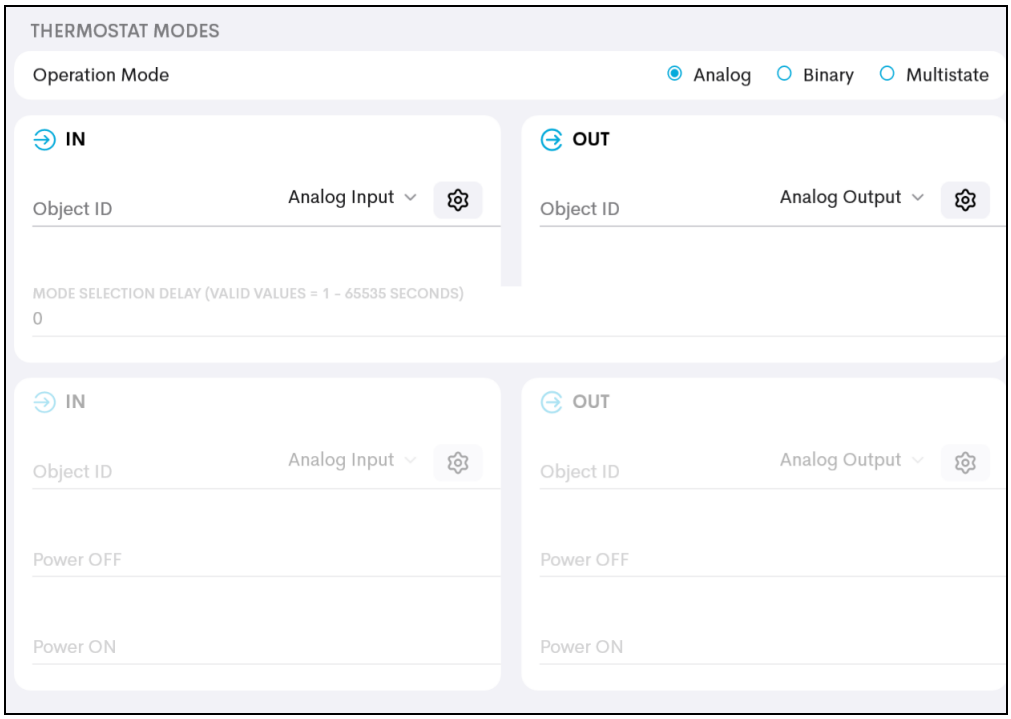


Enter the settings for the **Temperature Setpoints**.

NOTES:

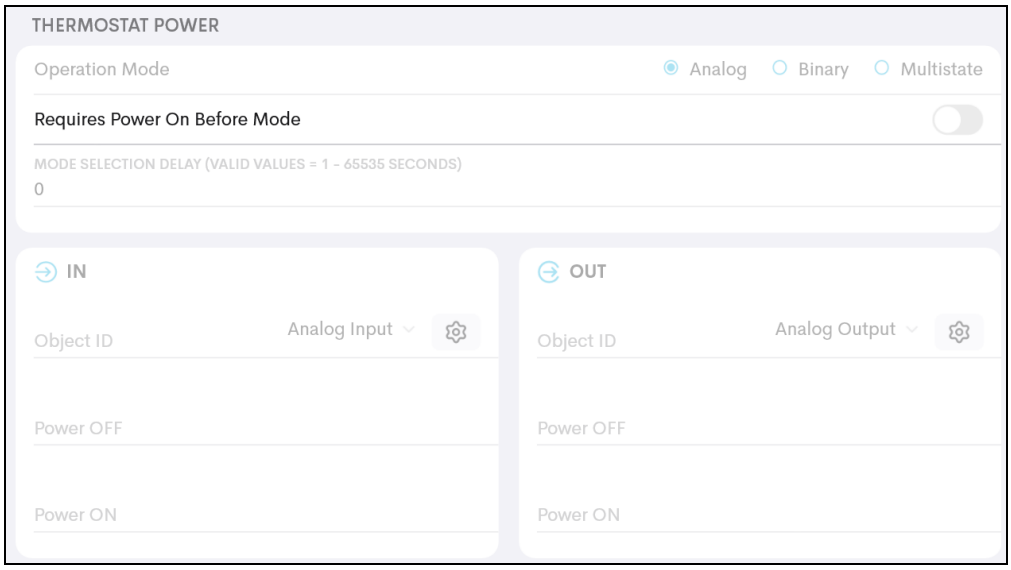
- When configuring settings for **Off Mode**, consider the following:
  - This setting controls devices that have on and off controls (for example, the CoolMasterNet).
  - This setting does not change the thermostat operating mode (for example, heat, cool, auto, and off mode).
  - This setting accepts Binary Value and Binary Output.
- CoolMasterNet does not support Dual mode.
- Dual mode cannot be used if the heat and cool objects have the same Object ID.

Enter the settings for **Thermostat Modes**.

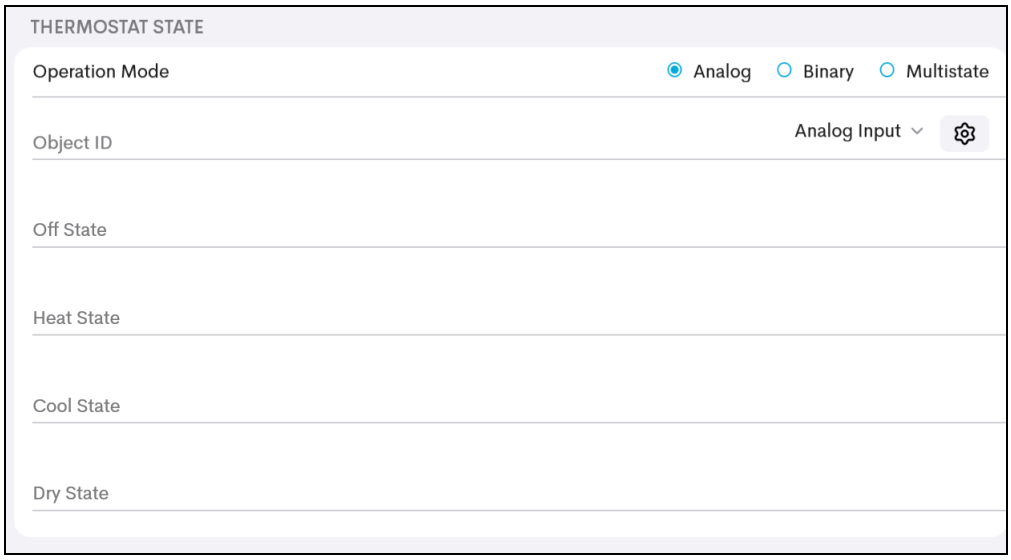


Enter the settings for **Thermostat Power**.

For thermostats that can be turned off and require a power on command before selecting the operating mode, select **Requires Power On Before Mode** and then enter a delay time to specify how long the Crestron Home system should wait before sending the mode selection to the thermostat. The power on command is not sent when changing thermostat modes.

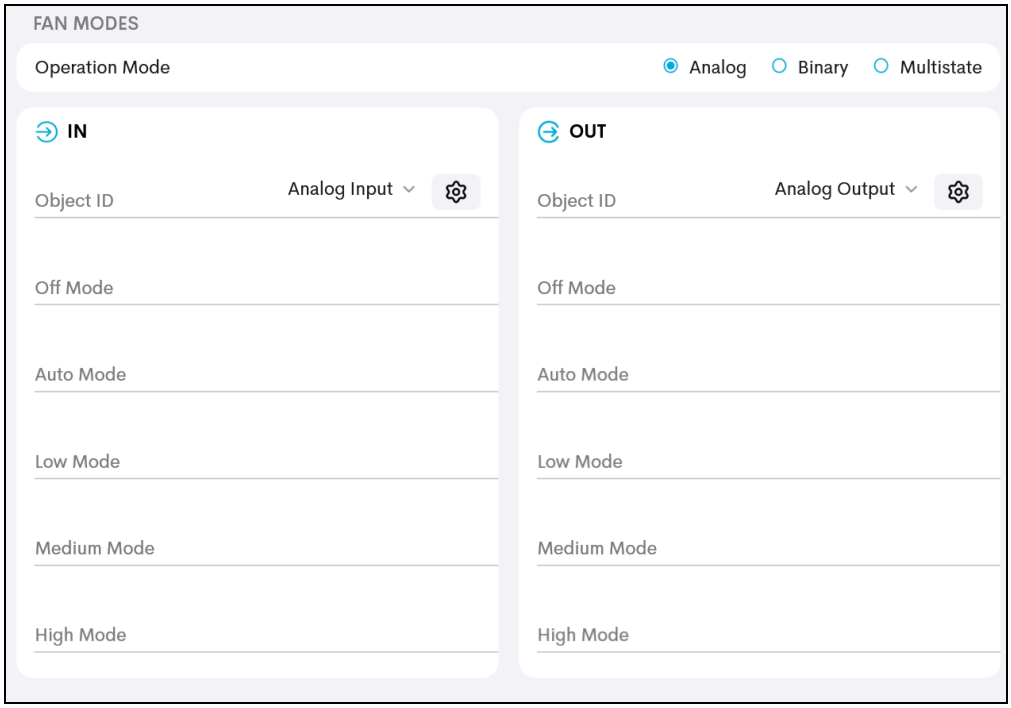


Enter the settings for the **Thermostat State**.

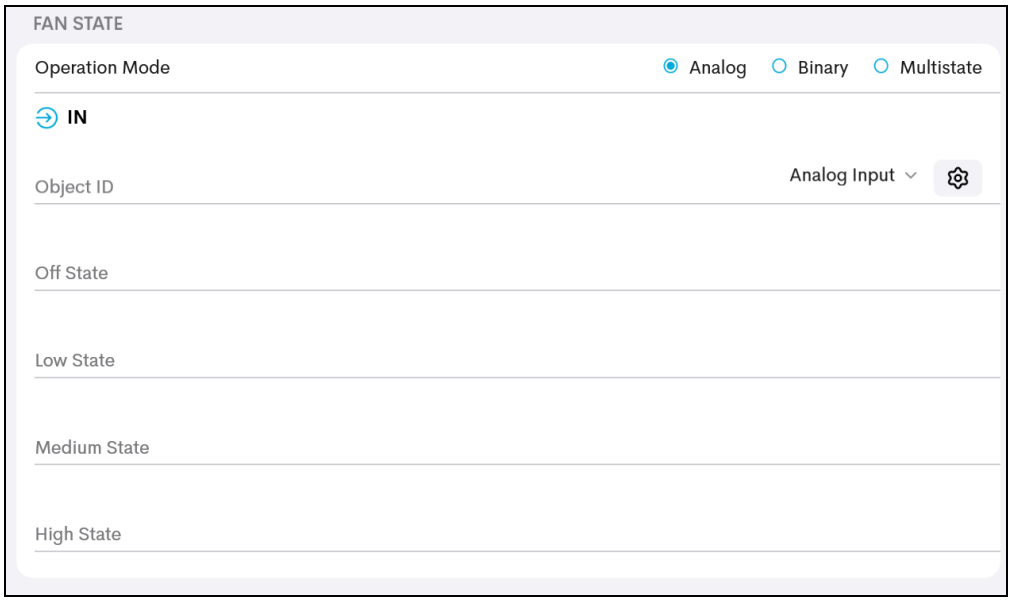


Fan

The **Fan** tab contains options for **Fan Modes**, **Fan State**, and **Control**.



Enter the settings for the **Fan Mode**.



Enter the settings for the **Fan State**.



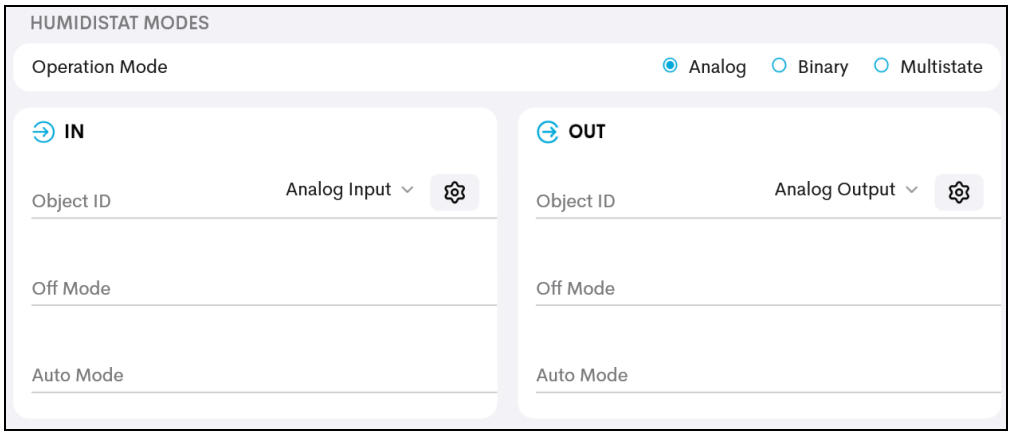
Enable or disable **Fan Control**.

Humidistat

The **Humidistat** tab contains options for **Humidistat Setpoints**, **Humidistat Modes**, and the **Humidistat State**.



Enter the settings for the **Humidistat Setpoints**.



Enter the settings for the **Humidistat Modes**.



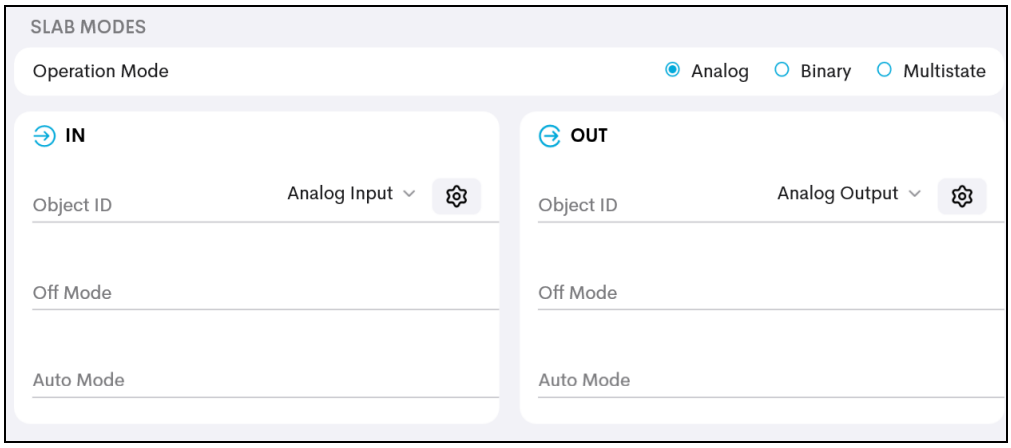
Enter the settings for the **Humidistat State**.

Slab

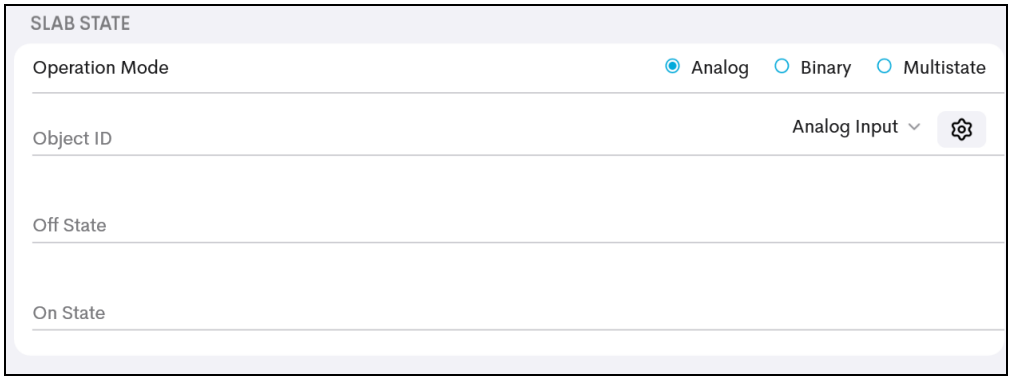
The **Slab** tab contains options for **Slab Setpoints**, **Slab Modes**, and the **Slab State**.



Enter the settings for **Slab Setpoints**.



Enter the settings for **Slab Modes**.



Enter the settings for the **Slab State**.

Sonos Integration

A Sonos system can have more than one Sonos household available. A Sonos household is a collection of grouped Sonos devices. Sonos devices that are part of the same household can be grouped together and share a Favorites list.

The Sonos app shows the devices for only one household. When the Sonos app is first launched, the app asks the user to add one Sonos device to the same subnet as the controller (the device that is running the Sonos app). Once the controller is synced with the Sonos device, the Sonos household that includes the device becomes the default household for the controller.

To add a Sonos device in the Sonos app, select **Manage > Add a player or sub**.

To move a device to a new household, select **Help > Reset Controller** to remove the Sonos device and then add the Sonos device to the desired household in the system.

> **NOTE:** If a Sonos device was previously connected to a different wireless network or a different household, the Sonos app will not display the Sonos device until it is added to the desired Sonos household.

When configuring the Sonos system, remember the following:

- The Crestron Home system allows Sonos devices from one Sonos household to be added to the system.
- All discovered Sonos devices are listed in the unassigned devices list, regardless of their Sonos household.
- Once a device from a Sonos household is added to the system, Sonos devices that are in other Sonos households cannot be added. A warning icon is displayed next to the Sonos devices that cannot be added to the Crestron Home system.

Sonos Troubleshooting

The following sections describe troubleshooting procedures for some of the common issues that may occur when adding Sonos devices to the Crestron Home system.

Desired Household Not Found

This issue occurs when the desired Sonos household cannot be discovered by the Crestron Home system.

Issue(s)

- The Sonos discovery scan found Sonos devices, but all Sonos devices in the Crestron Home system report as offline.
- All Sonos devices in the Sonos household were reset to factory default settings.

Explanation

When the first Sonos device is added to the Crestron Home system, the Sonos household that the device belongs to is saved in the system configuration files. The Sonos System in Crestron Home reports

as online only when a connection is established with one of the devices that is part of the saved Sonos household. The Crestron Home system provides a notification of this issue on the **Diagnostics** screen.

Solution

1. Open the Sonos app.
2. To verify that the devices that are assigned in the Crestron Home system are online, test to see if the devices can be controlled via the app.

   > **NOTE:** Always close the Sonos app before verifying that a Sonos device is online.

3. If the device can be controlled, start a Sonos discovery scan on the **Devices** screen to discover the device.

No Online Devices Found

This issue occurs when the discovered Sonos devices do not report as online.

Issue(s)

The Crestron Home system was able to discover Sonos devices but is unable connect to any of the devices for setup.

Explanation

After a successful Sonos discovery scan, the Crestron Home system selects one of the Sonos devices as the primary device. The system then connects to the device and subscribes for the Favorites event (used to retrieve and update the Favorites list) and the Group Configuration event (used to retrieve and update the group and player configuration).

If one of these three processes fails, the Crestron Home system assumes that the device is offline and moves to the next Sonos device that was discovered. If one of these three processes fails for all discovered Sonos devices, the Sonos system cannot be created, and a "No Online Devices Found" error is raised. The Crestron Home system provides a notification of this issue on the **Diagnostics** screen.

Solution

Depending on the issue, multiple solutions may be attempted:

- In the Sonos app, ungroup all devices, and then start a new Sonos discovery scan.
- Remove all Sonos devices in the Crestron Home system, and then add one new device to the system.
- For a "Favorites Event Subscription Timeout" or "Favorites Event Subscription Failed" message, select the **Subscriptions** tab in the **Sonos System Settings** page, and then press the **Refresh** button for the Favorites event.
- For a "Group Configuration Event Subscription Timeout" or "Group Configuration Event Subscription Failed" message, select the **Subscriptions** tab in the **Sonos System Settings** page, and then press the **Refresh** button for the Group Configuration event.

If the above solutions do not fix the issue:

- Power cycle the Sonos devices, and wait until they are discovered in the Sonos app.

  > **NOTE:** Close the Sonos app after powering down a Sonos device.

- Power cycle the Crestron Home processor.

Speaker Pairs

In the Sonos app, it is possible to pair two PLAY:1, PLAY:3, PLAY:5, or CONNECT:AMP speaker devices. When two of these speakers are paired, both speakers act as a single Sonos device in the Sonos app.

When a speaker pair is created in the Sonos app, the user is asked to assign one of the paired speakers as the left speaker. The speaker assigned as the left speaker becomes the master, and from that point forward, is used to represent both speakers in the pair.

The speaker pair is named after the speaker that was used to start the speaker pair configuration. If this speaker is not chosen as the left (master) speaker, the left speaker is renamed automatically.

In the following images, "Speaker1" in the Dining Room and "Speaker2" in the Entrance will be used to create a speaker pair.

To select Speaker1 as the left (master) speaker:

1. Open the Sonos app.
2. Select **Speaker1**, and then select **Settings** > **Create Speaker Pair**.
3. Create a pair between Speaker1 and Speaker2 by following the in-app instructions.
4. Assign **Speaker1** as the left speaker.

Speaker2 is hidden, and the resulting speaker pair is named Speaker1. The Crestron Home system will be able to discover only Speaker1. If Speaker2 was assigned in the Crestron Home system, it will report as offline, and a pop-up dialog is displayed stating that Speaker2 was added as a satellite device to Speaker1.

To select Speaker2 as the left (master) speaker:

1. Open the Sonos app.
2. Select **Speaker1**, and then select **Settings** > **Create Speaker Pair**.
3. Create a pair between Speaker1 and Speaker2 by following the in-app instructions.
4. Assign **Speaker2** as the left speaker.

Speaker1 is hidden, and the resulting speaker pair is named Speaker1. The Crestron Home system will be able to discover only Speaker2 (renamed to Speaker1). If Speaker1 was assigned in Crestron Home system, it will report as offline, and a pop-up dialog is displayed stating that Speaker1 was added as a satellite device to Speaker2.

Surround Speakers

In the Sonos app, it is possible to assign two PLAY:1, PLAY:3, or PLAY:5 speaker devices as surround speakers for a Beam, PLAYBAR, or PLAYBASE device.

The two speakers that are selected as surround speakers are hidden in the Sonos app and may no longer be controlled.

If any of the surround speakers were assigned in the Crestron Home system, a pop-up dialog is displayed stating the Sonos device was added as a satellite device to the Beam, PLAYBAR, or PLAYBASE device.

Line-Out Configuration

For a Sonos CONNECT device, the line-out settings may be set as **Variable** or **Fixed**:

- **Variable:** The volume level of the line-out output may be controlled.
- **Fixed:** The volume level of the line-out output is set to 100% and may not be controlled.

Depending on the device type that was chosen when assigning a Sonos device in the Crestron Home system, observe the following points:

- Source
  - A source device type is used for a CONNECT device that is connected as an input to an audio receiver.
  - The line-out setting for source devices should always be set to **Fixed**, as the audio receiver is used for volume control.
  - A notification is displayed if the line-out setting for a CONNECT device with a source device type was set to **Variable**.
- Speaker
  - A speaker device type is added to a room in the Crestron Home system as an audio endpoint.
  - The line-out setting for speaker devices should always be set to **Variable**, as the Sonos device is used for volume control.
  - A notification is displayed if the line-out setting for a CONNECT device with a speaker device type was set to **Fixed**.

Best Practices

Refer to the following best practices when integrating Sonos devices with the Crestron Home system.

- When adding a Sonos device to an existing Sonos household, the device must be reset to factory settings to ensure that it begins using the system ID assigned to the existing Sonos system.
- Multiple Sonos households cannot be placed on the same network. Each Sonos household has a unique system ID, and Crestron Home system only allows Sonos devices to be assigned that are part of the Sonos household stored in the Crestron Home system configuration files.
- Set up the Sonos device(s) through the Sonos app before attempting a discovery with Crestron Home. If the Sonos device is not assigned to a room in the Sonos app, it cannot be discovered by Crestron Home.
- To rename a Sonos device in Crestron Home, change the name of the Sonos room that the device is assigned to using the Sonos app. The device name automatically updates in the Crestron Home system.

- Do not group Sonos devices together in the Sonos app, as this can lead to Crestron Home only being able to control one Sonos device instead of all of them individually.
- Crestron Home uses multicast to discover Sonos devices. Some network switches do not route these discovery packets correctly, and, as a result, Crestron Home does not discover any Sonos devices.
- The Autoplay option must be turned on in the Sonos app when adding a PLAY:5, CONNECT:AMP, Beam, PLAYBAR, or PLAYBASE.

Migrate Crestron Wireless Devices to a Different Gateway

If necessary, migrate Crestron wireless devices to a different gateway. When Crestron wireless devices are migrated, the wireless device is removed from the wireless gateway and transferred to a new gateway. All programming is retained when devices are migrated.

CAUTION: The Crestron wireless gateway must be factory fresh or from within the same system.

To migrate Crestron wireless devices to a different gateway:

1. Write down the serial number and location for all devices that will be migrated.

   NOTE: To view the name, location, and serial number for all devices acquired by a gateway, look at the gateway's **Configuration** page on the **Devices** screen.

2. Select next to the device name to display the device's **Configuration** screen.
3. Select **Replace Device** and then **Confirm**.
4. Select **Remove Device** and then **Confirm**.
   A virtual copy of the device remains in the room. The virtual device preserves all of the programming that is associated with the device.
5. If necessary, add a new wireless gateway to the system.
6. Place the new gateway into acquire mode and add it to Crestron Home.
7. A dialog displays asking if the device will replace a virtual device in the room. To replace the device that was previously removed, select **Yes**.
8. The Virtual Device List displays the virtual devices in the room. To replace a device, select the virtual device from the **Virtual Device List** and then select **OK**.

Factory Restore

Factory reset a Crestron Home processor.

CAUTIONS:

- All configured settings and all devices that are paired with the Crestron Home processor are erased during a factory restore.
- If required, download the backup files before proceeding. Refer to Configuration Backups on page 18 for details.

To factory reset the Crestron Home processor:

NOTE: Use a small, pointed object (such as the tip of a pen) to press the buttons on the Crestron Home processor.

1. Press and release the **HW-R** button on the Crestron Home processor.
2. Within 3 seconds, press the **SW-R** button on the Crestron Home processor five times, with under a 1-second gap between each press. The Crestron Home processor begins the factory reset process and then reboots. The process may take up to 15 minutes to complete.
3. Connect to the Crestron Home processor using Crestron Toolbox software and then use the Text Console tool to check for a prompt. The standard device prompt should display.

Reset Passwords

Reset the passwords if a password is lost or if the system is transferred to a new owner.

NOTES:

- The Admin username and all other users are removed from the system.
- When the passwords are reset, the system displays a prompt to enter a new Admin username and password.
- After the password reset, the Advanced User, User Interface Device, and Common Device passwords must be set.

To reset the passwords, follow the steps below:

1. Press and hold the **SW-R** button on the Crestron Home processor (about 15 seconds) until the **MSG** LED flashes rapidly.
2. Set the Admin username and password in the **Create Admin Account** dialog box.
3. Set the Advanced User, User Interface Device, and Common Device passwords. Refer to Users & Passwords on page 107.

Source Routing Behavior for Media Sources

When a media source is routed to a room from the media screen in the user control interface, the behavior of the media source varies depending on the device type and the routing action that is performed.

This appendix describes the expected source routing behavior for various media sources within the Crestron Home system.

When a media source is routed to a room:

- For audio-only media devices (such as the CEN-NSP-1, Autonomic streaming devices, and CEN-TRACK devices), if the device is not yet playing, it should begin to play automatically.
- A Sonos device does not begin to play when the "Sonos Favorites" source is selected. The Sonos device begins to play once a specific favorites channel is selected from inside the channel's user interface.
- The Crestron Home system does not attempt to start devices automatically unless the device supports automatic play functionality.
- Audio only devices will be favored as much as possible while routing an audio only source to an endpoint.
- Audio routes will follow video routes as much as possible while routing audio/video sources to an endpoint.

When a room is turned off, or a new media source is routed to a room:

- For the CEN-NSP-1, Autonomic streaming devices, and CEN-TRACK devices, a discrete pause command is executed. If this command is not available, no command is executed.
- For DVD players, a discrete pause command is executed. If this command is not available, no command is executed.
- For streaming devices (such as Amazon Fire® streaming devices or Apple TV digital media extenders), a discrete pause command is executed. If this command is not available, no command is executed.
- For cable boxes, no action is attempted.
- If the existing media source is still playing, no action is attempted.

> **NOTE:** The Crestron Home system does not execute a discrete pause command when:
>
> - Switching between sources that are part of the same device and part of the same audio output channel (such as the Autonomic MMS-2A).
> - Switching between sources that are part of the same device that has single audio output channel (such as the CEN-NSP-1).

The Crestron Home system also supports a "Device No Longer Used" feature. When a source is no longer being used by the Crestron Home system, a power off command is sent to the device after one minute.

Media endpoints (such as speakers and displays) are powered off immediately.

Control System Integration

IMPORTANT NOTE: Use control system integration only when necessary. Most functionality within a Crestron Home system is available through native support, Crestron drivers, and extension drivers.

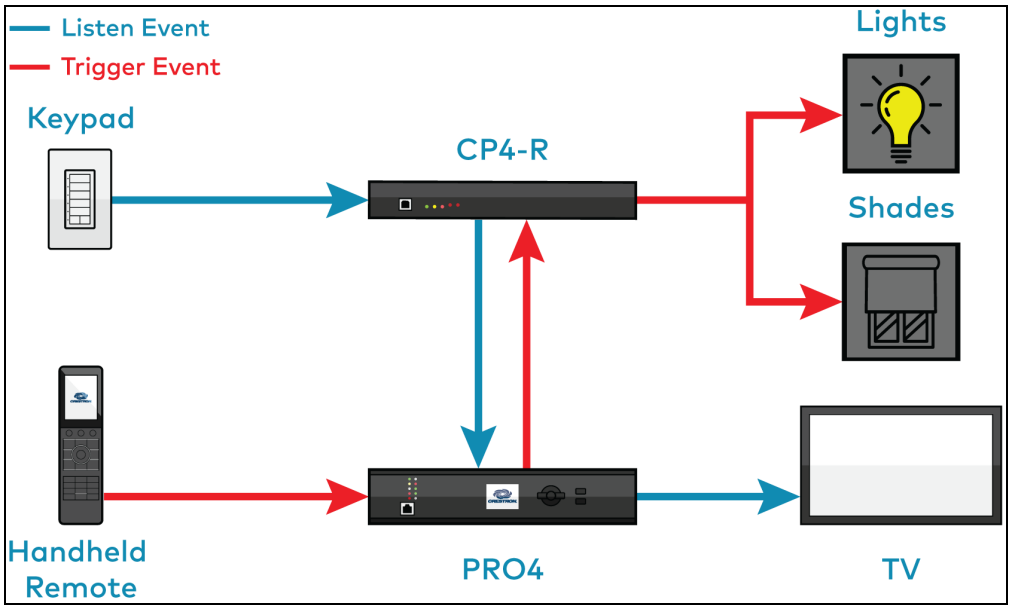
Integrate a Crestron® control system with a Crestron Homesystem to control devices that cannot be controlled through the native functionality provided by Crestron Home OS, Crestron drivers, and extension drivers.

Integration with the Crestron Home system is accomplished using a 3- or 4-series control system programmed in Simpl Windows with the trigger and listen modules.

- **Trigger Event:** A 3- or 4-series control system sends an event to the Crestron Home system. When the Crestron Home system receives the event, it performs an action based on its configuration.
- **Listen Event:** A Crestron Home system sends an event to the 3- or 4-series control system. When the 3- or 4-series control system receives the event, it performs an action based on its programming.

Trigger and Listen Module Example

For example, a 3- or 4-series control system and a CP4-R are used to control the TV, lights, and shades. The 3- or 4-series control system controls the TV using a handheld remote and the CP4-R controls the lights and shades using an in-wall keypad.



- To control the lights and shades using the handheld remote connected to the PRO4, use a Trigger module in Simpl Windows.
- To control the TV using the in-wall keypad connected to the CP4-R, use a Listen module in Simpl Windows.

Enable Trigger and Listen Modules

To use the Trigger and Listen modules, the **Legacy Device Port** must be enabled. Select **Legacy Device Port** on the **Network** settings screen.

> **NOTE:** The default setting for the Legacy Device Port is disabled.

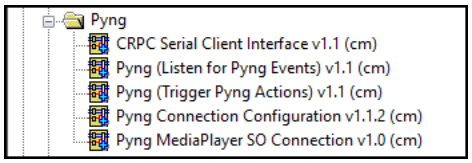
Connection Configuration Module

Use the Pyng Connection Configuration module to set the IP address of the Crestron Home processor and allow communications between the two systems.

> **NOTE:** Only add one instance of the Pyng Connection Configuration per program. Adding multiple modules may result in system errors.

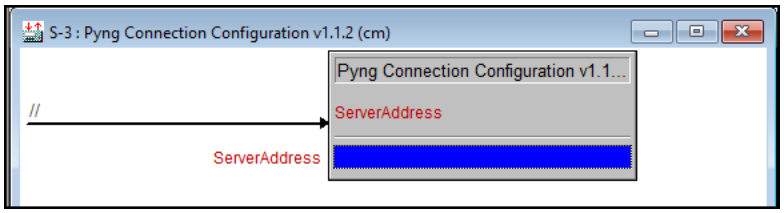
Add the Pyng Connection Configuration module:

1. In the Simpl Windows **Symbol Library**, go to **Crestron Modules > Pyng**.



2. Add the **Pyng Connection Configuration** module to the program.
3. Open the **Detail View** for the **Pyng Connection Configuration** module.
4. Enter the IP address or Hostname of the Crestron Home processor in the **ServerAddress** parameter.

> **NOTE:** To prevent a loss in communications, use a reserved IP address for the Crestron Home processor or enter the processor's hostname.



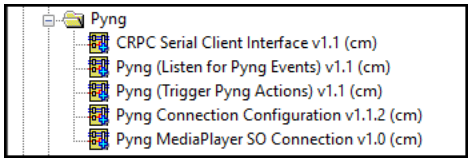
Trigger Module

Use a Trigger module to control the Crestron Home system with a 3- or 4-Series Control System.

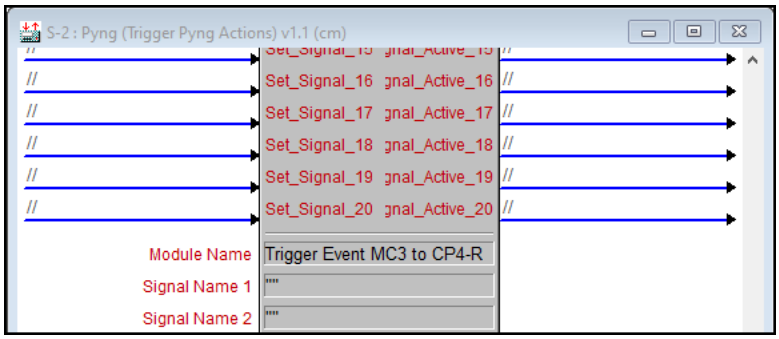
Create a Trigger Event in SIMPL Windows

Use SIMPL Windows to add and configure a Trigger event:

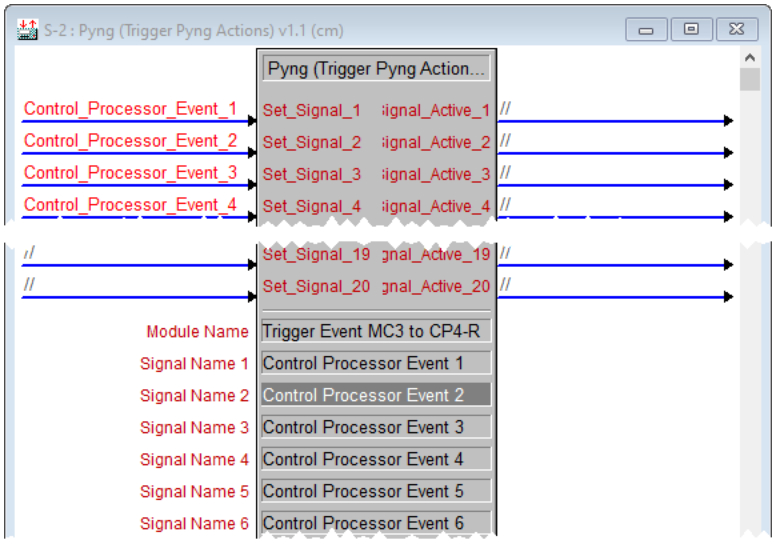
1. In the Simpl Windows **Symbol Library**, go to **Crestron Modules > Pyng**.



2. Add a **Pyng (Trigger Pyng Actions)** module to the program.
3. Enter a name in the **Module Name** parameter. The **Module Name** is displayed in the Crestron Home Setup app.



4. Add **Signal Name** parameters to the module.



Add a Trigger to the Crestron Home System

Add the Trigger to the system using the Crestron Home app. The trigger is discovered as an Crestron Wired device.

1. In Configure Pro app, go to **Devices > Add Device > Crestron Wired & Wi-Fi > Ethernet & Wi-Fi**.
2. In the **Ethernet & Wi-Fi** menu, select a trigger event and then select **Add**. The trigger event icon is four inward pointing arrows.

Configure Trigger in the Crestron Home System

Assign actions to the trigger event using the **Actions** screen.

1. On the **Actions** screen, select the room with the Trigger event. The trigger event is indicated with four inward pointing arrows.
2. Select a Trigger event.
3. In the **Actions** menu, select an action from the **Mode** drop-down menu.

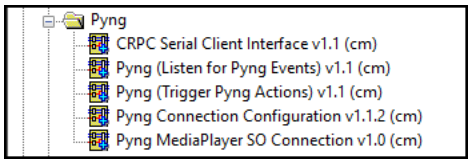
Listen Module

Use a Listen module to control the 3- or 4-Series Control System with a Crestron Home system.

Create a Listen Event in SIMPL Windows

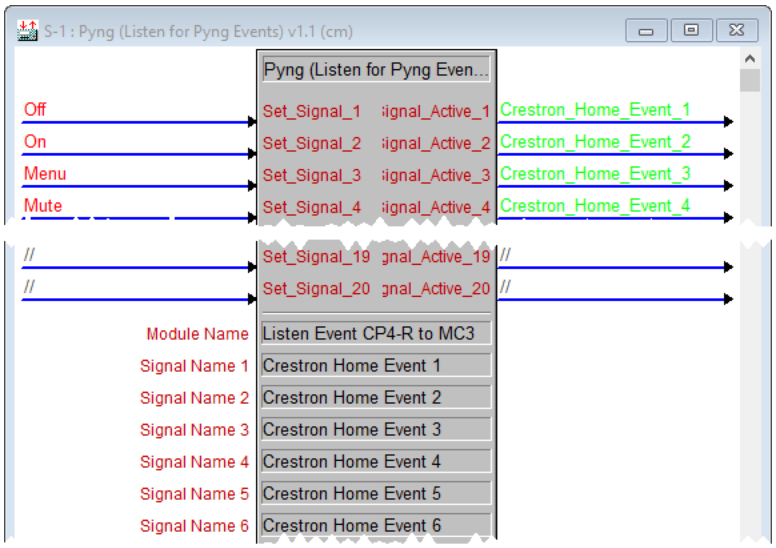
Use SIMPL Windows to add and configure a Listen event:

1. In the Simpl Windows **Symbol Library**, go to **Crestron Modules > Pyng**.



2. Add a **Pyng (Listen for Pyng Events)** module to the program.
3. Enter a name in the **Module Name** parameter. The **Module Name** is displayed in the Crestron Home Setup app.

4. Add **Signal Name** parameters to the module.



5. Connect the digital signals that you want to control on the processor to the **Signal_Active** signals in the **Pyng (Listen for Pyng Events)** module.

Add a Listen Event to the Crestron Home System

Use the Crestron Home app to add the listen event. The listen is discovered as an Ethernet device.

1. In Configure Pro, go to **Devices > Crestron Wired & Wi-Fi > Ethernet & Wi-Fi**.
2. In the **Ethernet & Wi-Fi** menu, select a listen event and then select **Add**. The listen event icon is four outward pointing arrows.

Configure Listen in the Crestron Home System

Use the **Actions** screen to assign actions in the Crestron Home system that will initiate an event on the 3- or 4-series control system.

1. In Configure Pro, go to **Actions**.
2. Select a room and then select a device or event to recall the action. The device can be a Quick Action, keypad or remote button, occupancy or vacancy event, or Media Zone event.
3. In the **Mode** drop-down menu, select **External Function**.
4. Select a listen event and then select the events to recall. The listen event icon is four outward pointing arrows.

Keypad Button Programming

The buttons on Crestron and third-party keypads (including certain hand-held remotes) can be assigned actions based on the type of button press that is performed (tap, double tap, press and hold, and multi-tap) and the button mode assigned to the button.

The available button presses and button modes are based on the keypad model and the assigned button mode.

Keypad Button Press Support

Crestron and third-party keypads (including certain hand-held remotes) can support tap, double tap, press and hold, and multi-tap functions.

> **NOTE:** Third-party and some legacy Crestron keypads do not support Double Tap functions.

Keypad Button Modes and Button Functions

Crestron and third-party keypads support different button functions based on the Button mode that is selected. For example, the Scene button mode supports Built-In Functionality and Multi button functions; the Quick Actions button mode supports Tap, Double, Hold, and Multi button functions; and the Shade Room button mode supports Tap and Press and Hold button functions. Each button mode and button function perform a defined action. Refer to the table that follows for a list of button modes and the button functions that they support.

> **NOTE:** Every button on a keypad can be assigned to a different button mode.

Button Mode	Button Function	Button Behavior
SCENE		
	Built-In Functionality: **Tap:** Recalls or switches the scene with the defined fade time. **Double Tap:** Immediately recalls or switches the scene. The fade time for the scene is bypassed. **Press and Hold:** When **Enable Dimming for Lights** is enabled. Raise or lower the lights. The load raises or lowers based on the action that was performed last. If the load was turned on or raised, press and hold the button to lower the light level. To turn off the lights, continue holding the button after the minimum light level is reached.	**Always Recalls Scene:** Recalls the scene. **Toggles Scene/Off:** Switches between scene on and off. **Custom Toggle:** Switches between the On Actions and Off Actions. Assign different scenes to the On Action and Off Action.

Button Mode	Button Function	Button Behavior
	Multi: Multiple button presses can recall up to 10 scenes and provide the ability to cycle through scenes.	Not Available
QUICK ACTIONS		
	Tap: One button press to recall the quick action. **Double:** Two button presses to recall the quick action. **Hold:** Press and hold the button to recall the quick action.	Not Available
	Multi: Multiple button presses can recall up to 10 quick actions and provide the ability to cycle through quick actions.	Not Available
LIGHTING LOAD		
	Tap: Increase or decrease (jog) the light level. **Double Tap:** Turns the lights on or off without fade time. **Press and Hold:** Raise or lower the light level until the button is released or the maximum or minimum light level is reached. **NOTE:** To turn off the lights, continue holding the button after the minimum light level is reached.	**On/Raise/Off/Lower:** Switches the load on or off or raises or lowers the lights. The lights turn on or off or raise or lower based on the action that was performed last. If the lights were turned on or raised, press the button to turn the lights off or press and hold the button to lower the lights. **On/Raise:** Turns the load on or raises the lights. **Off/Lower:** Turns the load off or lowers the lights.
SHADE LOAD		
	Tap: Open or close the shades. **Press and Hold:** When **Enable Press-and-Hold Functionality** is enabled. Raise or lower the shades until the button is released or the upper or lower limit is reached. **NOTE:** To enable press-and-hold functionality, select the **Enable Press-and-Hold Functionality** check box.	**Open/Close:** Switch the shades between open or closed. **Open:** Open the shades. **Close:** Close the shades.
LIGHTING ROOM		

Button Mode	Button Function	Button Behavior
	Tap: Switches the lights on or off with the default fade time. **Double Tap:** Switches the lights on or off with no fade time. **Press and Hold:** Raise or lower the lights until the button is released or the maximum or minimum light level is reached. **NOTE:** To turn off the lights, continue holding the button after the minimum light level is reached.	Not Available
SHADE ROOM		
	Tap: Open or close the shades. **Press and Hold:** Raise or lower the shades until the button is released or the upper or lower limit is reached.	Not Available
LIGHTING RAISE AND LIGHTING LOWER		
	Tap: Increase or decrease (jog) the light level. **Double Tap:** Turns the lights on or off with no fade time. **Press and Hold:** Raise or lower the light level until the button is released or the maximum or minimum light level is reached. **NOTE:** To turn off the lights, continue holding the button after the minimum light level is reached.	Not Available
SHADE RAISE AND SHADE LOWER		
	Tap: Raise or lower (jog) the shades. **Press and Hold:** Raise or lower the shades until the button is released or the upper or lower limit is reached.	Not Available
CEILING FAN		

Button Mode	Button Function	Button Behavior
	Tap: Control the ceiling fan.	**Cycle:** Cycle through the available fan speeds. Each button press advances through the available fan speeds in the **Available Speeds** list. When the last speed in the list is reached, the next button press advances to the first option in the list. **Increase:** Increase the fan speed until the maximum fan speed in the list is reached. **Decrease:** Decrease the fan speed until the lowest fan speed in the list is reached.
VOLUME RAISE AND VOLUME LOWER		
	Tap: Raise or lower (jog) the volume. **Press and Hold:** Raise or lower the volume until the button is released or the maximum or minimum volume is reached.	Not Available
MASTER RAISE AND MASTER LOWER		
	Tap: Raise or lower (jog) the level for the device type. **Press and Hold:** Raise or lower the level for the device type until the button is released or the maximum or minimum level is reached.	Not Available
MEDIA FUNCTION		
	Tap: One button press to recall the media function. **Double:** Two button presses to recall the media function. **Hold:** Press and hold the button to recall the media function. **Multi:** Multiple button presses can recall up to 10 media functions and provide the ability to cycle through media functions.	Not Available
BUTTON EMULATION		
	Tap: One button press to emulate the Lutron button. **Press and Hold:** Press and hold the button to emulate the Lutron button.	Not Available
EXTERNAL FUNCTION		

Button Mode	Button Function	Button Behavior
	Tap: One button press to recall the external function. **Double:** Two button presses to recall the external function. **P/R:** Press and hold the button to recall the external function. The external function is stopped when the button is released. **Multi:** Multiple button presses can recall up to 10 external functions and provide the ability to cycle through external functions.	Not Available

Connect a Door Station

The following door stations can be configured in the Crestron Home system:

This section provides the following information:

- 2N® Door Station
- CAME Door Station with AVLINKPRO
- CAME Door Station
- Doorbird Door Station

2N® Door Station

A 2N door station may be integrated with the Crestron Home system and controlled from a Crestron touch screen. To add a 2N door station to the Crestron Home system:

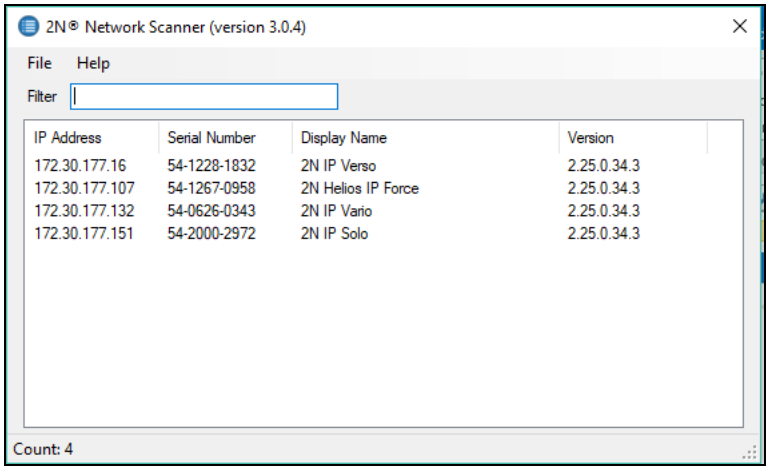
NOTES:

- Ensure that the 2N door station the same subnet as the Crestron Home system and is discoverable on the network prior to setup.
- For additional technical information, refer to the 2N WiKi and the 2N device documentation.
- For information on configuring the touch screen for 2N door station support, refer to the touch screen's product manual.
- Minimum firmware requirements:
  - TSW-xx60 Touch Screen: 2.003.0040
  - 2N Door Station: 2.25.0

Discover the 2N Device

To discover the 2N device on the network:

1. Download and install the 2N Network Scanner application from https://www.2nusa.com/en_US/products/2n-network-scanner.
2. Open the application. All discovered 2N door stations on the network are displayed.



Configure 2N Device Settings

Use the following procedures to configure the 2N device for integration with the Crestron Home system.

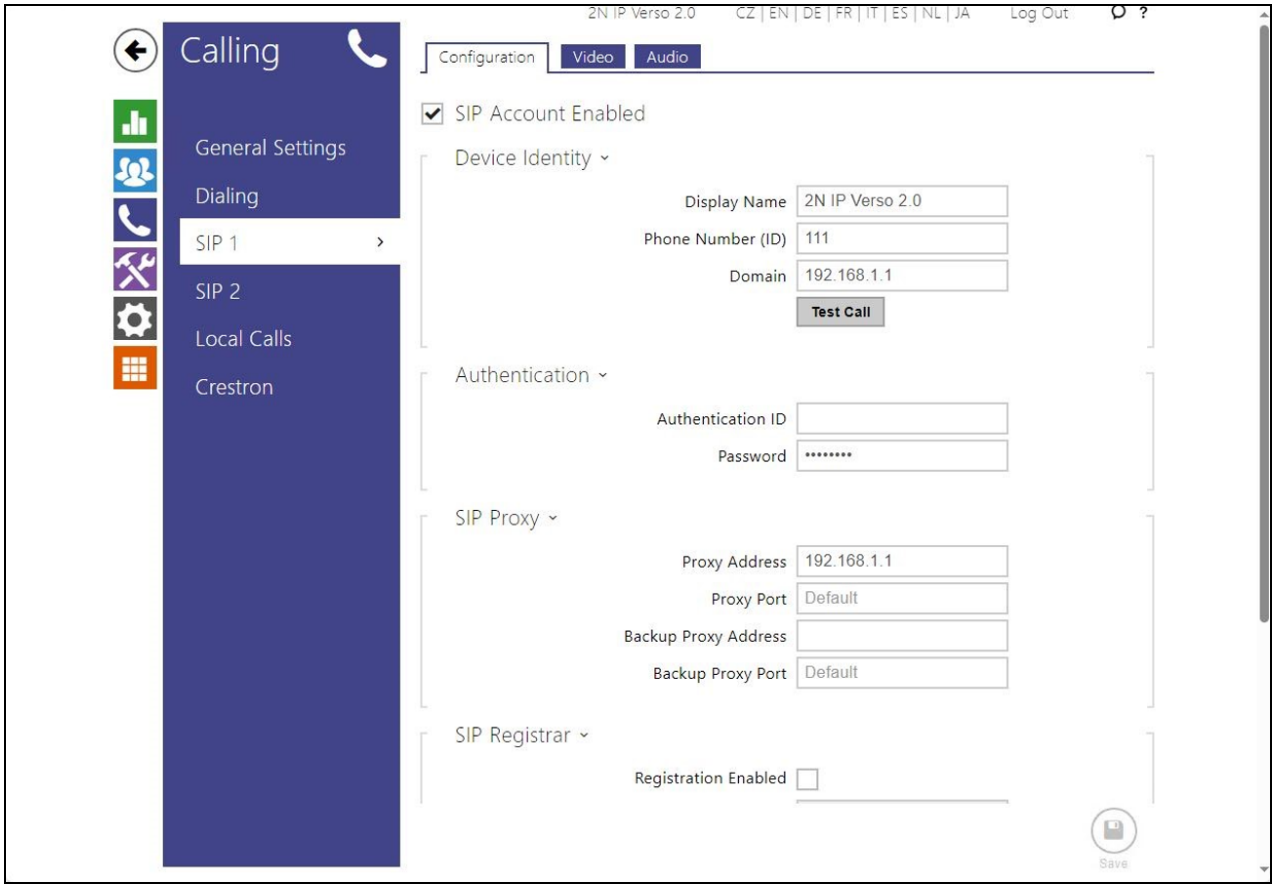
Calling Settings

1. Launch the web configuration utility for the appropriate 2N device by entering its IP address into a web browser. For more information on the 2N web configuration utility, refer to the 2N device documentation.

2. Select **Calling**.

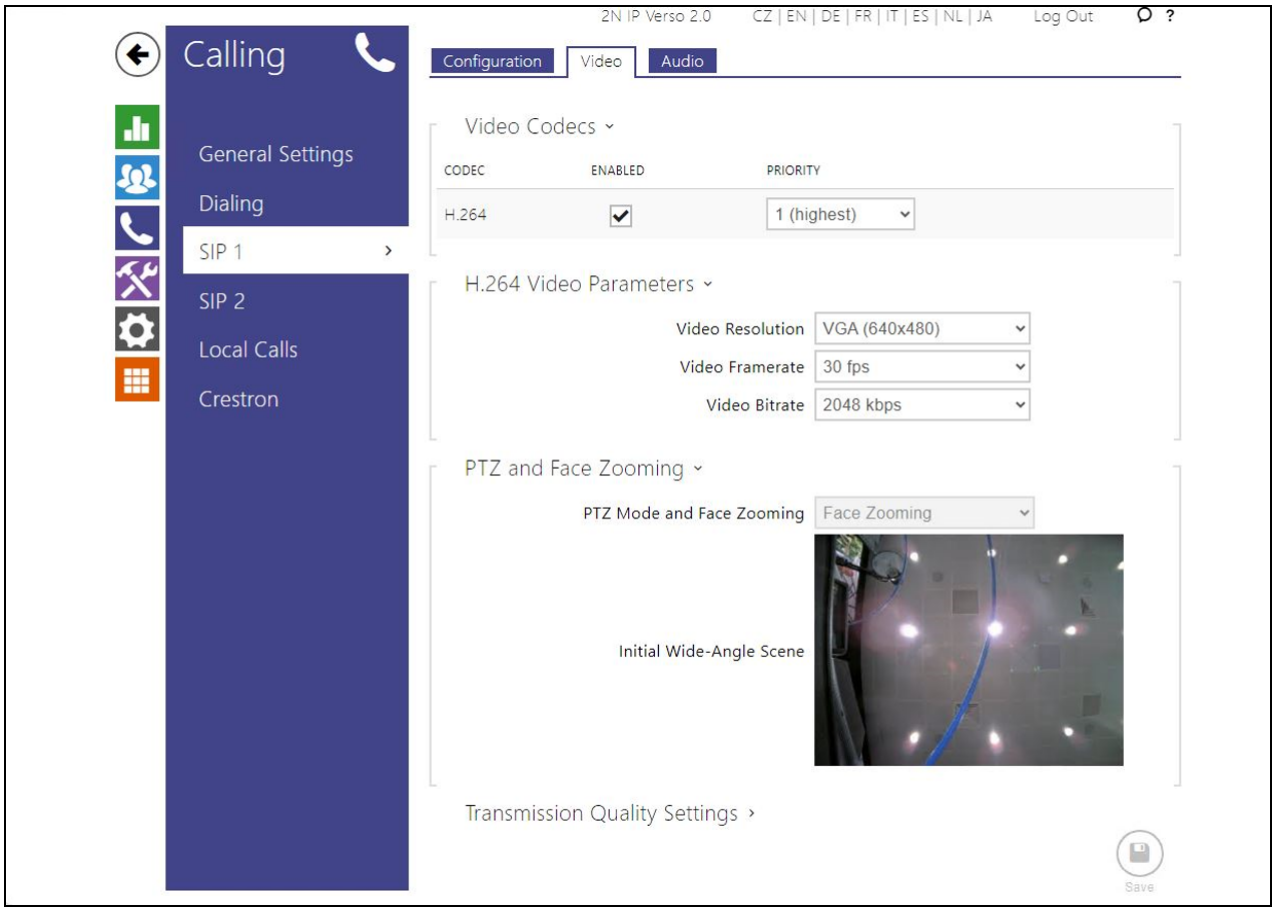


3. Select **SIP 1** and enter the following information:
    - Enter a name for the door station in the **Display Name** text field. This name will be shown on the touch screen to identify the door station when a call is received.
    - If configuring the door station to support Rava® SIP intercom calls, enter the Rava extension for the door station in the **Phone Number (ID)** text field.



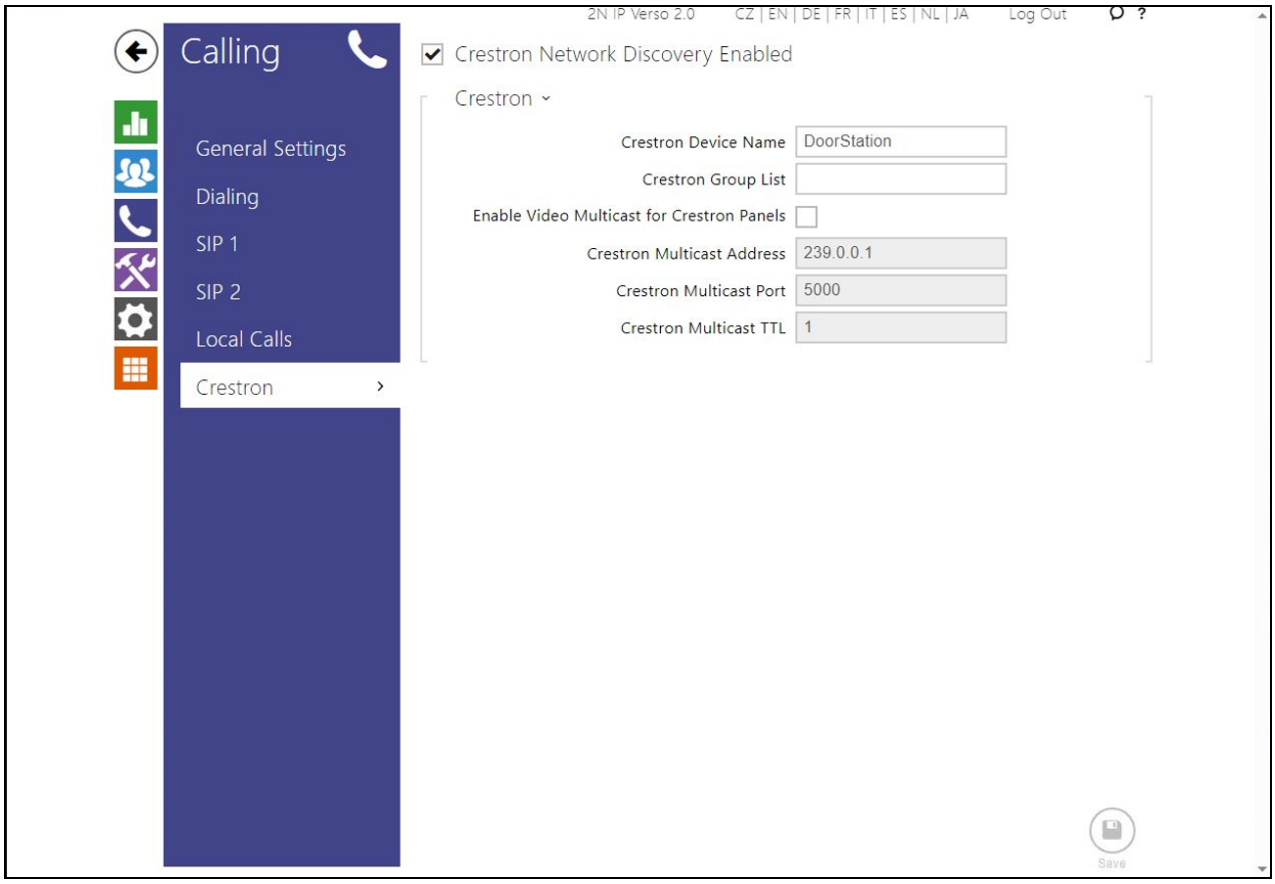
NOTE: If there are multiple door stations on site, each door station will have a unique extension number.

4. Select the **Video** tab, and enter the following settings:
    - Click the check box to display a check mark next to **H.264**.
    - Select **VGA (640x480)** from the **Video Resolution** drop-down menu.
    - Select **30 fps** from the **Video Framerate** drop-down menu.
    - Select **2048 kbps** from the **Video Bitrate** drop-down menu.



5. Select **Crestron**.

6. Click the check box to display a check mark next to **Enable Crestron Network Discovery** under **Advanced Settings**. The 2N device is now discoverable in Crestron Toolbox.

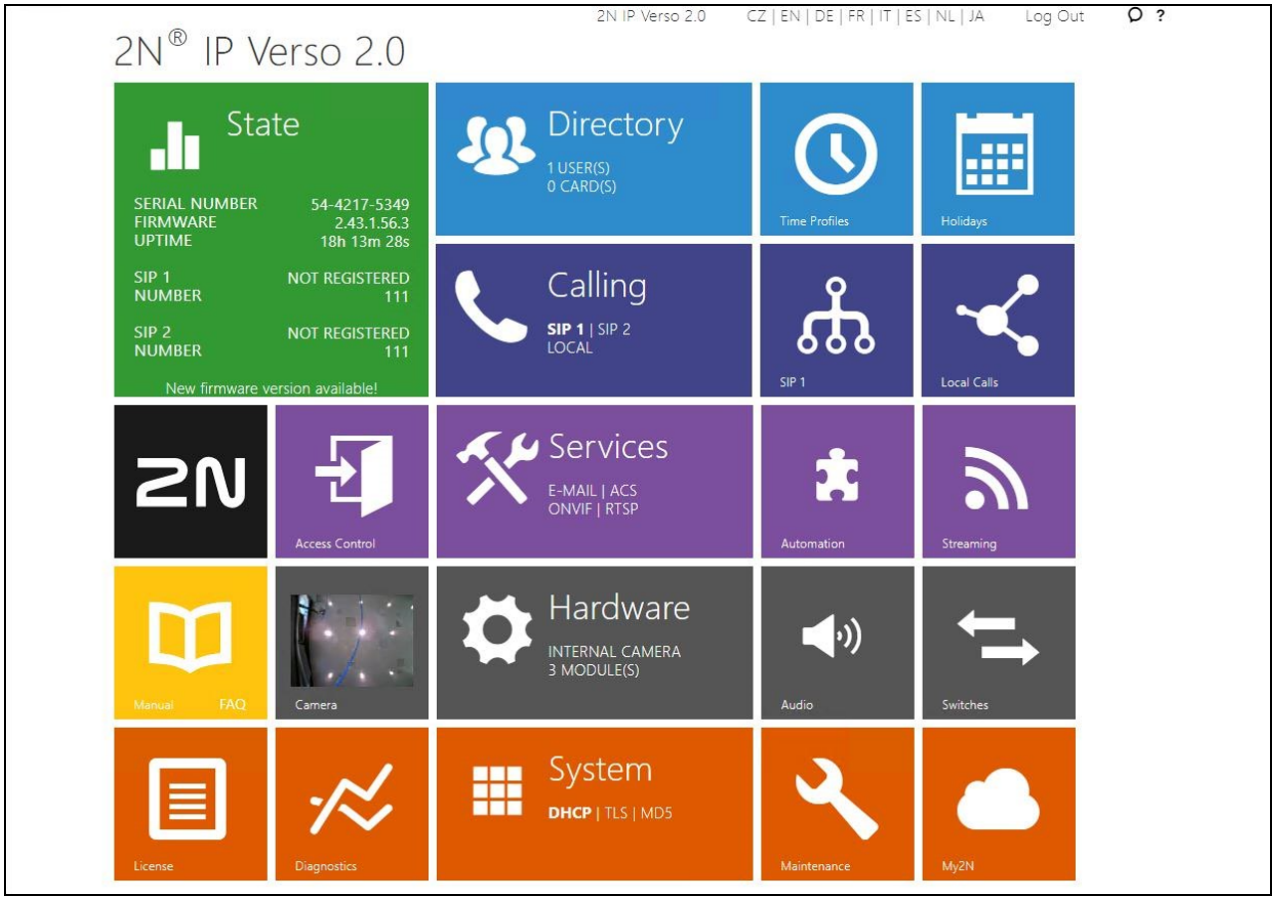


NOTES:

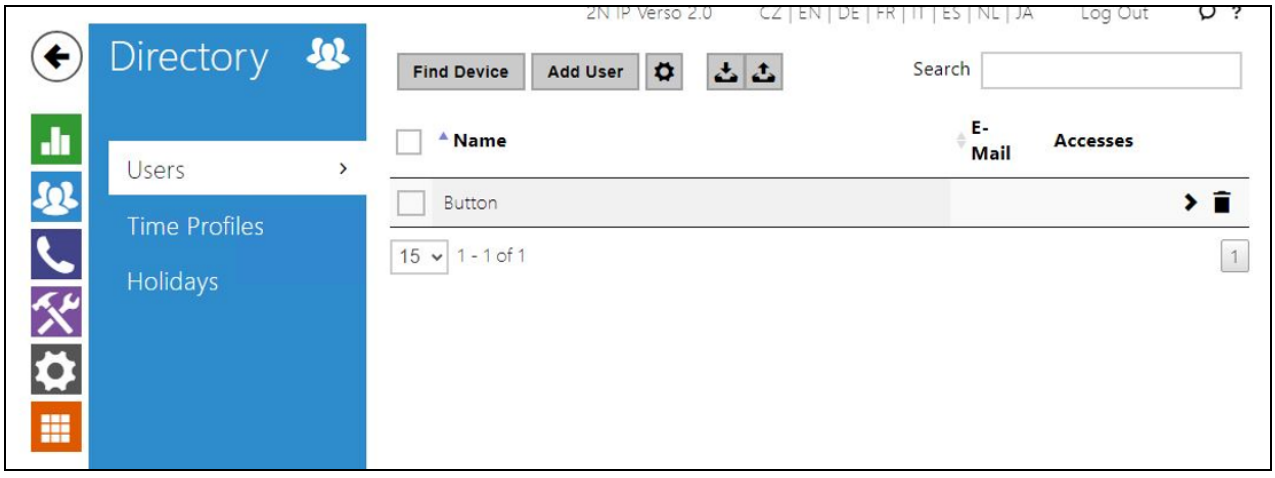
- Video unicast may be used if three or fewer Rava-enabled touch screens will be used with the 2N device. Otherwise, click the check box to display a check mark next to **Enable Video Multicast for Crestron panels**, and enter the Crestron multicast settings in the appropriate text fields.
- If multicast is used and there are multiple 2N door stations on site, specify the unique multicast address for each door station.
- Multicast may not be supported if it is used with an SIP server.

Directory Settings

1. In the web configuration utility, select **Directory**.

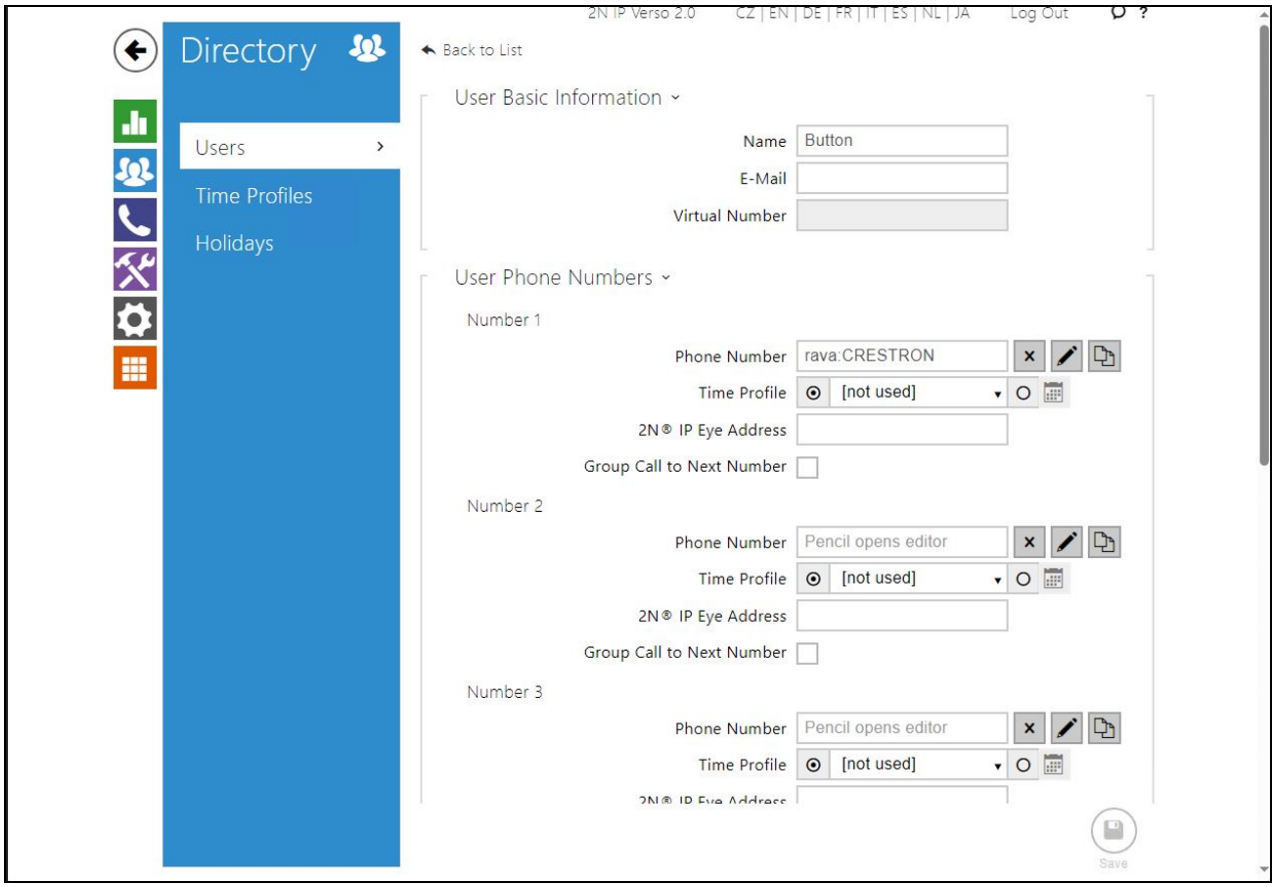


2. Navigate to **Users**, and click the add user button to create a new user.



> **NOTE:** 2N devices also refer to users as "buttons," as this refers to the buttons on the 2N door station that are used to dial specific dwellings or ring groups.

3. Enter "rava:CRESTRON" in the **Phone Number** text field.

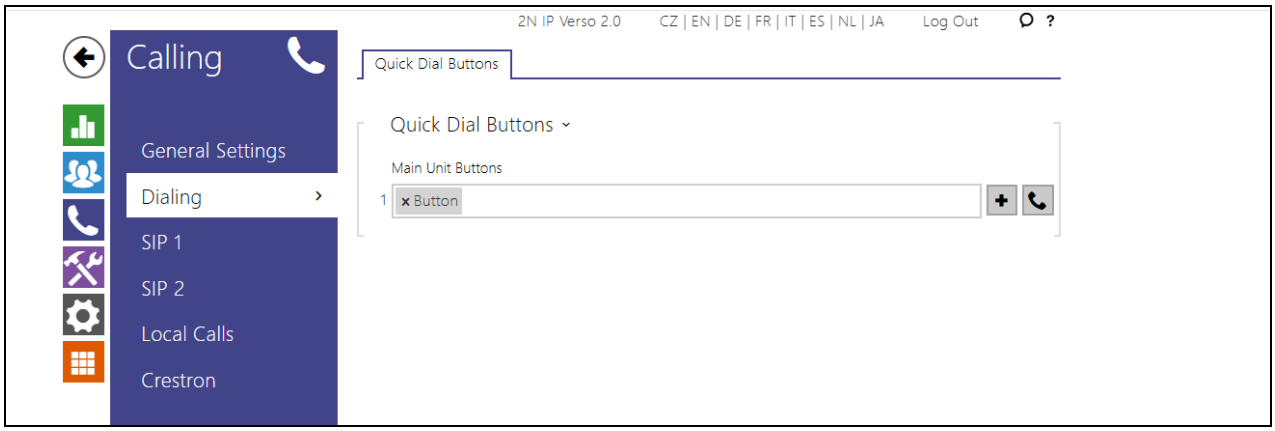


> **NOTE:** CRESTRON is the default ring group for all shipping TSW-x60 touch screens. To use a different group name, issue the `SIPPAGEGROUP [GROUPNAME]` command to the touch screen using the Text Console tool in Crestron Toolbox, where `[GROUPNAME]` is the desired group name (all capital letters with no spaces). Then, enter "rava:[GROUPNAME]" in the **Phone Number** text field.
>
> For example, if a `SIPPAGEGROUP FIRSTFLOORGROUP` command was issued to the touch screen, enter "rava:FIRSTFLOORGROUP" in the **Phone Number** text field.

Quick Dial

1. In the web configuration utility, select **Calling** again.
2. Select **Dialing**.

3. Under **Quick Dialing**, add the button (user) created in the previous procedure to the **Main Unit Buttons** menu by clicking the plus button.



Advanced Configuration

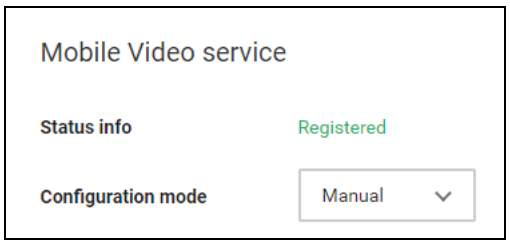
If the 2N door station has been configured to send calls to a mobile device via the 2N Mobile Video app, calls may be sent to both the mobile device and the Crestron Home touch screen by configuring two phone numbers for the 2N device.

All 2N Mobile Video app settings must be configured and propagated to the door station before configuring the 2N device for call forwarding. For more information on configuring the mobile app, refer to my2n.com.

To configure the 2N door station for use with the app and the touch screen:

> **NOTE:** The 2N door station must be configured to support a connection to the touch screen(s) prior to attempting this procedure.

1. Open the **DEVICE DETAIL** tab for the configured 2N door station in the 2N Mobile Video web configuration interface.
2. Under **Mobile Video service**, select **Manual** from the **Configuration mode** drop-down menu.



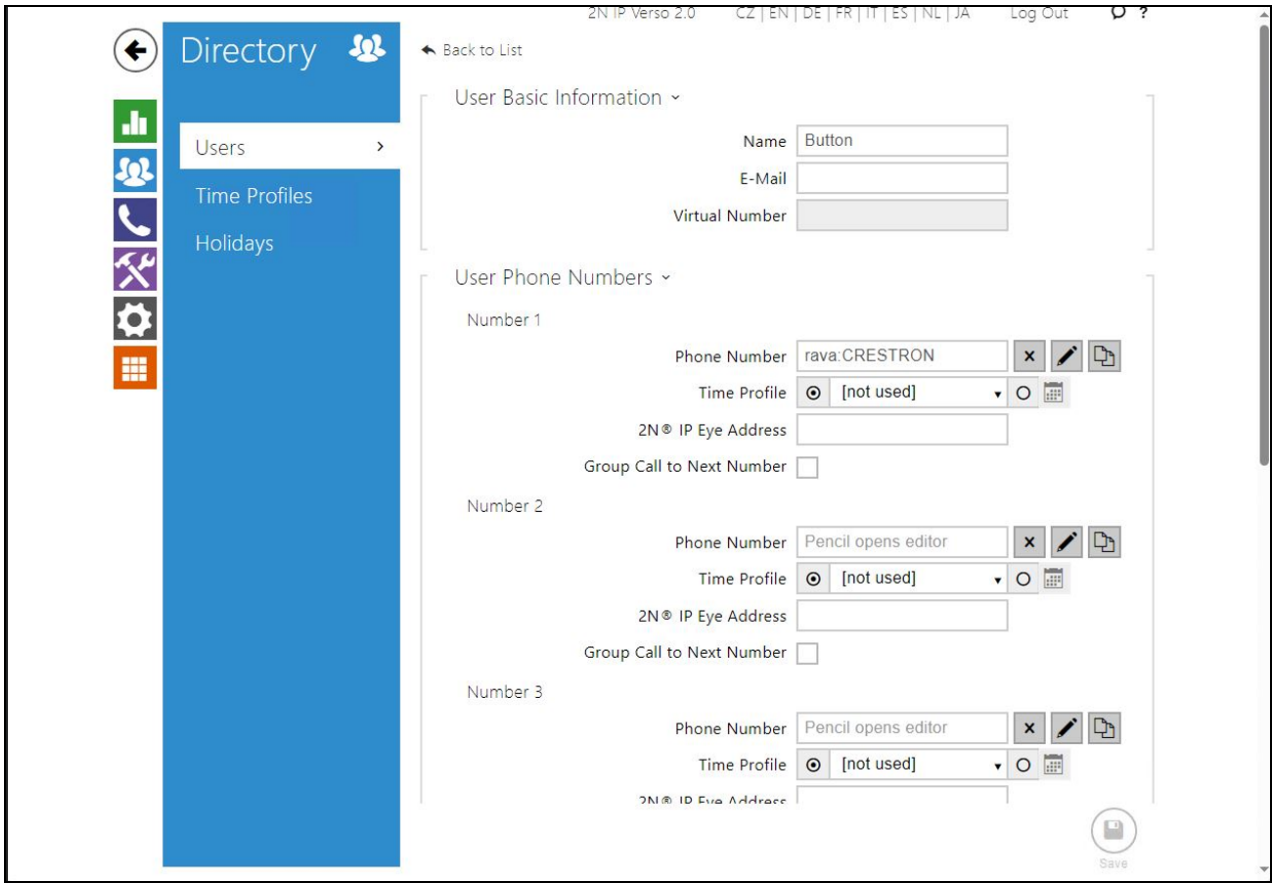
> **NOTE:** If Configuration mode is set to automatic, the mobile app may overwrite the existing 2N IP intercom settings, including the touch screen connection.

3. In the 2N device web configuration utility, click the blue users icon to display the **Directory** menu.
4. Navigate to **Users**, and click the desired user to edit user settings.

5. Enter the following information under **User Phone Numbers**:

> **NOTE:** The phone number for the mobile device is entered automatically in the Phone Number text field for Number 1 if the mobile device has been configured using the 2N Mobile Video app.

- For **Number 1**, click the check box to display a check mark next to **Group call to next number**.
- For **Number 2**, enter "rava: [GROUPNAME]" in the **Phone Number** text field, where [GROUPNAME] is the desired ring group name.

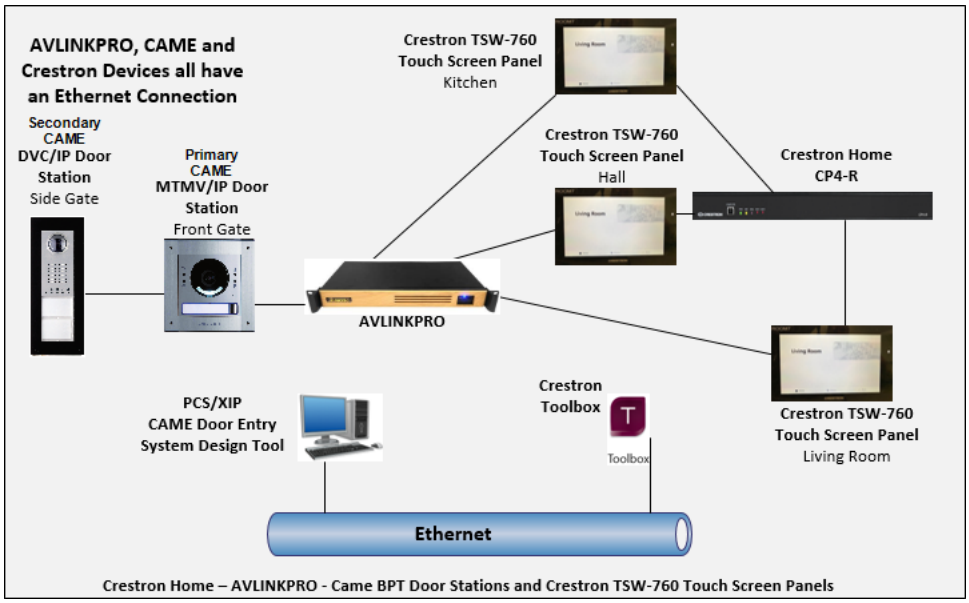


CAME Door Station with AVLINKPRO

Configure CAME door stations to communicate with a Crestron Home processor, Crestron touch screens, and an AVLINKPRO. The Crestron touch screens register to the AVLINKPRO as SIP users. The primary CAME door station acts as a mini server (primary) and allows the AVLINKPRO and secondary CAME door station to register to it.

Overview

The network topology for the Crestron Home processor and Crestron touch screens to interop with the CAME door stations is shown below.



Crestron Home – AVLINKPRO - Came BPT Door Stations and Crestron TSW-760 Touch Screen Panels

The system was tested using the following components:

- Crestron Home processor (version 2.4362.12407)
- AVLINKPRO (16.2c)
- (3) Crestron TSW-xx60 series touch screen (version 2.7.60)
- Crestron Toolbox™ software
- CAME MTMV/IP Door Station (Primary) (version 2.5.3)
- CAME DVC/IP Door Station (Secondary) (version 2.5.3)
- PCS/XIP Design Tool Software (version 6.1.4)

Summary

The Video Door Entry system uses the AVLINKPRO as a server/PBX. In this setup, the AVLINKPRO registers as a SIP Client to the primary CAME door station (MTMV/IP). The Crestron touch screens register to the AVLINKPRO.

The MTMV/IP primary door station acts as a server and the PCS/XIP designs and configures the system. The MTMV/IP and DVC/IP door stations provide audio and video over Ethernet to the Crestron touch screens. The SIP devices can be connected using PoE Ethernet connections.

The Crestron Home processor connects to the touch screens and uploads the Crestron Home User Interface onto the touch screen.

Features Supported

- Audio and video from the CAME door stations
- Audio only from the Crestron touch screen
- Calls from CAME door station to Crestron touch screen
- Basic calls with G711ulaw codec
- Video using 103 H264/90000

Features Not Supported

- CAME door stations do not have a video display. Video from the Crestron touch screens to the CAME door stations is not supported.
- Calls from Crestron touch screens to the CAME door stations
- Calls from Crestron touch screens to other touch screens

Setup

The Crestron Home processor, Crestron touch screens, AVLINKPRO, and CAME door stations must be properly configured. All Ethernet devices must be assigned a static IP address and be on the same subnet.

Configure the Crestron Home Processor

The Crestron Home processor must be fully set up and configured prior to setting up the AVLINKPRO and the CAME door stations. Additionally, a static IP address, Advanced User password, and User Interface Device password must be set.

> **NOTES:**
>
> - Use the Device Discovery Tool that is available in Crestron Toolbox™ Software to obtain the IP address of the Crestron Home processor.
> - The CP4-R was assigned Static IP address 10.64.5.90 for the test.

1. **Set up the Crestron Home System:** Set up and configure the Crestron Home system.
2. **Assign an IP Address:** Assign a static IP address.
3. **Set the Passwords:** Set up the Advanced User password and User Interface Device password. For details, refer to Users & Passwords on page 107.

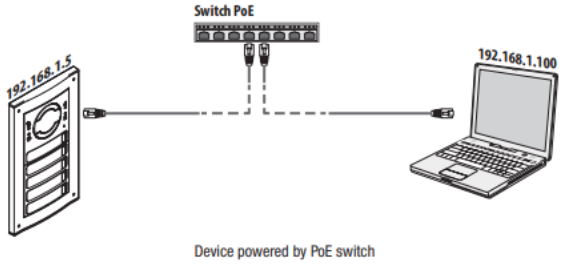
Configure the Crestron Touch Screen

The Crestron touch screen must be configured to use a static IP address, use the latest firmware, run the Crestron Home app, and be added to the Crestron Home system.

Configure the CAME Door Station Cameras

Connect the CAME BTP MTMV/IP and DVC/IP door stations to a network switch and supply PoE+ (Power-over-Ethernet). The door stations are configured using a Web interface.

On the initial power up of the CAME Door Station, the Default IP address is 192.168.1.5 with Netmask 255.255.255.0. To access the Door Station Camera, connect the camera to a PoE switch along with a laptop which is assigned an IP address on the same subnet of the Door Stations default IP.



Set a Static IP for the CAME MTMV/IP Door Station

To set a static IP address for the door station:

1. Log into the door station.
2. Enter the IP address of the door station into a web browser.

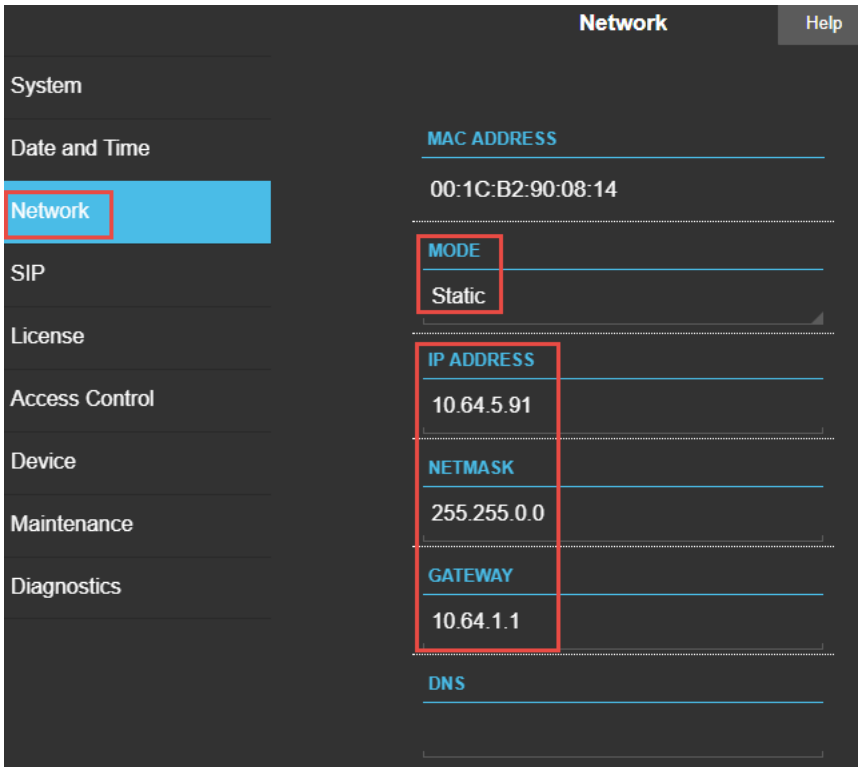
   > **NOTE:** The default IP address of the Door Station is 192.168.1.5.

3. Click **INSTALLER** in the **LOGIN MODE** section.
4. Enter the installer password in the **PASSWORD** field.

   > **NOTE:** The default password is 112233.

5. Click **Enter**.

6. Set a static IP address for the CAME door station.
    a. Click the **Network** tab.
    b. Select **Static** from the **Mode** drop-down menu.
    c. Enter the network information into the **IP ADDRESS**, **NETMASK**, and **GATEWAY** fields.



7. Save the configuration.
8. Connect the door station to the network and power on.

> **NOTE:** The door station can be accessed from the network when it is booted up.

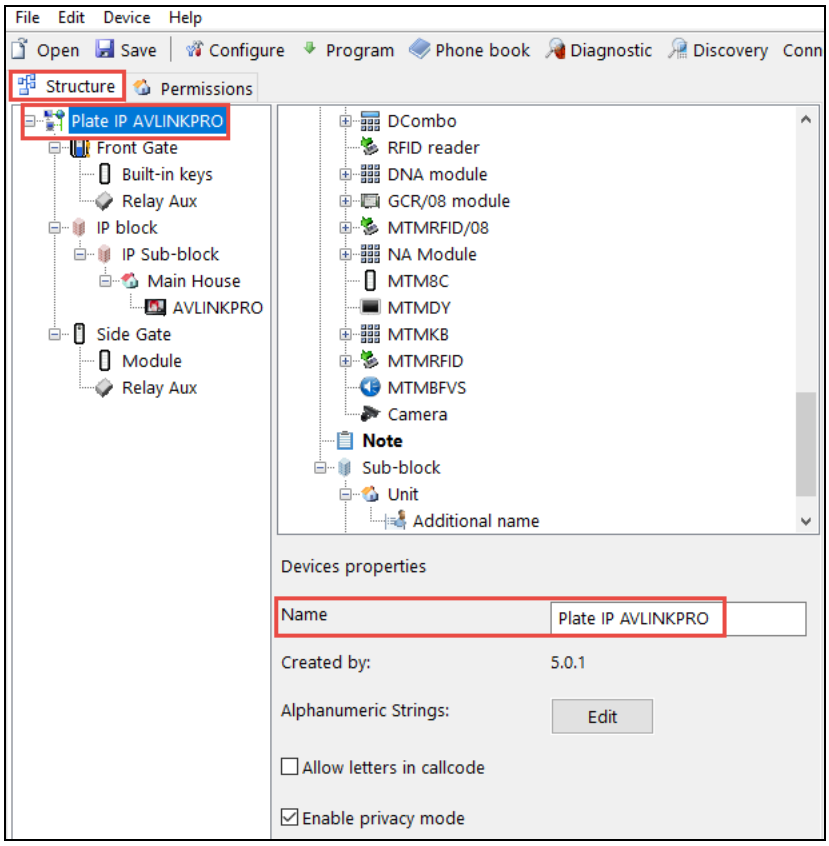
9. Repeat this step for all CAME door stations.

Configure the PCS/XIP CAME Door Station

Use the CAME PCS/XIP software package to design and configure the system:

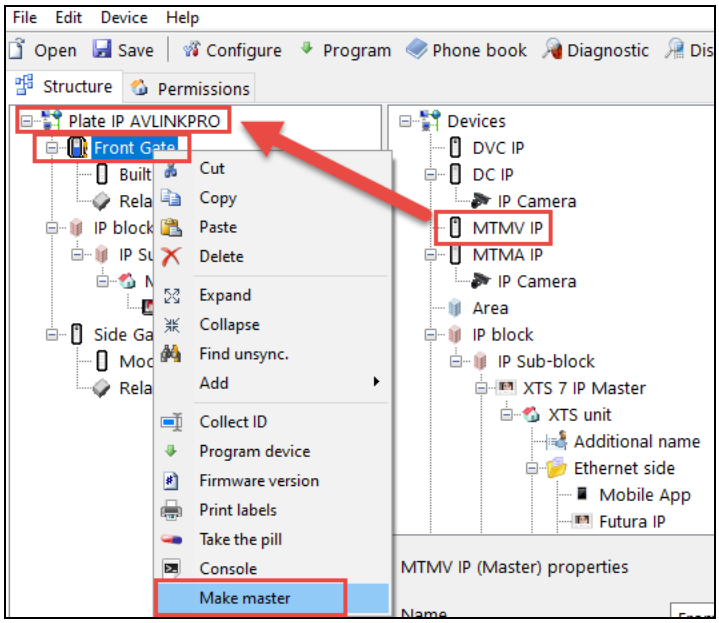
> **NOTE:** To set the language, select the **Configure** tab, select your preferred language from the **Language** drop-down menu, and then click the **OK** button.

1. Click the **Structure** tab and then enter a name for the system structure in the **Name** field.



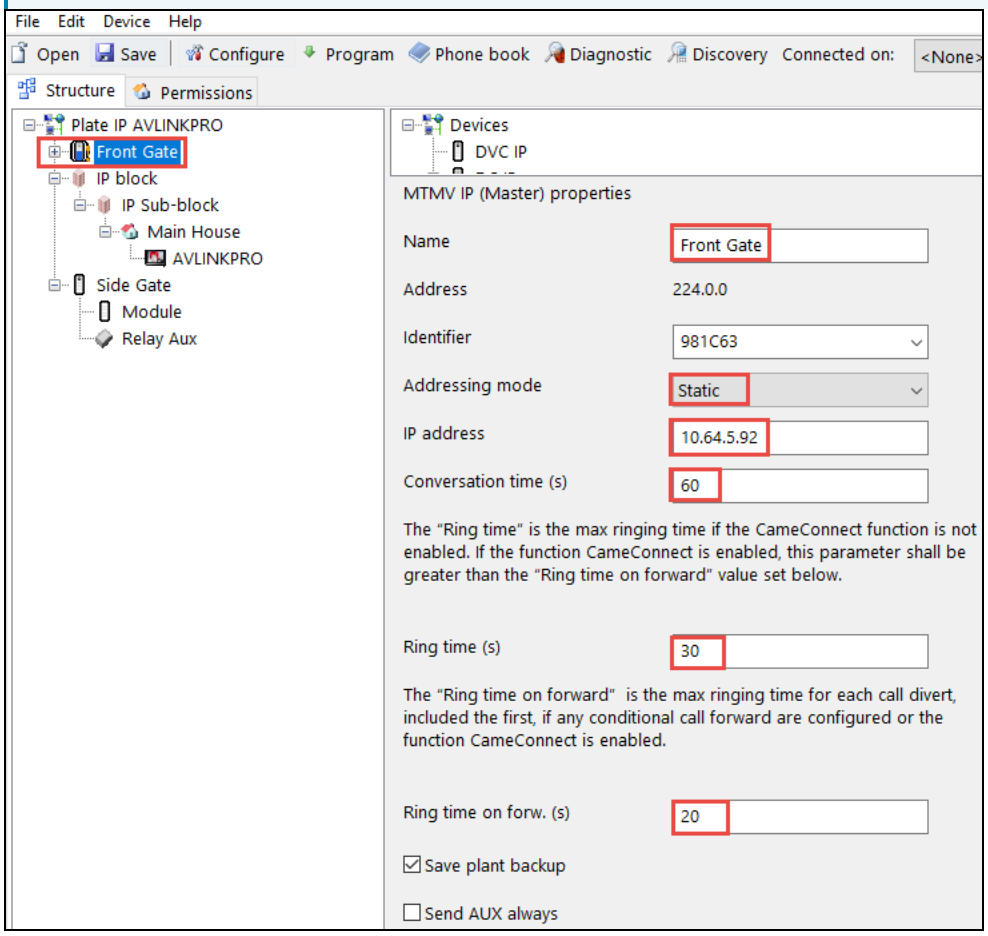
2. Add the MTMV/IP to the structure.

3. Right click the MTV/IP and then click **Make master** to assign the door station as the primary door station.

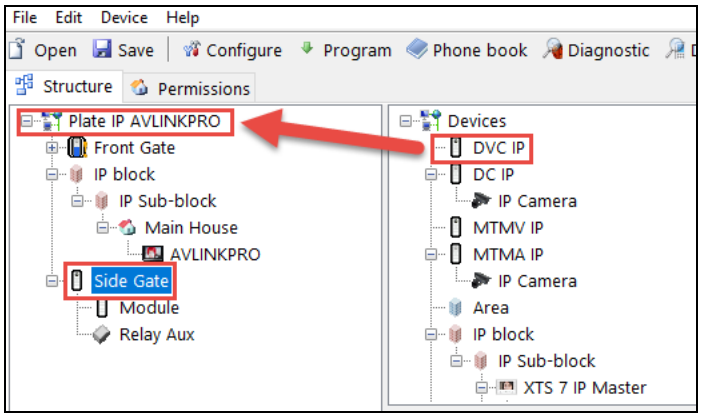


4. Configure the master door station in the **Properties** window.
    - **Name:** Enter a name for the door station.
    - **Addressing Mode:** Select **Static** from the drop-down menu.
    - **IP Address:** Enter the IP address for the door station.

> **NOTE:** Enter time values in seconds for the **Conversation time**, **Ring time**, and **Ring time on forw**.

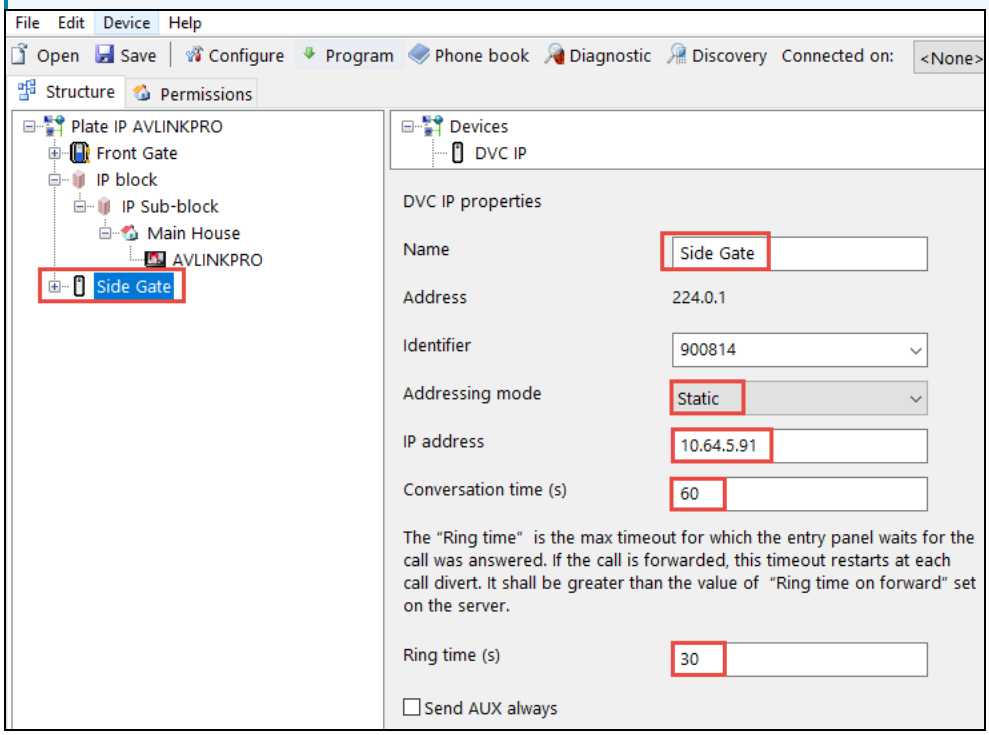


5. Add the DVC/IP to the system. The DVC/IP is added as a secondary door station.

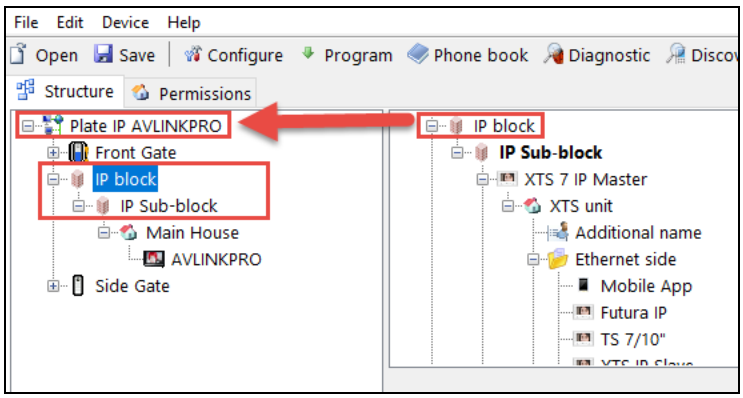


6. Configure the secondary door station in the **Properties** window.
    - **NAME:** Enter a name for the door station.
    - **Addressing mode:** Select **Static** from the drop-down menu.
    - **IP address:** Enter the IP address for the door station.

> **NOTE:** Enter time values in seconds for the **Conversation time**, **Ring time**, and **Ring time on forw**.

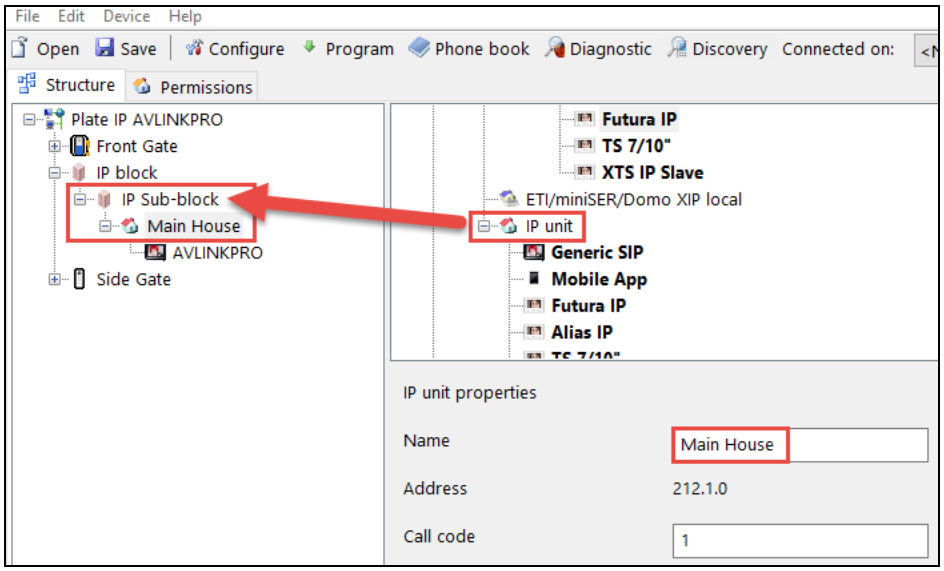


7. Add an **IP block** to the structure.

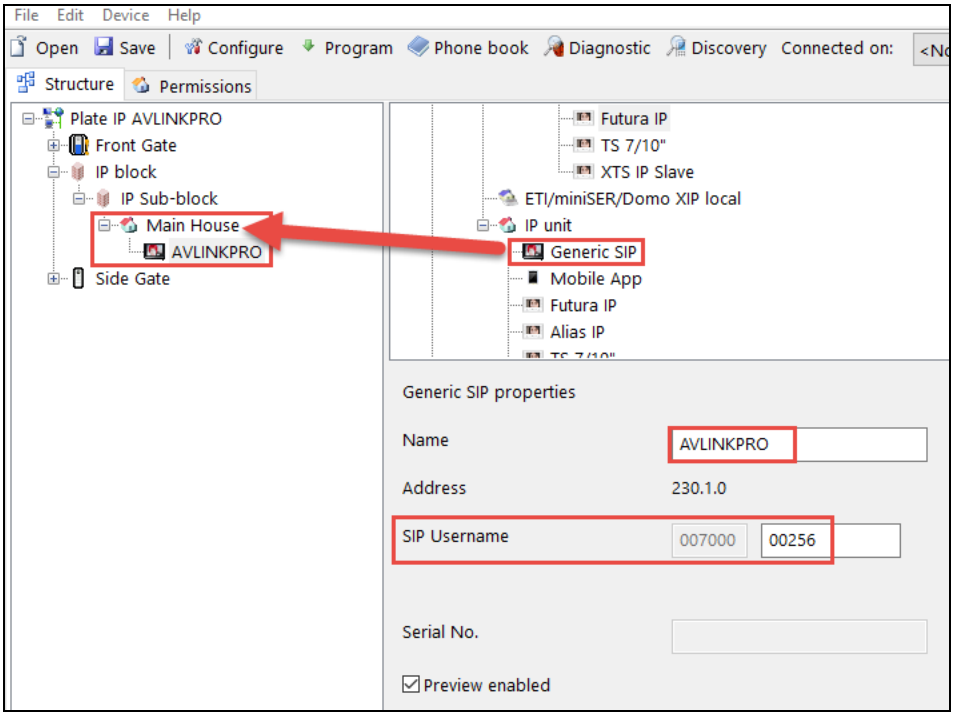


8. Add an **IP unit** to the **IP Sub-block** structure.

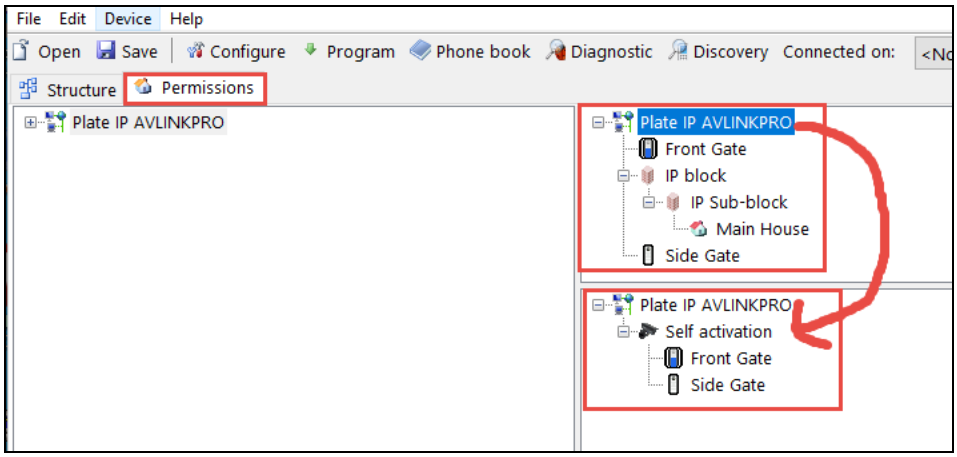
9. Enter a name for the **IP unit** in the **Name** field in the **Properties** window.



10. Add a **Generic SIP** device to the IP unit for the AVLINKPRO in the configuration.
11. Configure the **Generic SIP** device in the **Properties** window.
    - **NAME:** Enter a name for the AVLINKPRO.
    - **SIP Username:** Enter a SIP username for the AVLINKPRO.

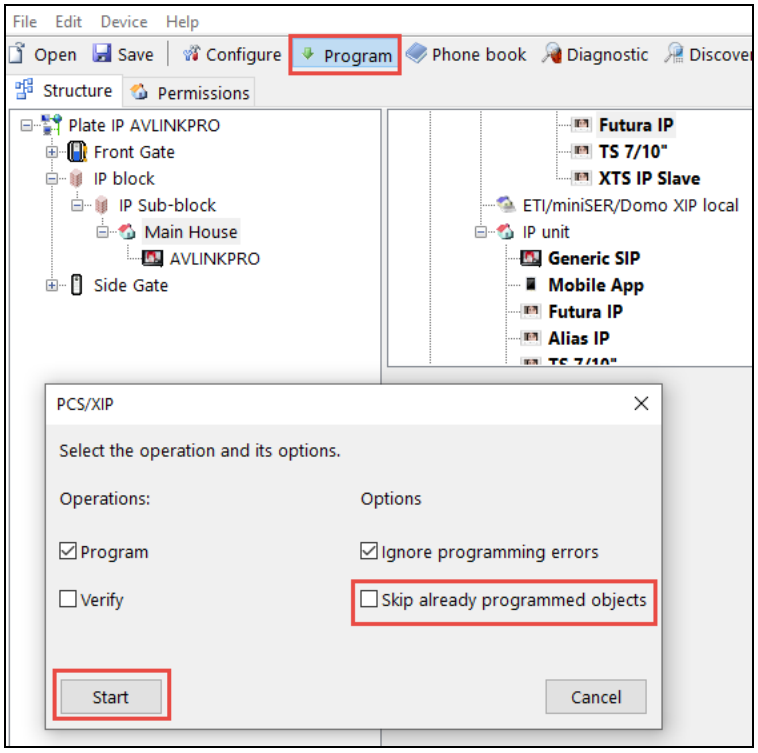


12. Click the **Permissions** tab and then right-click the server name in the top frame and then click **Self activation**. The device is shown in the bottom frame. Repeat this process for all items in the top frame.



13. Upload the configuration to the CAME door stations.
    a. Click the **Program** tab. The **Program Upload** window displays.
    b. Click to select the **Program** and **Ignore programming error** check boxes.

> **NOTE:** Deselect the **Verify** and **Skip already programmed objects** check boxes.



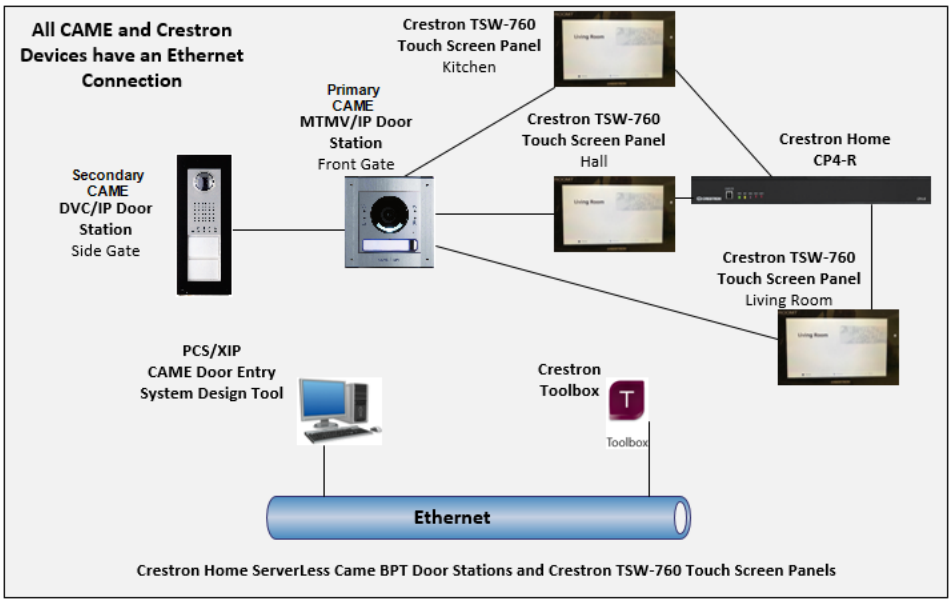
14. Click **Start** to send the configuration to the CAME door stations.

CAME Door Station

Configure CAME door stations to communicate with a Crestron Home processor and Crestron touch screens. The Crestron touch screens register to the primary CAME door station as SIP users. The primary CAME door station acts as a mini server (primary) and allows the secondary CAME door station to register to it.

Overview

The network topology for the Crestron Home processor and Crestron touch screens to interop with the CAME door stations is shown below.



The system was tested using the following components:

- Crestron Home processor (version 2.4362.12407)
- AVLINKPRO (16.2c)
- (3) Crestron TSW-xx60 series touch screen (version 2.7.60)
- Crestron Toolbox™ software
- CAME MTMV/IP Door Station (Primary) (version 2.5.3)
- CAME DVC/IP Door Station (Secondary) (version 2.5.3)
- PCS/XIP Design Tool Software (version 6.1.4)

Summary

The Video Door Entry system is a serverless system. The primary MTMV/IP door station acts as the server where the PCS/XIP designs and configures the system. The MTMV/IP and DVC/IP door stations provide audio and video over Ethernet to the Crestron touch screens. The SIP devices can be connected using PoE Ethernet connections.

The Crestron Home processor connects to the touch screens and uploads the Crestron Home User Interface onto the touch screen.

Features Supported

- Audio and video from the CAME door stations
- Audio only from the Crestron touch screen
- Calls from CAME door station to Crestron touch screen
- Basic calls with G711ulaw codec
- Video using 103 H264/90000

Features Not Supported

- CAME door stations do not have a video display. Video from the Crestron touch screens to the CAME door stations is not supported.
- Calls from Crestron touch screens to the CAME door stations
- Calls from Crestron touch screens to other touch screens

Setup

The Crestron Home processor, Crestron touch screens, AVLINKPRO, and CAME door stations must be properly configured. All Ethernet devices must be assigned a static IP address and be on the same subnet.

Configure the Crestron Home Processor

The Crestron Home processor must be fully set up and configured prior to setting up the AVLINKPRO and the CAME door stations. Additionally, a static IP address, Advanced User password, and User Interface Device password must be set.

> **NOTES:**
>
> - Use the Device Discovery Tool that is available in Crestron Toolbox™ Software to obtain the IP address of the Crestron Home processor.
> - The CP4-R was assigned Static IP address 10.64.5.90 for the test.

1. **Set up the Crestron Home System:** Set up and configure the Crestron Home system.
2. **Assign an IP Address:** Assign a static IP address.
3. **Set the Passwords:** Set up the Advanced User password and User Interface Device password. For details, refer to Users & Passwords on page 107.

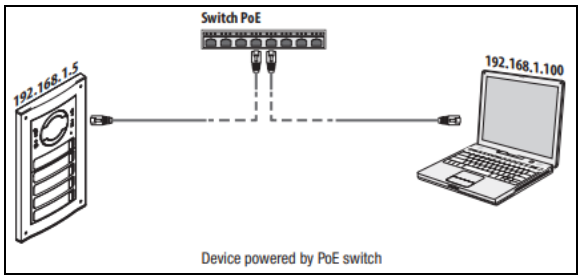
Configure the Crestron Touch Screen

The Crestron touch screen must be configured to use a static IP address, use the latest firmware, run the Crestron Home app, and be added to the Crestron Home system.

Configure the CAME Door Station Cameras

Connect the CAME BTP MTMV/IP and DVC/IP door stations to a network switch and supply PoE+ (Power-over-Ethernet). The door stations are configured using a Web interface.

On the initial power up of the CAME Door Station, the Default IP address is 192.168.1.5 with Netmask 255.255.255.0. To access the Door Station Camera, connect the camera to a PoE switch along with a laptop which is assigned an IP address on the same subnet of the Door Stations default IP.



Set a Static IP for the CAME MTMV/IP Door Station

To set a static IP address for the door station:

1. Log into the door station.
2. Enter the IP address of the door station into a web browser.

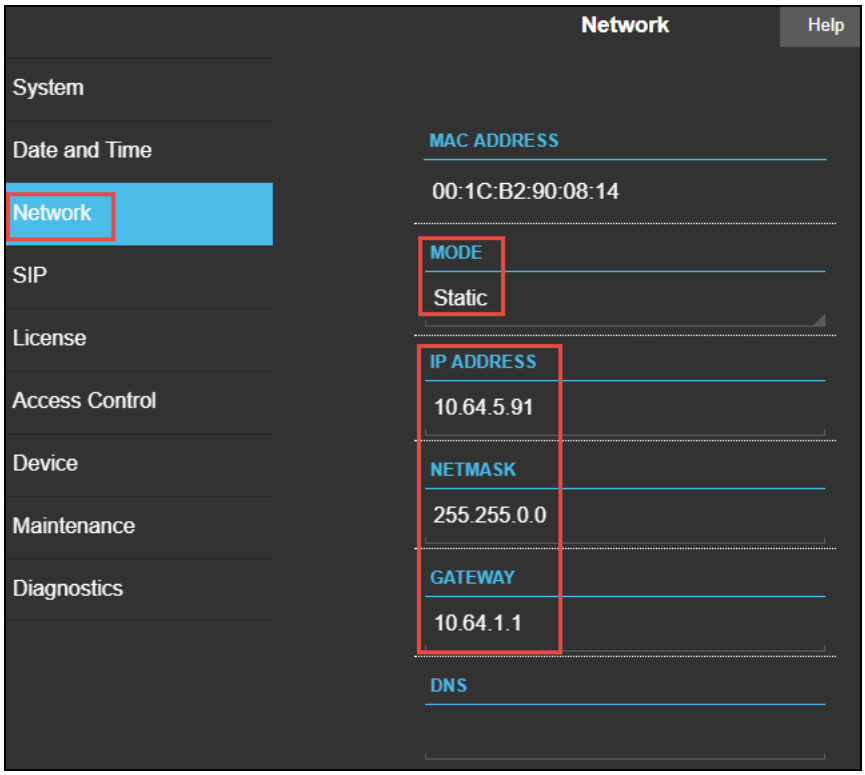
   > **NOTE:** The default IP address of the Door Station is 192.168.1.5.

3. Click **INSTALLER** in the **LOGIN MODE** section.
4. Enter the installer password in the **PASSWORD** field.

   > **NOTE:** The default password is 112233.

5. Click **Enter**.

6. Set a static IP address for the CAME door station.
    a. Click the **Network** tab.
    b. Select **Static** from the **Mode** drop-down menu.
    c. Enter the network information into the **IP ADDRESS**, **NETMASK**, and **GATEWAY** fields.



7. Save the configuration.
8. Connect the door station to the network and power on.

> **NOTE:** The door station can be accessed from the network when it is booted up.

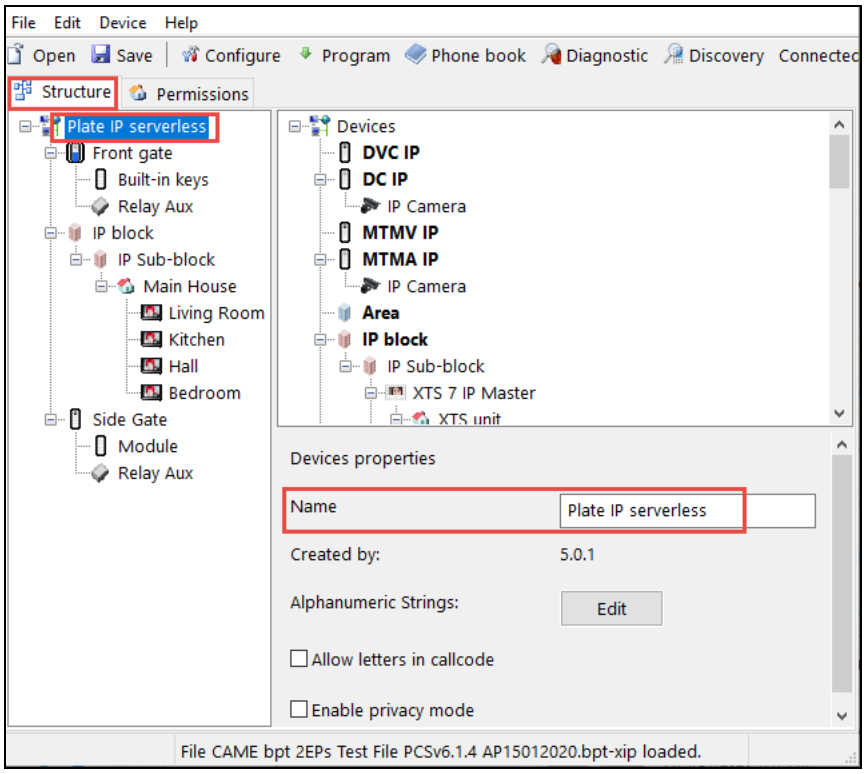
9. Repeat this step for all CAME door stations.

Configure the PCS/XIP CAME Door Station

Use the CAME PCS/XIP software package to design and configure the system:

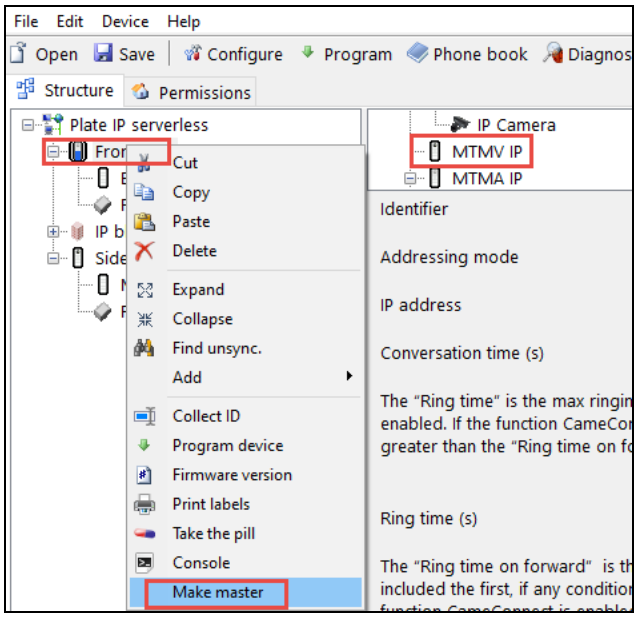
> **NOTE:** To set the language, select the **Configure** tab, select your preferred language from the **Language** drop-down menu, and then click the **OK** button.

1. Click the **Structure** tab and then enter a name for the system structure in the **Name** field.



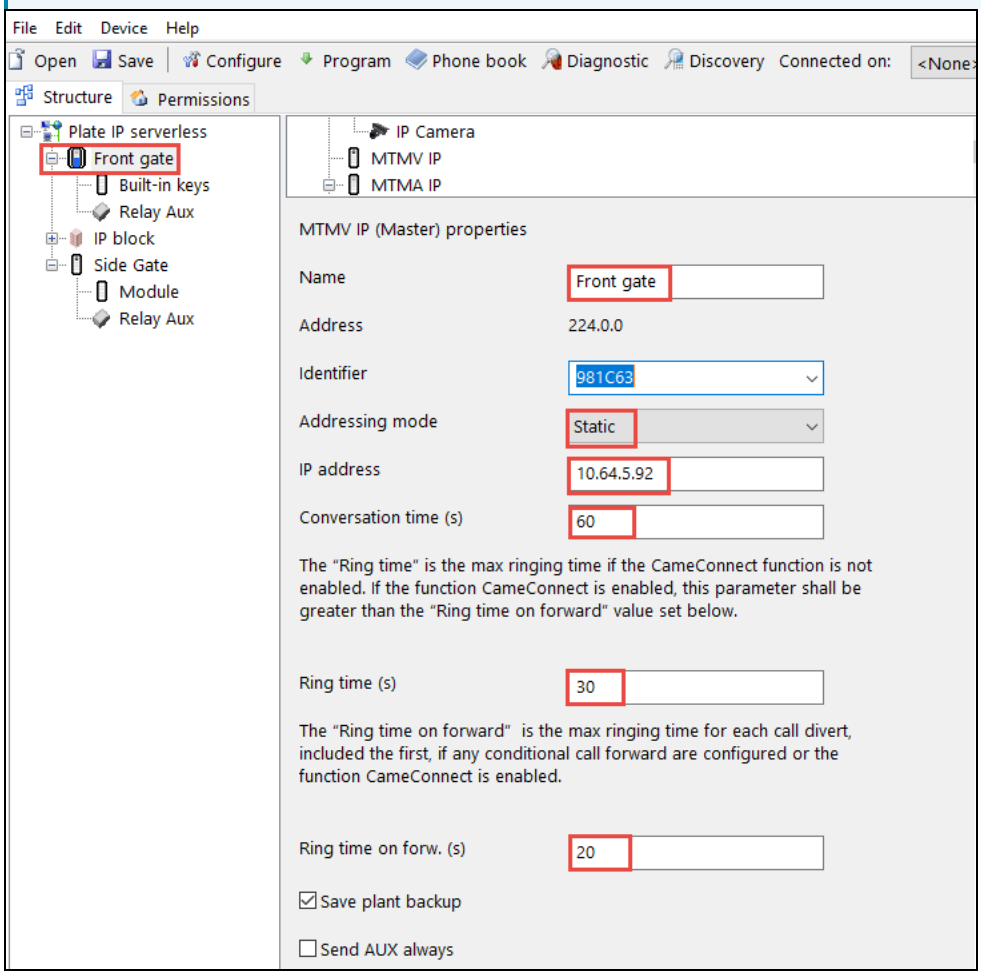
2. Add the MTMV/IP to the structure.

3. Right click the MTV/IP and then click **Make master** to assign the door station as the primary door station.

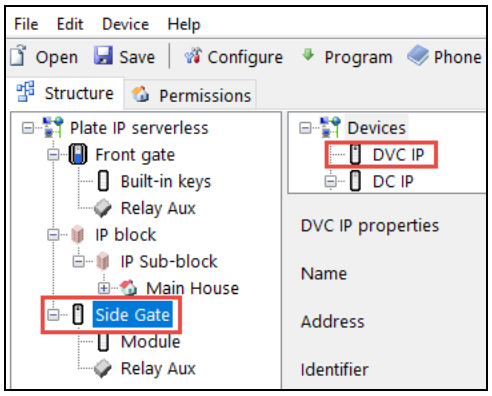


4. Configure the master door station in the **Properties** window.
    - **Name:** Enter a name for the door station.
    - **Addressing Mode:** Select **Static** from the drop-down menu.
    - **IP Address:** Enter the IP address for the door station.

> **NOTE:** Enter time values in seconds for the **Conversation time**, **Ring time**, and **Ring time on forw**.

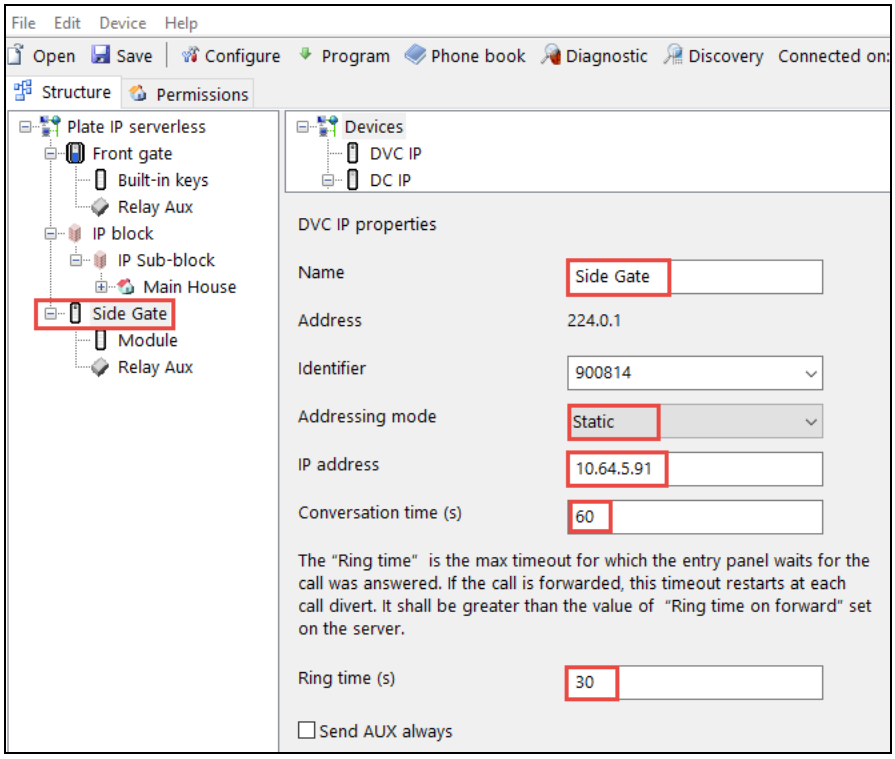


5. Add the DVC/IP to the system. The DVC/IP is added as a secondary door station.

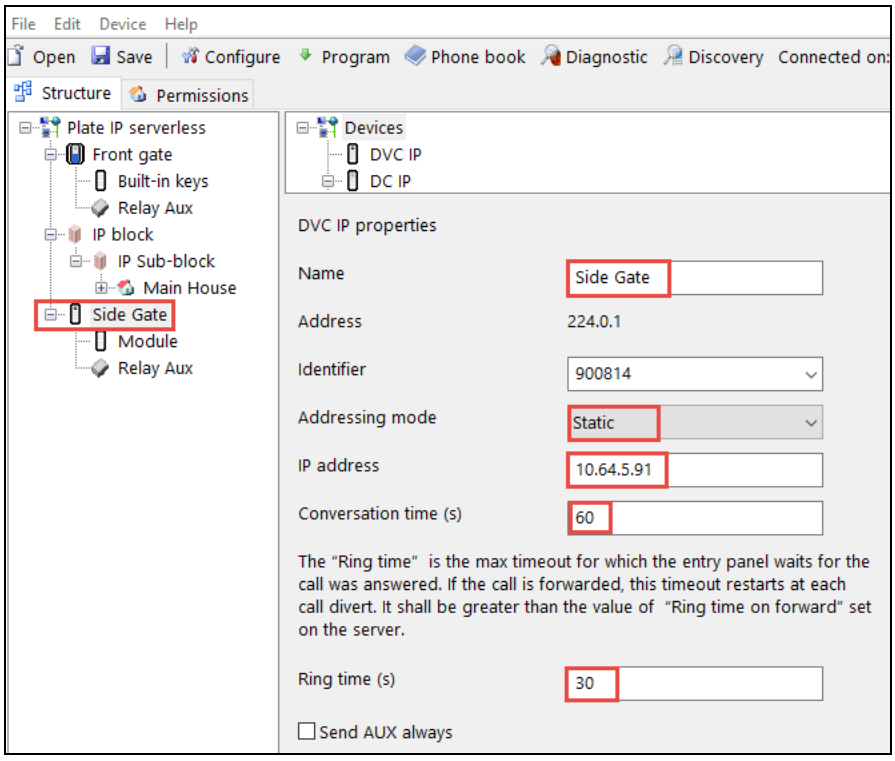


6. Configure the secondary door station in the **Properties** window.
    - **NAME:** Enter a name for the door station.
    - **Addressing mode:** Select **Static** from the drop-down menu.
    - **IP address:** Enter the IP address for the door station.

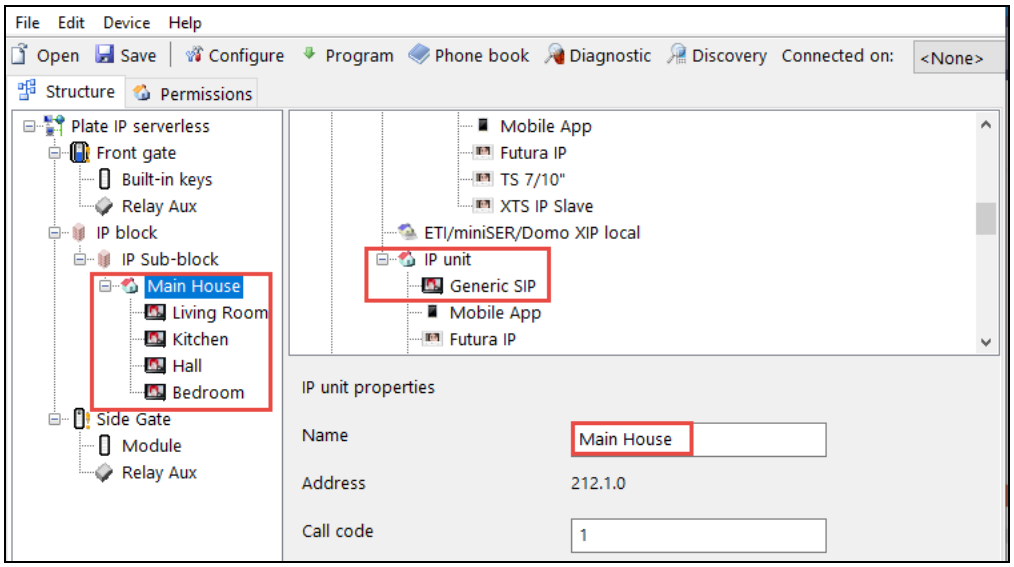
> **NOTE:** Enter time values in seconds for the **Conversation time**, **Ring time**, and **Ring time on forw**.



7. Add an **IP block** to the structure.

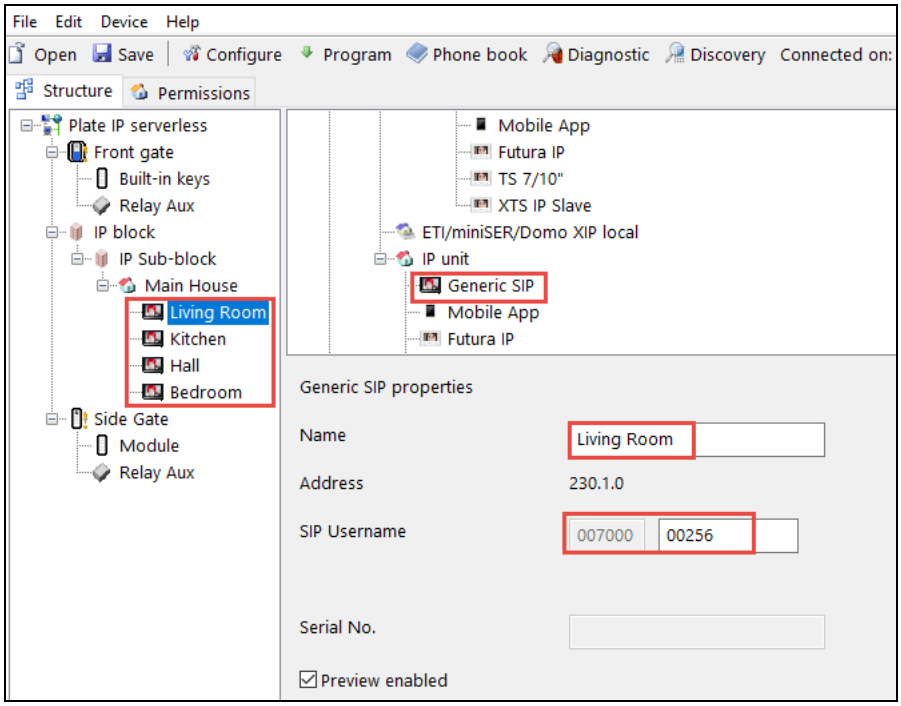


8. Add an **IP unit** to the **IP Sub-block** structure.
9. Enter a name for the **IP unit** in the **Name** field in the **Properties** window.

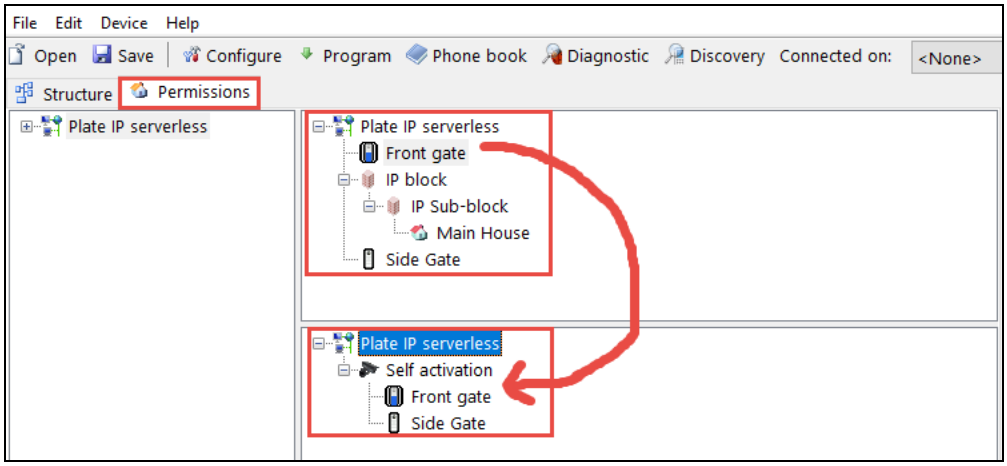


10. Add four **Generic SIP** devices to the IP unit for each Crestron touch screen in the configuration.

11. Configure each **Generic SIP** device in the **Properties** window.
    - **NAME:** Enter a name for the Crestron touch screen.
    - **SIP Username:** Enter a SIP username for the Crestron touch screen.

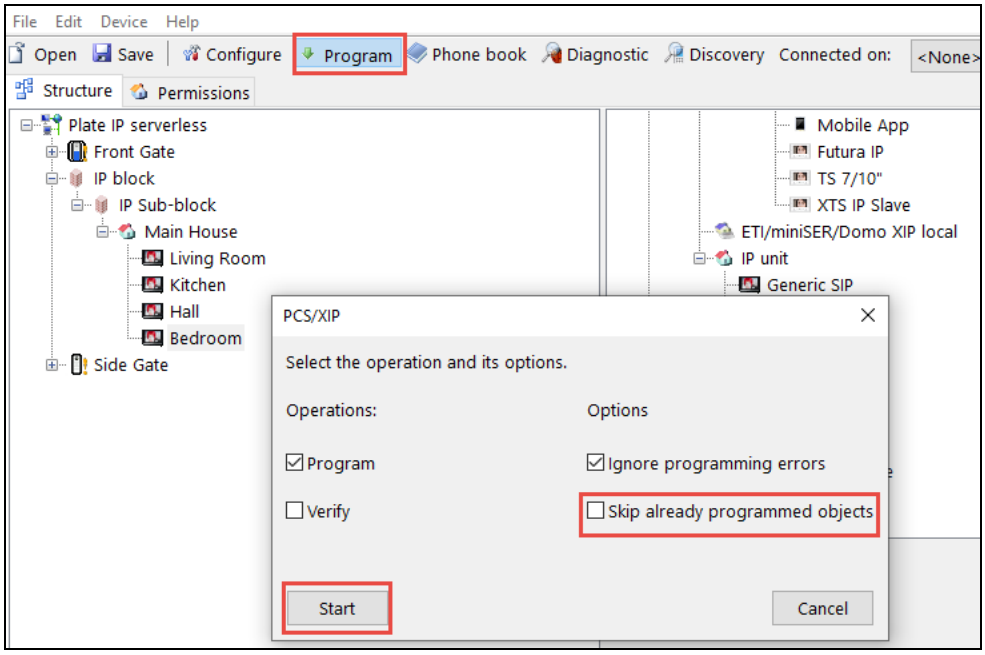


12. Click the **Permissions** tab and then right-click the server name in the top frame and then click **Self activation**. The device is shown in the bottom frame. Repeat this process for all items in the top frame.



13. Upload the configuration to the CAME door stations.
    a. Click the **Program** tab. The **Program Upload** window displays.
    b. Click to select the **Program** and **Ignore programming error** check boxes.

> **NOTE:** Deselect the **Verify** and **Skip already programmed objects** check boxes.



14. Click **Start** to send the configuration to the CAME door stations.

Doorbird Door Station

A Doorbird door station may be integrated with the Crestron Home system and controlled from a Crestron touch screen. For instructions, refer to Doorbird's documentation.

Security System Configuration

The security systems below can be configured for use with the Crestron Home system.

This section provides the following information:

Honeywell Security System

The Honeywell security system must be configured to work with the Crestron Home system. Setup is performed using a Vista keypad with Alpha display (such as the Vista 6160).

> **NOTE:** The Honeywell 4232CBM module is required in order to use Crestron Home system with a Honeywell Vista security system.

Models

The following models are supported:

- VISTA-128FBPT
- VISTA-128BPT
- VISTA-128BPTSIA
- VISTA-15P (Firmware 9.1 or higher required)
- VISTA-15PSIA (Firmware 9.1 or higher required)
- VISTA-20P (Firmware 9.1 or higher required)
- VISTA-20PSIA (Firmware 9.1 or higher required)
- VISTA-21iP (Firmware 3.13 or higher required)
- VISTA-21iPSIA (Firmware 3.13 or higher required)
- VISTA-250BPT (Firmware 10.3 or higher required)
- VISTA-250FBPT

> **NOTE:** The systems listed above support keypad emulation. They do not support an area list for systems that support areas, area control to arm or disarm the system (including storing the password on the UI device), programming area arm or disarm events, and triggering area commands from button or trigger events via scenes.

Wiring

The Honeywell 4232CBM interface card should be connected to the Crestron Home system as shown below:

Crestron Home System	Honeywell 4232CBM
GND	GND
TX	RX
RX	TX

Setup

Setup is different based on the model of the system.

VISTA-15P, VISTA-15PSIA, VISTA-20P, VISTA-20PSIA, VISTA-21iP, VISTA-21iPSIA

> **NOTE:** Do not include leading zeros (0) when entering values.

1. Enter **[Installer Code]+800** to enter Programming mode. For example, if the Installer Code is 1234, enter **1234+800**.
2. Press **#91** to view the settings in the **Options Selection** menu. The **Options Selection** menu displays **[Options]** and **[Call-Waiting]** values. Write down the Options value that is displayed. This number will be entered in the following step.
3. Press ***91** to change the **Options Selection** settings. Enter **[Options]+[Call-Waiting]** to assign the option and call waiting values.
   - **Options:** Enter the Options value that was written down in the previous step.
   - **Call Waiting:** To enable call waiting, enter **2**. To disable call waiting, enter **3**.

     > **NOTE:** The call waiting selection will only have an effect on systems with an SIA in the model number, but it must still be entered on all systems.
4. Press **#190** to view the settings in the **Keypad 2 Device Address 17** menu. The **Keypad 2 Device Address** menu displays the **[Partition-Number]** and **[Sound]** values. Write down the **Partition Number** value that is displayed. This number will be entered in the following step.
5. Press ***190** to change the **Keypad 2 Device Address 17** settings. Enter **5+[Sound]** to set the **Partition Number** to **Partition 1** for **Remote Services Sound** to the value written down in the previous step.
6. Press **#189** to view the settings in the **Touch Screen Device (AUI) Enable** menu. The **Touch Screen Device (AUI) Enable** menu displays **[AUI 1]**, **[AUI 2]**, **[AUI 3]**, and **[AUI 4]** values. Write down the **AUI 2**, **AUI 3**, and **AUI 4** values that are displayed. These numbers will be entered in the following step.
7. Press ***189** to change the **Touch Screen Device (AUI) Enable** settings. Enter **5+[AUI 2]** + **[AUI 3]** + **[AUI 4]** to set **AUI 1** to 5 and to set **AUI 2**, **AUI 3**, and **AUI 4** to the values that were written down in the previous step.
8. Press ***99** to exit programming mode. After the system resets, it should be ready for use with the Crestron Home system.

VISTA-128BPT, VISTA-128BPTSIA, VISTA-32FBPT, VISTA-128FBPT, VISTA-250FBPT, FA1660CT, VISTA-250BPT

1. Enter **[Installer Code]+800** to enter Programming mode. For example, if the Installer Code is 1234, enter **1234+800**.
2. Press **#+93** to enter Menu Mode and then press **0** until **DEVICE PROG?** is displayed on the screen.
3. Press **1** to enter **Device Programming** mode and display the **DEVICE ADDRESS** screen.

4. On the **DEVICE ADDRESS** screen, program address **25**:
    a. Press **25** and then ***** to program device address **25**.
    b. Press **12** to set the device type to **Remote Interactive Service (RIS)**.
    c. Press ***** to return to the **DEVICE ADDRESS** screen.
5. On the **DEVICE ADDRESS** screen, program address **5**:
    a. Press **05** and then ***** to program address **5**.
    b. Press **01** and then ***** to set the device type to **Alpha Keypad**.
    c. Press **1** and then ***** to assign the device to **Partition 1**.
    d. Press ***** until **AUI ?** is displayed on the screen. Press **1** and then ***** to set the device as a **graphic/touch-screen keypad** and return to the **DEVICE ADDRESS** screen.
6. On the **DEVICE ADDRESS** screen, program address **6**:
    a. Press **06** and then ***** to program address **6**.
    b. Press **01** and then ***** to set the device type to **Alpha Keypad**.
    c. Press **1** and then ***** to assign the device to **Partition 1**.
    d. Press ***** until **AUI ?** is displayed on the screen. Press **1** and then ***** to set the device as a **graphic/touch-screen keypad** and return to the **DEVICE ADDRESS** screen.
    e. Press **00*** then press **1** to exit the **DEVICE ADDRESS** screen.
7. Press ***99** to exit **Device Programming** mode. After the system resets, it will be ready for use with the Crestron Home system.

Set the Keypad Address

> **NOTE:** The Crestron Home system communicates with the security system over address 1 and 17 for commercial installations and 5 and 6 for residential installations. Do not assign a keypad to address 1 and 17 for commercial installations and 5 and 6 for residential installations.

1. Power up the keypad and (within 60 seconds) press and hold the **1** and **3** keys at the same time for 3 seconds. The keypad enters Address mode.
2. Enter the two digit keypads address for the keypad.

    > **NOTE:** The first keypad address is 16.

3. Press ***** to save the keypad address and exit Address mode.

Configuring Multiple Keypads

For systems with multiple keypads, do not assign keypad address 17 to any keypad. The Crestron Home system uses address 17 to communicate with the Honeywell system.

NOTES:

- The Crestron Home system communicates with the security system over address 1 and 17 for commercial installations and 5 and 6 for residential installations. Do not assign a keypad to address 1 and 17 for commercial installations and 5 and 6 for residential installations.
- Keypad address 16 is factory enabled and cannot be disabled. Reserve this address for physical keypads.

Check Keypad Addresses

To view the keypad address and verify that a keypad address is enabled:

1. Enter **[Installer Code]+800** to enter Programming mode. For example, if the Installer Code is 1234, enter **1234+800**.
2. Enter the **#+[Keypad-Address-Code]** for the Keypad Address that you want to check:

Keypad Address Code	Keypad Address
190	17
191	18
192	19
193	20
194	21
195	22
196	23

3. They keypad displays the **[Partition-Number]** and **[Sound]** values. If the partition number is 01 or higher, the keypad address is enabled. If the partition number is 00, the keypad address is disabled.

Change a Keypad Address

1. Enter **[Installer Code]+800** to enter Programming mode. For example, if the installer code is 1234, enter **1234+800**.

2. Enter ***+[Keypad-Address-Code]+[Partition-Number]+[Sound]** to assign a keypad address, partition number, and sound value for the keypad. The keypad beeps to confirm the entry. For example, to assign keypad address 20, partition 1, and no suppression, enter ***+193+1+0**:
   a. Keypad Address Code: The address for the keypad.

Keypad Address Code	Keypad Address
190	17
191	18
192	19
193	20
194	21
195	22
196	23

   b. **Partition Number:** The partition where the keypad is located.
   c. **Sound:** The sound suppression value. The sound value 0 (no suppression) is common. Refer to the Honeywell documentation for the sound options.

Interlogix Security System

The Interlogix security system must be configured to work with the Crestron Home system.

> **NOTE:** The Interlogix NX-587e virtual keypad module is required in order to use Crestron Home system with an Interlogix security system .

Models

The following models are supported:

- NetworX NX-4
- NetworX NX-4V2
- NetworX NX-6
- NetworX NX-6V2
- NetworX NX-8
- NetworX NX-8E
- NetworX NX-8V2

> **NOTE:** The systems listed above support keypad emulation. They do not support an area list for systems that support areas, area control to arm or disarm the system (including storing the password on the UI device), programming area arm or disarm events, and triggering area commands from button or trigger events via scenes.

Wiring

The Interlogix NX-587e interface card should be connected to the Crestron Home system as shown below:

> **NOTE:** The serial port is configured to communicate at 9,600 baud, 8 data bits, 1 stop bit, and no parity. There is no hardware or software flow control.

Crestron Home System	Interlogix NX-587e (DB9F)
GND	Pin 5
TX	Pin 2
RX	Pin 3

The Interlogix NX-587e requires a RJ-14 (6-pin) telco cable to tie the adapter into the control panel.

RJ-14 (6-Pin)	Interlogix Control Panel Keypad Connection
GND	Pin 5
TX	Pin 2
RX	Pin 3

Setup

The Interlogix NX-587e virtual keypad module uses a fixed keypad address of 248 which limits it to a single instance per control panel. By default the Interlogix NX-587e virtual keypad module is assigned to control partition 1.

TexeCom Security System

The Texecom security system must be configured to work with the Crestron Home system.

> **NOTE:** The Premier Elite PC-COM cable (model JAA-0001) is required for communications between the security system and the Crestron Home control processor or PC. Using a different cable or a cable from a third-party may cause connection issues.

Models

These Texecom security systems are supported:

- Premier Elite 48
- Premier Elite 88
- Premier Elite 168

> **NOTE:** The systems listed above support keypad emulation. They do not support an area list for systems that support areas, area control to arm or disarm the system (including storing the password on the UI device), programming area arm or disarm events, and triggering area commands from button or trigger events via scenes.

Wiring

Use the Premier Elite PC-COM cable (model JAA-0001) to communicate with a Crestron Home control processor or PC.

Connect to a Control Processor

To connect the security system to the control processor:

- Connect the PC-COM cable to the **COM2** port on the security system.
- Connect the PC-COM cable to a **COM** (RS-232) port on the control processor, PYNG-CONNECT-COM, or other Crestron device in the system with a **COM** (RS-232) port.

  > **NOTES:**
  > - It may be necessary to modify the PC-COM cable to make the connection to the RS-232 port.
  > - To preserve the PC-COM cable, modify a standard serial cable (DB9) to make the connection between the cable and the control processor. To modify the cable, cut one end off of the serial cable and then wire it to a terminal block connector (Green - Ground; Orange - TX; Red - RX).

Connect to a PC

To connect the security system to a PC:

- Connect the PC-COM cable to the **COM1** port on the security system.
- Connect the PC-COM cable to a COM port on your PC.

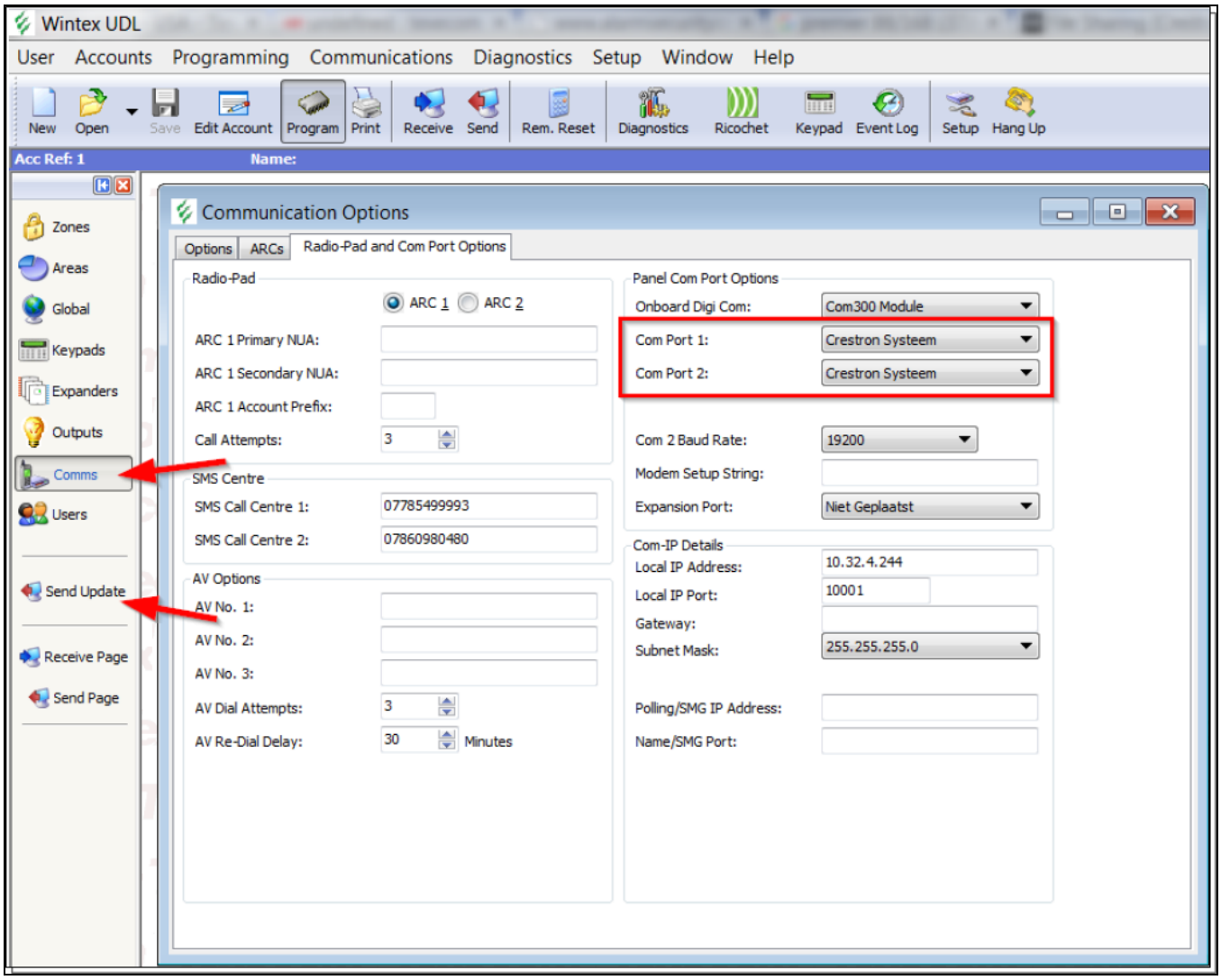
> **NOTE:** You can use a USB-to-COM adapter to make the connection.

Setup

The Texecom security system can be set up using a PC or a security system keypad.

Set up using a PC

1. Connect to the security system using the **Wintex UDL** software that is provided with the Texecom security system and retrieve all of the settings from the device. Refer to the Texecom manual for detailed instructions.
2. Click **Comms** to open the **Communication Options** window.
3. Select **Crestron System** from the **COM Port 2** drop-down menu.
4. Select **19200** from the **COM 2 BAUD Rate** drop-down menu.
5. Click **Send Update**. The settings are sent to the Texecom Security system.



Set up using a Security System Keypad

> **NOTE:** The following procedure was created using the Premier Elite 48 security system.

1. Assign **Crestron System** to **COM2**:
    a. Enter **1,2, 3, 4** to log in as engineer.
    b. Select **7 UDL/Digi** and then **YES**.
    c. Select **8 Com Port Setup** and then **YES**.
    d. Use the arrow keys to select **Com Port 2**.
    e. To change the setting, select **NO**.
    f. Use the arrow keys to cycle through the available options. Select **Crestron System** and then **YES** to confirm.
    g. Press **MENU**, **MENU**, **MENU**, and then **YES** to log out of engineers mode.

2. Assign **19200** for the **BAUD RATE**:
    a. Enter **1, 2, 3, 4** to log in as engineer.
    b. Select **7 UDL/Digi** and then **Yes**.
    c. Select **7 Setup Modules** and then **YES**.
    d. Select **9 Modem Speed** and then **YES**.
    e. To change the speed, select **NO**.
    f. Use the up and down arrows to select the speed. Select **19200** and then **YES**.

    > **NOTE:** The keypad may display some com traffic. This is normal.

    g. Press **MENU**, **MENU**, **MENU**, and then **YES** to log out of engineers mode.

DSC Security System

The DSC security system must be configured to work with the Crestron Home system.

> **NOTE:** For serial communication with PC1864, PC1832, and PC1616 control panels, the DSC IT-100 Data Interface Module is required.

Models

The following models are supported:

- HS2128 - PowerSeries Neo Control Panel
- HS2064 - PowerSeries Neo Control Panel
- HS2032 - PowerSeries Neo Control Panel
- HS2016-4 - PowerSeries Neo Control Panel
- HS2016 - PowerSeries Neo Control Panel
- PC1864 - PowerSeries Control Panel
- PC1832 - PowerSeries Control Panel
- PC1616 - PowerSeries Control Panel

> **NOTE:** The systems listed above support keypad emulation. They do not support an area list for systems that support areas, area control to arm or disarm the system (including storing the password on the UI device), programming area arm or disarm events, and triggering area commands from button or trigger events via scenes.

Wiring

The DSC IT-100 Data Interface Module should be connected to the Crestron Home system as shown below:

> **NOTE:** The serial port is configured to communicate at 9,600 baud, 8 data bits, 1 stop bit, and no parity. There is no hardware or software flow control.

Crestron Home System	DSC IT-100 (DB9F)
GND	Pin 5
TX	Pin 2
RX	Pin 3

Setup

Wire the keypads and the DSC IT-100 Data Interface Module identically and in parallel. Terminate the devices on the keypad terminals on the control panel.

When the control panel is initially powered, there may be two faults on the system. To view the faults, enter ***2** on the hardware panel. It may be necessary to set the time and date and also to disable the Telephone Line Monitoring (TLM).

Basic Setup Information:

> **NOTES:**
>
> - The default Master Code is **1234**. If a 6-digit master code is enabled, the default master code is **123456**.
> - The default Installer Code is **5555**.

Set the time and date:

1. Press ***6 + [Master-Code]** to access the **User Functions** menu.
2. Press **1** to access the time and date menu.
3. Enter the time and date using the following format **[hhmm]+[MMDDYY]**. Enter the time using the 24-hour time system (for example, 8:30 PM is entered as **2030**).
4. Press **# #** to save and exit.

Disable the Telephone Line Monitoring (TLM).:

1. Press ***8 + [Installer-Code]** to access the **Installer Programming** menu.
2. Press **015** to access the **Third System Options** menu.
3. Press **7** to select **TLM Disabled (off)**.
4. Press **# #** to save and exit.

For Stay mode to function, at least one zone must be set to **05 (Interior, Stay/Away)**. To configure the zones:

1. Press ***8 + [Installer-Code]** to access the **Installer Programming** menu.
2. Press **001**, **002**, **003**, or **004** to enter the zone definitions for section **001**, **002**, **003**, **or** 004. There are 16 zones in each section.
3. Configure the zones as needed. At least one zone needs to be set to **05 (Interior, Stay/Away)**.

   For example:

   Zone 1 - 01 (Delay 1)

   Zone 2 - 03 (Instant)

   Zone 3 - 03 (Instant)

   Zone 4 - 03 (Instant)

   Zone 5 - 05 (Interior, Stay/Away)

   Zone 6 - 05 (Interior, Stay/Away)
4. Press **# #** to save and exit.

Migrate System Data to a Different Processor

Migrate data between different Crestron Home processors by transferring the system data to a new Crestron Home processor. Data can also be transferred between Crestron Home processors as a means of transferring system data from a test system to a live system or to replace a processor.

> **NOTE:** If adding an Ethernet-to-Cresnet bridge during the data transfer, the Ethernet-to-Cresnet bridge must be installed and configured prior to the transfer. For details, refer to Migrate Cresnet® Wired Devices to an Ethernet-to-Cresnet Bridge on page 511.

This section provides the following information:

- Transfer Data using a Deploy Code (Recommended)
- Copy Data between Control Processors
- Copy Data from a myCrestron Cloud Backup File
- Migrate Cresnet® Wired Devices to an Ethernet-to-Cresnet Bridge
- Replace the Processor Associated with a myCrestron Domain

Transfer Data using a Deploy Code (Recommended)

Use a deploy code to transfer system data from a cloud backup to a new Crestron Home processor. The deploy code is the most versatile method of transferring data and is recommended for most situations. The Crestron Home processor system data must be backed up using the myCrestron Residential Monitoring Service. When a deploy code is used, system data is downloaded from the myCrestron Residential Monitoring Service and then loaded onto the Crestron Home processor.

Transfer data using a deploy code between the control processors listed below:

		TO					
		CP4-R	**MC4-R**	**PC4-R**	**DIN-AP4-R**	**CP3-R**	**PYNG-HUB**
FROM	**CP4-R**	✓	✓	✓	✓	✗	✗
	MC4-R	✓	✓	✓	✓	✗	✗
	PC4-R	✓	✓	✓	✓	✗	✗
	DIN-AP4-R	✓	✓	✓	✓	✗	✗
	CP3-R	✓	✗	✗	✗	✓	✗
	PYNG-HUB	✓	✓	✓	✗	✗	✓

When migrating system data that contains Crestron wireless devices, the wireless gateway data is either transferred to the control processors internal wireless gateway or stored in a Virtual Gateway.

- **Stored in a Virtual Gateway:** Wireless gateway data is stored in a Virtual Gateway if the old system had an internal wireless gateway and the new system does not or if the old system use external wireless gateway (CP4-R with CEN-GWEXER). For example, during an MC4-R to CP4-R or CP4-R with CEN-GWEXER to MC4-R data migration. To transfer the data to a gateway, refer to Add a Wireless Gateway and Migrate Wireless Devices on page 498.
- **Transfer to internal gateway:** Wireless gateway data is transferred to the internal wireless gateway automatically if the old and new system have internal wireless gateways.

CAUTION: When transferring to an internal gateway:

- The internal wireless gateway can only accept an automatic wireless gateway data migration one time. Wireless gateway data migration will fail if attempting subsequent migrations to the same internal wireless gateway.
- To make sure that the wireless gateway data can be transferred to the wireless gateway, the wireless gateway should be factory fresh.

Requirements

- If adding an Ethernet-to-Cresnet bridge during the data transfer, the Ethernet-to-Cresnet bridge must be installed and configured prior to the transfer. For details, refer to Migrate Cresnet® Wired Devices to an Ethernet-to-Cresnet Bridge on page 511.

- Cresnet connection The Crestron Home processor must be connected to the myCrestron Residential Monitoring Service prior to using a deployment code. Refer to myCrestron Residential Monitoring Service on page 17 for details.
- The new control processor must be connected to the same network and have the same subnet mask as the old control processor. Using a private switch and connecting all devices to it is best.
- Write down the Hostname of the old control processor. The hostname will be needed when setting up the new Crestron Home processor.
- Document the credentials for any connected devices. This information will be needed when setting up connections with the new Crestron Home processor. For more information, refer to Users & Passwords on page 107.
- Migrating from PYNG-HUB to a CP4-R or MC4-R control processor:
    - Audio components, such as audio sources, endpoints, and routing, are not transferred to the new control processor. The audio components must be manually added to the system.
    - Camera tiles do not display in the user interface after migrating to the new control processor. To view the camera tiles, remove the camera and then add it again.
- Add a Crestron wireless gateway to the system if the old control processor had an internal wireless gateway and the new processor does not have a gateway.
- Disconnect the Amazon® Alexa® voice control account or the Google Assistant™ voice control account prior to transferring data. To remove voice control service, refer to Transfer Data using a Deploy Code (Recommended) on page 496.

    > **NOTE:** The homeowner may need to enter their Amazon or Google credentials to unregister the old processor.

- Lutron RadioRA3, Homeworks QSX, and RA2 Select processors and their configurations cannot migrate to a different Crestron Home processor. During the pairing process, a unique certificate is created that allows communications between the two processors. After migration, the Lutron system must be paired and reconfigured.

Transfer Data

To transfer data with a Deploy code, generate a Deploy code from the old processor and then set up the new processor using the Deploy code.

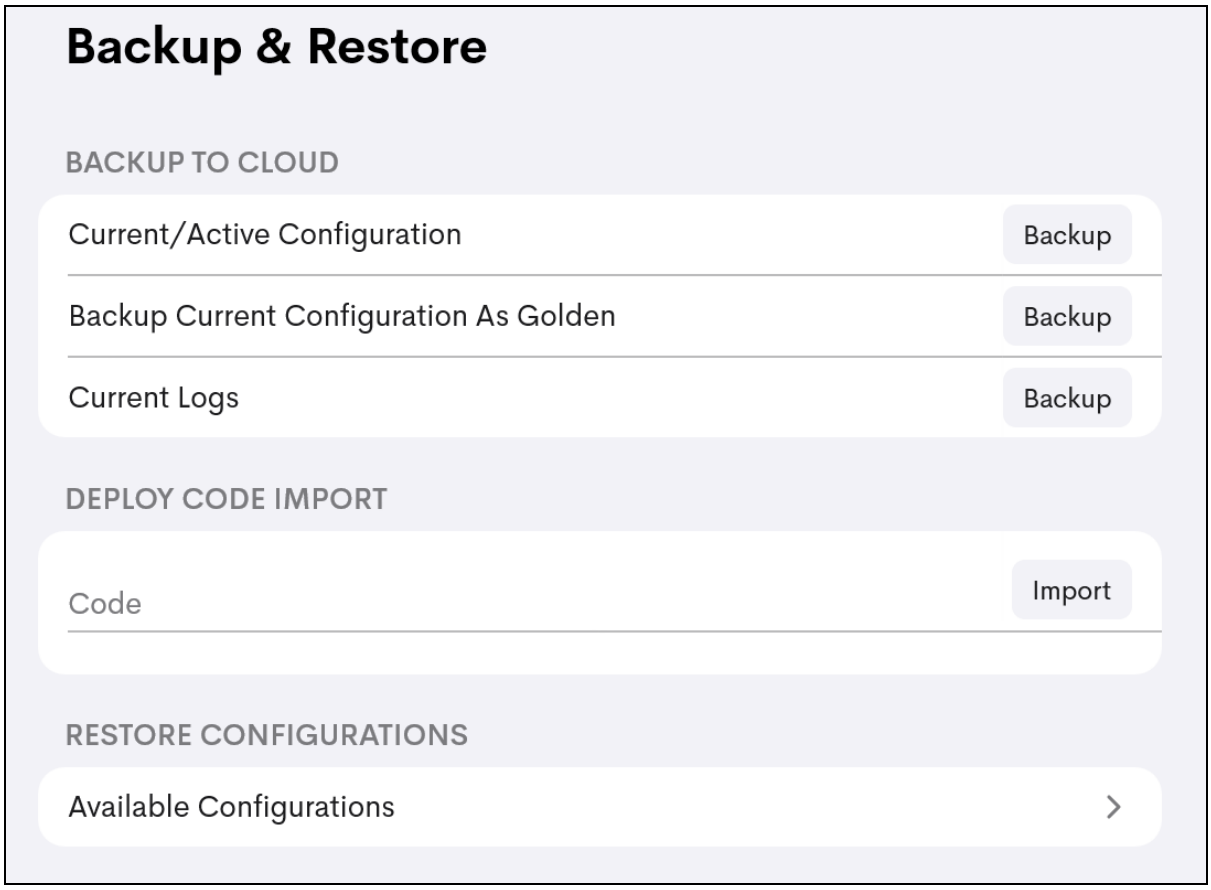
> **NOTE:** Document the IP address of the old processor.

Generate a Deploy Code

For instructions, refer to Generate a Deploy Code on page 23.

Set Up the Crestron Home System using a Deployment Code

In Configure Pro, navigate to **Settings: Backup & Restore**. Under **Deploy Code Import**, enter the deploy code and select **Import**. Follow the prompts to complete the process.



Add a Wireless Gateway and Migrate Wireless Devices

When migrating system data that contains wireless gateway data stored in a Virtual Gateway, transfer the data to a new Crestron wireless gateway.

CAUTION:

- Transferring data from a Virtual Gateway to a Crestron wireless gateway (CEN-GWEXER or CEN-GW1) can be performed once per gateway.
- The Crestron wireless gateway can only accept an automatic wireless gateway data migration one time. Wireless gateway data migration will fail if attempting subsequent migrations to the same internal wireless gateway.
- To make sure that the Virtual Gateway data can be transferred to the wireless gateway, the wireless gateway should be factory fresh.

Data can be transferred between these wireless gateways:

		TO	
		CEN-GW1	**CEN-GWEXER**
FROM	**CEN-GW1**	✗	✗
	CEN-GWEXER	✓	✓
	MC4-R Internal infiNET EX wireless gateway	✓	✓
	PYNG-HUB Internal infiNET EX wireless gateway	✓	✓

NOTE: Migration is supported only for wireless gateway data for infiNET EX® wireless devices only. Wireless gateway data for SG wireless devices cannot migrate to a different wireless gateway.

To transfer the Virtual Gateway data to a Crestron wireless gateway:

NOTES:

- The CEN-GWEXER must use firmware v1.4469.00022 or later.
- If the Crestron wireless gateway was transferred out of a system, the CEN-GW1 or CEN-GWEXER must acquire devices manually.
- Verify that no USB connections are made to the CEN-GW1 or CEN-GWEXER.
- Verify that Crestron software (for example, Crestron Toolbox software) is not connected to the CEN-GW1 or CEN-GWEXER via USB or Ethernet cable.

1. To view the **Pair Devices** screen, select **Pair Devices** on the **Setup** screen or on the setup menu.
2. In the **Device Types** menu, select **Manage Gateways**. The local network is scanned for gateways. Discovered gateways are displayed in the **Gateways on Network** menu.
3. In the **Gateways on Network** menu, select a new wireless gateway and then select **Add**.
4. A dialog appears asking if the new wireless gateway is replacing a Virtual Gateway. Select **Yes** to add the new gateway to the system and to transfer data stored in a Virtual Gateway to the new gateway.

   NOTE: To add the new gateway without replacing the Virtual Gateway, select **No**. If **No** is selected, all wireless devices will need to be manually added to the system and programmed.

5. Select a Virtual Gateway from the **Virtual Gateway List** and then select **OK**.
6. The data stored in the Virtual Gateway is transferred to the new gateway and the new gateway is displayed in the **Gateways in System** menu.
7. Configure the gateway after it is added to the system.

Copy Data between Control Processors

Use an FTP client to transfer system data by copying the data from an old processor and then transferring it to a new processor. The file transfer is performed with an FTP client. The system data is transferred from a control processor to a PC, and then the system data is transferred from the PC to the new control processor. The system data being copied must be previously copied and stored or both control processors must be available.

Transfer data by copying data between the control processors listed below:

		TO					
		CP4-R	**MC4-R**	**PC4-R**	**DIN-AP4-R**	**CP3-R**	**PYNG-HUB**
FROM	**CP4-R**	✓	✓	✓	✓	✗	✗
	MC4-R	✓	✓	✓	✓	✗	✗
	PC4-R	✓	✓	✓	✓	✗	✗
	DIN-AP4-R	✓	✓	✓	✓	✗	✗
	CP3-R	✓	✗	✗	✗	✓	✗
	PYNG-HUB	✗	✗	✗	✗	✗	✗

When migrating system data that contains Crestron wireless devices, the wireless gateway data is either transferred to the control processors internal wireless gateway or stored in a Virtual Gateway.

- **Stored in a Virtual Gateway:** Wireless gateway data is stored in a Virtual Gateway if the old system had an internal wireless gateway and the new system does not or if the old system use external wireless gateway (CP4-R with CEN-GWEXER). For example, during an MC4-R to CP4-R or CP4-R with CEN-GWEXER to MC4-R data migration. To transfer the data to a gateway, refer to Copy Data between Control Processors on page 500.
- **Transfer to internal gateway:** Wireless gateway data is transferred to the internal wireless gateway automatically if the old and new system have internal wireless gateways. For example, during an MC4-R to MC4-R data migration.

CAUTION: When transferring to an internal gateway:

- The internal wireless gateway can only accept an automatic wireless gateway data migration one time. Wireless gateway data migration will fail if attempting subsequent migrations to the same internal wireless gateway.
- To make sure that the wireless gateway data can be transferred to the wireless gateway, the wireless gateway should be factory fresh.

Requirements

- If adding an Ethernet-to-Cresnet bridge during the data transfer, the Ethernet-to-Cresnet bridge must be installed and configured prior to the transfer. For details, refer to Migrate Cresnet® Wired Devices to an Ethernet-to-Cresnet Bridge on page 511.

- The system data being copied must be previously copied from the old processor and stored on a PC or the old and new control processors must be available.
- Write down the Hostname of the old control processor. The hostname will be needed when setting up the new Crestron Home processor.
- Disconnect the Amazon® Alexa® voice control account or the Google Assistant™ voice control account prior to transferring data.

  > **NOTE:** The homeowner may need to enter their Amazon or Google credentials to unregister the old processor.

- Lutron RadioRA3, Homeworks QSX, and RA2 Select processors and their configurations cannot migrate to a different Crestron Home processor. During the pairing process, a unique certificate is created that allows communications between the two processors. After migration, the Lutron system must be paired and reconfigured.

Transfer Data

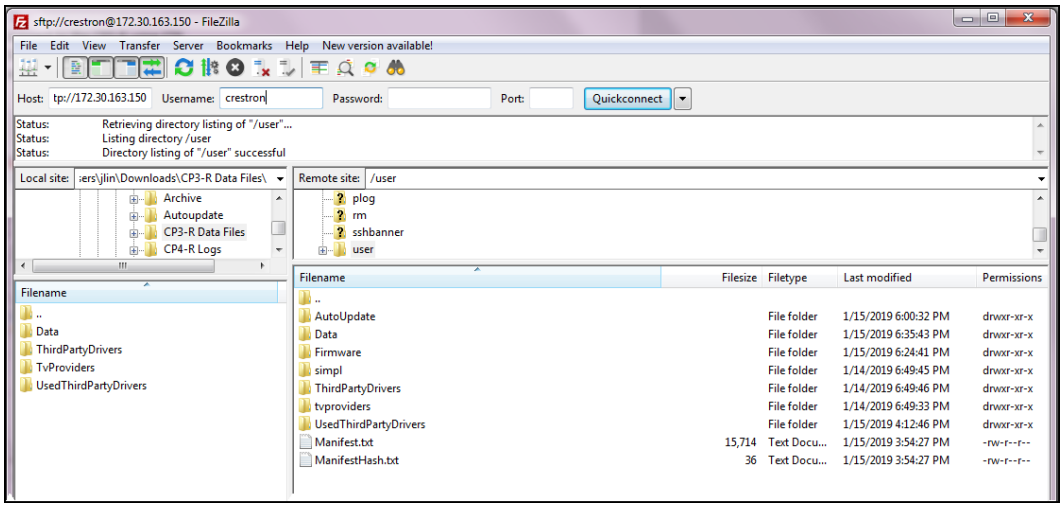
To transfer data by copying data between control processors:

> **NOTES:**
>
> - Transfer files between the PC and the Crestron Home processor using an FTP client.
> - To issue console commands, use the Text Console tool in Crestron Toolbox software.

1. On the old processor, issue the `enableprogramcmd` command and then the `stopprog -p:0` command to stop the program.

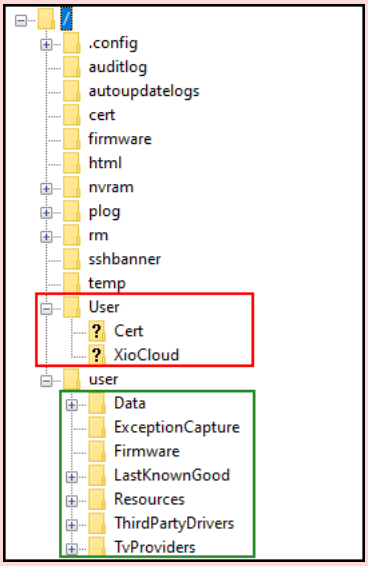
2. Copy the files from the old processor:
   a. Connect to the old processor using an FTP program. Use SFTP (Secure File Transfer Protocol) and the Admin Credentials for the processor.

      NOTE: The Admin Username and Admin Password is set during the initial processor setup. For information about usernames and passwords, including resetting the username and password, refer to Users & Passwords on page 107.



   b. Go to the **user** folder and copy the contents to your PC. Do not copy the **AutoUpdate** folder.

      WARNING: Make sure to copy the correct folder. Do not copy the **User** folder (with the capital U) that contains the Cert and XioCloud folders..

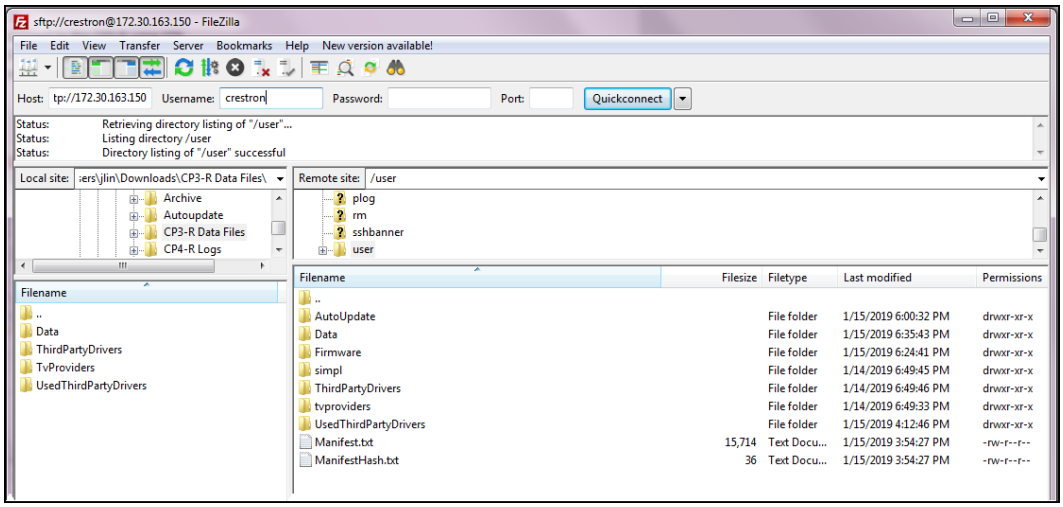


3. Turn off the old processor and then remove it from the network.
4. On the new processor, issue the `enableprogramcmd` command and then the `stopprog -p:0` command to stop the program.

5. Transfer the files to the new control processor:

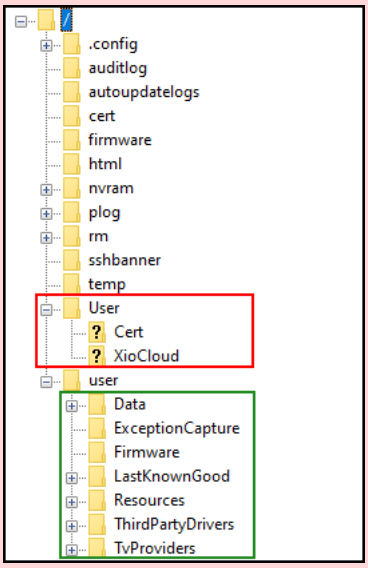
   a. Connect to the new processor using an FTP program. Use SFTP (Secure File Transfer Protocol) and the device Admin Credentials for the processor.

   > **NOTE:** The Admin Username and Admin Password is set during the initial processor setup. For information about usernames and passwords, including resetting the username and password, refer to Users & Passwords on page 107.



   b. Go to the **user** folder and delete the contents of the folder. Do not delete the **AutoUpdate** folder.

   > **WARNING:** Make sure to delete the correct folder. Do not delete the **User** folder (with the capital U) that contains the Cert and XioCloud folders..



   c. Create a folder named **Data** in the **/user** folder.

d. Transfer the files that were copied to the PC to the **/user/Data** folder on the new processor.

6. On the new processor, issue the `hostname [hostname]` command to change the hostname of the new processor. For `[hostname]`, enter the hostname of the old processor.
7. Restart these system components:
   - **Control processor:** To restart, issue the `reboot` command
   - **DNS server:** In most cases, this is accomplished by restarting the router.
   - **IP Devices:** Restart the touch screens, Ethernet devices, and Wi-Fi network devices in the system.
8. If necessary, perform these steps:
   - Add a new Crestron wireless gateway to the system.
   - Register the Crestron Home processor with an Amazon® Alexa® voice control account or a Google Assistant™ voice control account.
   - Restore the connection to the myCrestron DDNS.

Add a Wireless Gateway and Migrate Wireless Devices

When migrating system data that contains wireless gateway data stored in a Virtual Gateway, transfer the data to a new Crestron wireless gateway.

CAUTION:

- Transferring data from a Virtual Gateway to a Crestron wireless gateway (CEN-GWEXER or CEN-GW1) can be performed once per gateway.
- The Crestron wireless gateway can only accept an automatic wireless gateway data migration one time. Wireless gateway data migration will fail if attempting subsequent migrations to the same internal wireless gateway.
- To make sure that the Virtual Gateway data can be transferred to the wireless gateway, the wireless gateway should be factory fresh.

Data can be transferred between these wireless gateways:

		TO	
		CEN-GW1	**CEN-GWEXER**
FROM	**CEN-GW1**	✗	✗
	CEN-GWEXER	✓	✓
	MC4-R Internal infiNET EX wireless gateway	✓	✓
	PYNG-HUB Internal infiNET EX wireless gateway	✓	✓

NOTE: Migration is supported only for wireless gateway data for infiNET EX® wireless devices only. Wireless gateway data for SG wireless devices cannot migrate to a different wireless gateway.

To transfer the Virtual Gateway data to a Crestron wireless gateway:

NOTES:

- The CEN-GWEXER must use firmware v1.4469.00022 or later.
- If the Crestron wireless gateway was transferred out of a system, the CEN-GW1 or CEN-GWEXER must acquire devices manually.
- Verify that no USB connections are made to the CEN-GW1 or CEN-GWEXER.
- Verify that Crestron software (for example, Crestron Toolbox software) is not connected to the CEN-GW1 or CEN-GWEXER via USB or Ethernet cable.

1. To view the **Pair Devices** screen, select **Pair Devices** on the **Setup** screen or on the setup menu.
2. In the **Device Types** menu, select **Manage Gateways**. The local network is scanned for gateways. Discovered gateways are displayed in the **Gateways on Network** menu.
3. In the **Gateways on Network** menu, select a new wireless gateway and then select **Add**.
4. A dialog appears asking if the new wireless gateway is replacing a Virtual Gateway. Select **Yes** to add the new gateway to the system and to transfer data stored in a Virtual Gateway to the new gateway.

   NOTE: To add the new gateway without replacing the Virtual Gateway, select **No**. If **No** is selected, all wireless devices will need to be manually added to the system and programmed.

5. Select a Virtual Gateway from the **Virtual Gateway List** and then select **OK**.
6. The data stored in the Virtual Gateway is transferred to the new gateway and the new gateway is displayed in the **Gateways in System** menu.
7. Configure the gateway after it is added to the system.

Copy Data from a myCrestron Cloud Backup File

Use an FTP client to transfer system data from a Golden Configuration backup file to a new processor. The Golden Configuration is downloaded from the myCrestron Residential Monitoring Service to a PC, and then the data from the Golden Configuration is transferred from the PC to the new control processor. The Crestron Home processor system data must be backed up using the myCrestron Residential Monitoring Service or the Golden Configuration backup file must be previously downloaded and stored.

Transfer data by copying data from a cloud backup file to the control processors listed below:

		TO					
		CP4-R	**MC4-R**	**PC4-R**	**DIN-AP4-R**	**CP3-R**	**PYNG-HUB**
FROM	**CP4-R**	✓	✓	✓	✓	✗	✗
	MC4-R	✓	✓	✓	✓	✗	✗
	PC4-R	✓	✓	✓	✓	✗	✗
	DIN-AP4-R	✓	✓	✓	✓	✗	✗
	CP3-R	✓	✗	✗	✗	✓	✗
	PYNG-HUB	✗	✗	✗	✗	✗	✗

When migrating system data that contains Crestron wireless devices, the wireless gateway data is either transferred to the control processors internal wireless gateway or stored in a Virtual Gateway.

- **Stored in a Virtual Gateway:** Wireless gateway data is stored in a Virtual Gateway if the old system had an internal wireless gateway and the new system does not or if the old system use external wireless gateway (CP4-R with CEN-GWEXER). For example, during an MC4-R to CP4-R or CP4-R with CEN-GWEXER to MC4-R data migration. To transfer the data to a gateway, refer to Copy Data from a myCrestron Cloud Backup File on page 506.
- **Transfer to internal gateway:** Wireless gateway data is transferred to the internal wireless gateway automatically if the old and new system have internal wireless gateways. For example, during an MC4-R to MC4-R data migration.

CAUTION: When transferring to an internal gateway:

- The internal wireless gateway can only accept an automatic wireless gateway data migration one time. Wireless gateway data migration will fail if attempting subsequent migrations to the same internal wireless gateway.
- To make sure that the wireless gateway data can be transferred to the wireless gateway, the wireless gateway should be factory fresh.

Requirements

- If adding an Ethernet-to-Cresnet bridge during the data transfer, the Ethernet-to-Cresnet bridge must be installed and configured prior to the transfer. For details, refer to Migrate Cresnet® Wired Devices to an Ethernet-to-Cresnet Bridge on page 511.
- The old processor must be connected to the myCrestron Residential Monitoring Service prior to using a deployment code. For details, refer to myCrestron Residential Monitoring Service on page 17.
- Disconnect the Amazon® Alexa® voice control account or the Google Assistant™ voice control account prior to transferring data.

  > **NOTE:** The homeowner may need to enter their Amazon or Google credentials to unregister the old processor.

- Lutron RadioRA3, Homeworks QSX, and RA2 Select processors and their configurations cannot migrate to a different Crestron Home processor. During the pairing process, a unique certificate is created that allows communications between the two processors. After migration, the Lutron system must be paired and reconfigured.

Transfer Data

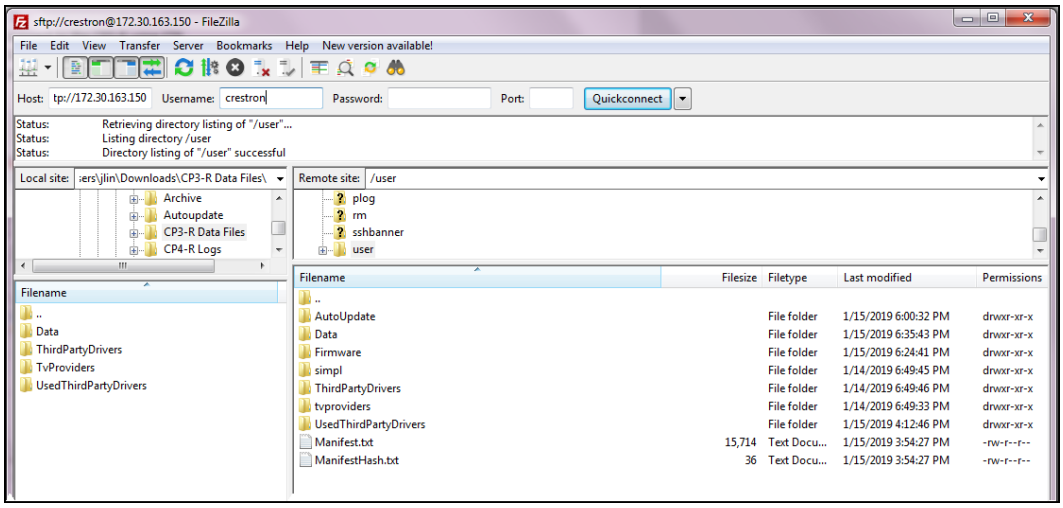
To transfer with a myCrestron cloud backup file:

NOTES:

- Transfer files between the PC and the Crestron Home processor using an FTP client.
- To issue console commands, use the Text Console tool in Crestron Toolbox software.

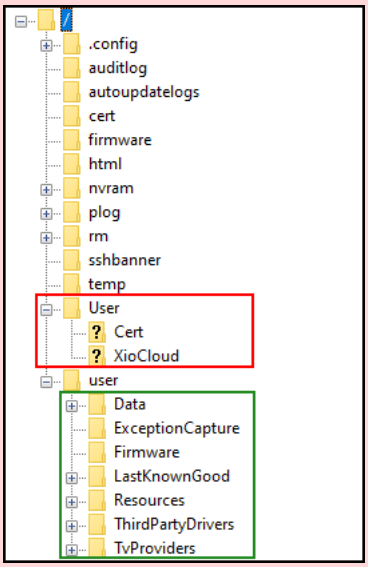
1. Download a configuration backup from the myCrestron Residential Monitoring Service and then extract the zip file. To download a backup, refer to myCrestron Residential Monitoring Service on page 17.
2. On the old processor, issue the `enableprogramcmd` command and then the `stopprog -p:0` command to stop the program.
3. Transfer the golden configuration files to the new control processor:
   a. Connect to the new processor using an FTP program. Use SFTP (Secure File Transfer Protocol) and the Admin Credentials for the processor.

   NOTE: The Admin Username and Admin Password is set during the initial processor setup. For information about usernames and passwords, including resetting the username and password, refer to Users & Passwords on page 107.



b. Go to the **user** folder and delete the contents of the folder. Do not delete the **AutoUpdate** folder.

WARNING: Make sure to delete the correct folder. Do not delete the **User** folder (with the capital U) that contains the Cert and XioCloud folders..



c. Create a folder named **Data** in the **/user** folder.

d. Transfer the files that were extracted from the zip file to the **/user/Data** folder on the new processor.

4. On the new processor, issue the `hostname [hostname]` command to change the hostname of the new processor. For `[hostname]`, enter the hostname of the old processor.
5. Restart these system components:
   - **Control processor:** To restart, issue the `reboot` command
   - **DNS server:** In most cases, this is accomplished by restarting the router.
   - **IP Devices:** Restart the touch screens, Ethernet devices, and Wi-Fi network devices in the system.
6. If necessary, perform these steps:
   - Add a new wireless gateway to the system.
   - Register the Crestron Home processor with an Amazon® Alexa® voice control account or a Google Assistant™ voice control account.
   - Restore the connection to the myCrestron DDNS.

Migrate Cresnet® Wired Devices to an Ethernet-to-Cresnet Bridge

To migrate Cresnet wired devices to an Ethernet-to-Cresnet bridge:

> **TIP:** The physical Cresnet connection must be moved before migrating the system data. Otherwise, the replace device process will need to be followed for each device. If the device does not support the Replace Device function, it will need to be readded and programming will be lost.

1. Use Configure Pro to add an Ethernet-to-Cresnet bridge to the system..
2. Disconnect the Cresnet cable connections:
    a. Disconnect the Cresnet cable from the Cresnet ports on the processor.
    b. In the Crestron Home Setup app, go to **Devices > Internal Cresnet Gateway** and then scan for devices. The Cresnet devices will appear to be offline or missing.
3. Connect the Cresnet cable that was disconnected from the control processor's Cresnet port to a Cresnet port on the Ethernet-to-Cresnet Bridge.
4. In Configure Pro, go to **Devices**, select the Ethernet-to-Cresnet bridge, and then scan for devices. The Cresnet devices will be identified and come back online.
5. Create a Deploy code and migrate the system data. For details, refer to Transfer Data using a Deploy Code (Recommended) on page 496.

Replace the Processor Associated with a myCrestron Domain

Replace the control processor associated with a myCrestron domain using Configure Pro or the Text Console tool in Crestron Toolbox software.

Replace Using the Configure Pro

To replace the control processor associated with a myCrestron domain using Configure Pro:

1. On the old processor, go to **Settings > Network** and then write down the domain shown for the old processor.
2. Turn off and then disconnect the old processor from the network.
3. Disassociate the old processor's MAC address from the myCrestron domain:
   a. Go to myCrestron.com.
   b. Find and open the domain associated with the old processor.
   c. In the **Utilities** section, select **Clear Mac Address**.
4. On the new processor, do the following:
   a. Go to **Settings > Network**.
   b. Enter the domain for the old processor.
   c. Select **Set Password** and then enter the password.
   d. Select **Register System**.

Replace Using Text Console

> **NOTE:** To issue console commands, use the Text Console tool in Crestron Toolbox software.

To replace the control processor associated with a myCrestron domain using Text Console:

1. On the old processor, use issue the `mycrestron` command and then write down the myCrestron domain for the old processor.
2. Turn off and then disconnect the old processor from the network.
3. Disassociate the old processor's MAC address from the myCrestron domain:
   a. Go to myCrestron.com.
   b. Find and open the domain associated with the old processor.
   c. In the **Utilities** section, select **Clear Mac Address**.
4. On the new processor, issue the `mycrestron [domain] [password]` command. For `[domain]`, enter the domain name for the old processor. For `[password]`, enter the password associated with the myCrestron domain.
5. Issue the `mycrestron` command and confirm the settings.

How to Create Images for the Crestron Home App

Custom images can be used in Crestron Home. Images may represent the residence that the Crestron Home system is installed in or a room within the residence.

Keep the following in mind when creating custom images:

- Plan Pictures Accordingly

  On most user interface devices, the picture will be displayed in a wide band.

  Images with a landscape orientation may display better than portrait orientation.

  A panoramic picture is not necessary.
- Use the Preview

  The Crestron Home app displays a preview of the cropped image.

  Use the preview to find the best location to crop the image.
- Use a Quality Camera

  Use a digital camera to create high quality images.

  The built-in camera on your phone or tablet may produce acceptable image. Verify the images are acceptable before use.
- Images are synchronized across all user interface devices. After an image is selected for a room it will be seen on all other user interface devices connected to the Crestron Home system. Review the images on each user interface device to ensure that the image is acceptable on all devices.
- Keep the Camera Steady

  For the best quality photos, use a tripod to keep the camera steady.
- Optimize the Lighting

  Turn on as many lights as possible to create the best image.

  Take all of the pictures when there is good exterior lighting.

  For example, the bright morning light tends to look great for rooms with windows. Try to take all of the room pictures at the same time so you have consistent lighting for the rooms with windows. If pictures of eastern facing windows are taken in the morning, west facing windows may need to be photographed in the afternoon.
- Use Existing Pictures

  Existing real estate pictures can be used since they often times are high quality images. Make sure that you have the rights to use these pictures.

  Coordinate with the homeowner to verify that the images accurately represent the room.

- Maintain Backups

  Keep a backup of the final set of room images. The homeowner has the ability to change the images and the only way to restore the image is to add it back to the system.

  Crestron Home configurations that are backed up to the cloud contain a copy of the room images so please make sure you register each Crestron Home processor with the myCrestron cloud. Otherwise, you will not be able to retrieve the system configuration later.
- We can't cover all of the best photography tips in this document, but there are a wealth of resources on the internet.The same type of internet content that describes how to get great room pictures for real estate also tends to apply to getting great looking room images for the Crestron Home app.

Conditionals and Variables: Feedback, Commands, and Events

This section contains a listing of currently available feedback, commands, and events to be used with conditions and variables.

For instructions on use, refer to Actions on page 83.

For example scenarios using these features, refer to the Conditional Use Cases Guide.

Lighting

Lights

- Custom Fade
- Full On
- Full Off
- Toggle
- Toggle (Instant)

Feedback

- Level: 0-100%
- Is On
- Hue: range dependent on driver
- Saturation: 0-100%
- Color temperature: range dependent on driver

Events

- Level Changed
- Turned On
- Turned Off
- Hue Changed
- Saturation Changed
- Color Temperature Changed

Commands

- Set Temperature
    - Temperature
    - TransitionTime (0-600s)

- Set Saturation
  - Saturation
  - TransitionTime (0-600s)
- Set Hue
  - Temperature
  - TransitionTime (0-600s)
- Set Tunable Settings
  - TransitionTime (0-600s)
  - Intensity (0-100%)
  - Hue
  - Color Temperature
  - Saturation

Room With at Least One Light

Feedback

- Any Light is On

Events

- Any Light is On
- All Lights are off

Scenes (Lights, Shades, Media)

Feedback

- Is Active

Events

- Active
- Not Active

Shading

Shades and Shade Groups

Feedback

- Is Fully Open
- Is Fully Closed
- Is Open
- Position: 0-100%
- Tilt Position: 0-100%
- Is Battery Low

Events

- Fully Open
- Fully Closed
- Closing
- Opening
- Position Changed
- Tilt Position Changed
- Battery Low (not applicable to groups)

Room With at Least One Shade

Feedback

- Any Shade is Open

Events

- Any Open
- All Closed

Scenes (Lights, Shades, Media)

Feedback

- Is Active

Events

- Active
- Not Active

Third Party Entry Devices

Power Controller Temperature Sensor

Events

- Temperature Sensor Connected
- Temperature Sensor Disconnected
- Current Temperature Changed

Feedback

- Temperature Warning Active
- Temperature Sensor Connected
- Current Temperature

Garage Doors and Gates

Feedback

- Current State: Open, Closed

Events

- Opened
- Closed

Commands

- Open
- Close
- Toggle

Scenes

- Open
- Close

Sensors and IO/Relay Inputs

Occupancy Sensor

Feedback

- Occupied
- Vacant
- Internal Photosensor Level (0 - 1000 lux), for GLS-OIRLCL-C-CN
- External Photosensor Level, for GLS-OIRLCL-C-CN

Commands

- Force Vacant (Duration (0-86400s))
- Cancel Force Vacant
- Force Occupied (Duration (0-86400s))
- Cancel Force Occupied

Events

- Occupancy
- Vacancy
- Grace Occupancy
- Internal Photosensor Level Changed, for GLS-OIRLCL-C-CN
- External Photosensor Level Changed, for GLS-OIRLCL-C-CN

Digital Input

Feedback

- Is Closed

Events

- Already present

Media

Volume Device

Feedback

- Is Muted
- Volume

Events

- Muted
- Unmuted
- Volume Changed

Media Zone

Feedback

- Is On
- Volume (0-100%)
- Is Muted
- Sleep Mode On
- Source
- Audio Source
- Video Source

Events

- Muted
- Unmuted
- Volume Changed
- Sleep Mode On Changed
- Source Changed
- Audio Source Changed
- Video Source Changed

Video Endpoint (Display)

Feedback

- Is On
- Source

Events

- Source Changed

Multi-Display Audio Detection

Feedback

- Audio Active

Events

- Audio Active
- Audio Inactive

Scenes (Lights, Shades, Media)

Feedback

- Is Active

Events

- Active
- Not Active

Drivers

Feedback

- Power Is On
- Is Online

Events

- Power Is On
- Power is Off
- Online
- Offline

Cable box, Video Server, and TV

Feedback

- Channel

Events

- Channel Changed

AVR

Feedback

- Frequency
- Surround Mode

Events

- Frequency Changed
- Surround Mode Changed

Multi-View

Events

- Specific Layout Selected
- Layout Changed
- Route Changed
- Multi-View Routed

Commands

- Route Multi-View
- Route Source to Window
- Select Layout
- Revert to Previous Layout
- Cycle Window Control
- Cycle Between Audio Endpoints
- Cycle Control and Audio
- Clear Layout
- Layout Cycle

Climate

Thermostats

Feedback

- Mode Values
    - Off
    - Heat
    - Cool
    - Single Setpoint Auto
    - Dual Setpoint Auto
    - Aux Heat
    - Dry

- Fan Mode Values
    - Off
    - On
    - Auto
    - Low
    - Medium
    - High
    - Circulate
    - Circulate Low
    - Circulate Medium
- Fan Speed Values
    - Low
    - Medium
    - High
- Heat Setpoint, range dependent on thermostat
- Cool Setpoint, range dependent on thermostat
- Auto Setpoint, range dependent on thermostat
- Current Temperature, range dependent on thermostat
- Heat Call
- Cool Call
- Aux Call
- Fan Call
- Dry Call
- Humidity Call
- Floor Heat Call
- Current Humidity (0%-100%)
- Humidity Setpoint (0%-100%)
- Current Floor Temperature, range dependent on thermostat
- Floor Heat Setpoint, range dependent on thermostat
- Floor Heat On
- Humidity On
- Setpoint Adjustment Amount

Commands

- Set Mode(Mode)
- Set Fan Mode(Fan Mode)
- Set Fan Speed(Fan Speed)
- Set Heat Setpoint(Heat Setpoint), range dependent on thermostat

- Set Cool Setpoint(Cool Setpoint), range dependent on thermostat
- Set Auto Setpoint(Auto Setpoint), range dependent on thermostat
- Set Dual Setpoint(Heat Setpoint, Cool Setpoint), range dependent on thermostat
- Set Humidity Setpoint(Setpoint (0-100%))
- Humidity On
- Humidity Off
- Set Floor Heat Setpoint(Setpoint), range dependent on thermostat
- Floor Heat On
- Floor Heat Off
- Adjust Setpoint (only items supported by the thermostat will appear)
    - Current
    - Heat
    - Cool
    - Auto
    - Dual Auto
    - Dry
- Direction
    - Up: increments the setpoint
    - Down: decrements the setpoint
- Amount
    - Auto: adjusts the setpoint by either 0.5 or 1.0 degrees depending on the thermostat's current temperature scale setting
    - 1.0: adjusts the setpoint by 1 degree regardless of the thermostat temperature scale setting
- Cycle Thermostat Mode, based on the capabilities of the thermostat
    - Cool
    - Heat
    - Aux
    - Heat
    - Single Auto
    - Dual Auto
    - Off
- Cycle Fan Speed, based on the capabilities of the thermostat
    - Low
    - Medium
    - High

- Cycle Fan Mode, based on the capabilities of the thermostat
    - Off
    - On
    - Auto
    - Low
    - Medium
    - High
    - Circulate
    - Circulate Low
    - Circulate Medium

Events

- Mode Changed
- Fan Mode Changed
- Fan Speed Changed
- Heat Setpoint Changed
- Cool Setpoint Changed
- Auto Setpoint Changed
- Current Temperature Changed
- Heat Call Changed
- Cool Call Changed
- Aux Heat Call Changed
- Fan Call Changed
- Dry Call Changed
- Floor Heat Call Changed
- Current Humidity Changed
- Humidity Setpoint Changed
- Current Floor Temperature Changed
- Floor Heat Setpoint Changed
- Floor Heat On Changed
- Humidity On Changed
- Temperature Units Changed

Security

All Security Systems

Feedback

- Alarm
- Armed Away
- Armed Stay
- Armed Stay Instant
- Burglary
- Disarmed
- Entry Delay Active
- Exit Delay Active
- Fire
- Medical
- Tamper
- Is Online

Events

- Alarm
- Armed Away
- Armed Stay
- Armed Stay Instant
- Burglary
- Disarmed
- Entry Delay Active
- Exit Delay Active
- Fire
- Medical
- Tamper
- Is Online

Areas (Partitions)

The following apply to Satel, DSC Neo, and third-party drivers using this driver model.

Feedback

- Alarm
- Armed Away
- Armed Stay
- Armed Stay Instant
- Burglary
- Disarmed
- Entry Delay Active
- Exit Delay Active

- Fire
- Medical
- Tamper
- Is Online

Events

- Alarm
- Armed Away
- Armed Stay
- Armed Stay Instant
- Burglary
- Disarmed
- Entry Delay Active
- Exit Delay Active
- Fire
- Medical
- Tamper
- Is Online

Commands

- Set Arming Mode
  - Away
  - Disard
  - Stay
  - Away Instant
  - Stay Instant
- Password, depending on the device support

Zones

The following apply to Satel, DSC Neo, and third-party drivers using this driver model.

Feedback

- Bypassed
- Closed
- Low Battery
- Missing
- Open
- Tamper

Events

- Bypassed
- Missing
- Low Battery
- Tamper
- Opened
- Closed

Commands

- Set Bypass Mode
    - Bypass Mode
        - Bypass
        - Unbypass
    - Password, depending on the device support

Keypads

Black Nova

Commands

- Cycle Temperature C/F
- Display Temperature Units Auto
- Display Temperature Units Celsius
- Display Temperature Units Fahrenheit

Driver

Available commands, properties, and events are determined by the driver type.

Additional custom commands, properties, and events may be added by the driver developer and may differ from driver to driver.

Video and Audio Sensing

The options available change based upon the inputs of the connected devices. For example, a device without a VGA input will not have VGA options.

> **NOTE:** The DM-NAX-16AIN and HD-XSPA are not currently supported.

Feedback

- HDMI Input
    - Audio Signal Detected
    - Video Sync

- USB-C Input
    - Audio Signal Detected
    - Video Sync
- DVI Input
    - Video Sync
- VGA Input
    - Video Sync
- Analog Audio Input
    - Audio Signal Detected
- Composite Input
    - Audio Signal Detected
    - Video Sync
- Display Port Input
    - Audio Signal Detected
    - Video Sync

Events

- HDMI Input
    - Audio Signal Detected
    - Audio Signal Not Detected
    - Video Sync Detected
    - Video Sync Not Detected
- USB-C Input
    - Audio Signal Detected
    - Audio Signal Not Detected
    - Video Sync Detected
    - Video Sync Not Detected
- DVI Input
    - Video Sync Detected
    - Video Sync Not Detected
- VGA Input
    - Video Sync Detected
    - Video Sync Not Detected
- Analog Audio Input
    - Audio Signal Detected
    - Audio Signal Not Detected

- Composite Input
    - Audio Signal Detected
    - Audio Signal Not Detected
    - Video Sync Detected
    - Video Sync Not Detected
- Display Port Input
    - Audio Signal Detected
    - Audio Signal Not Detected
    - Video Sync Detected
    - Video Sync Not Detected

Crestron Audio Devices

These options depend upon the inputs of the connected devices.

Feedback

- Digital Input
    - Audio Signal Detected
- Analog Input
    - Audio Signal Detected
- HDMI Input
    - Audio Signal Detected
    - Video Sync
- USB Input
    - Audio Signal Detected

Events

- Digital Input
    - Audio Signal Detected
    - Audio Signal Not Detected
- Audio Input
    - Audio Signal Detected
    - Audio Signal Not Detected
- HDMI Input
    - Audio Signal Detected
    - Audio Signal Not Detected
    - Video Sync Detected
    - Video Sync Not Detected

- USB Input
    - Audio Signal Detected
    - Audio Signal Not Detected

Video Processors

Feedback

- HDMI Input
    - Video Sync

Events

- HDMI Input
    - Video Sync Detected
    - Video Sync Not Detected

Ports Used by Crestron Home

The following ports are used by Crestron Home.

Port	Description	Protocol	Forwarding across VLANs
22	SSH remote login for Toolbox console	SSH	Not recommended unless administration needs to be done through a separate VLAN.
80	World Wide Web HTTP (limited use)	HTTP	Not recommended. (Limited usage.)
443	Communication with Crestron Home Setup App	TSL (HTTP)	Recommended.
41794	AutoDiscovery port within same subnet and across subnets within the Crestron Home Setup App.	UDP	Not recommended.
41794	CIP Protocol (default enabled) Pyng Setup App	TCP	Not recommended. (Limited usage.)
41796	Secure Cresnet over Internet protocol. Communication with Crestron Home Setup App.	TLS (secure CIP)	Recommended.
49200	Mobility services (CP4-R only)	TLS	Recommended only for access to mobility services.
50001	Communication with Crestron Home App from mobile.	TLS (secure CRPC)	Recommended.
67	Bootstrap protocol server	UDP	Not recommended.
68	Bootstrap protocol server	UDP	Not recommended.
49000	Websocket used by Configure Pro application.	TLS (websocket)	Recommended.

Supported Languages

The Crestron Home end user application supports the following languages:

- Arabic
- Chinese Simplified
- Chinese Traditional
- Czech
- Danish
- Dutch
- English UK
- English US
- Finnish
- French
- German
- Greek
- Hebrew
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian Bokmal
- Polish
- Portuguese
- Portuguese Brazil
- Romanian
- Russian
- Slovak
- Spanish
- Swedish
- Thai

Troubleshooting

This section provides the following information:

- Cannot Establish Communication with the Crestron Home Processor
- Cannot Add a CSA-PWS10S-HUB-ENET Gateway
- Cannot Connect User Interface Device to the System
- Cannot Discover Cresnet Devices
- Crestron Driver Version is Out of Date

Cannot Establish Communication with the Crestron Home Processor

The Crestron Home processor is not communicating with Crestron Toolbox via Ethernet or USB.

Possible Cause(s)

The Crestron Home processor needs to be restored to factory settings.

Corrective Action(s)

Refer to Factory Restore on page 435.

Cannot Add a CSA-PWS10S-HUB-ENET Gateway

The CSA-PWS10S-HUB-ENET cannot be added to the Crestron Home system and a "Gateway Could Not Be Added" message is displayed.

Possible Cause(s)

The mode switch on the CSA-PWS10S-HUB-ENET is not set correctly.

Corrective Action(s)

Set the mode switch on the CSA-PSW10S-HUB-ENET to **CRES** or **ETH** to match the physical connection method.

Cannot Connect User Interface Device to the System

The user interface device (Crestron touch screens, TSR-310 handheld remotes, iOS® devices, and Android™ devices) cannot connect to the Crestron Home system.

Possible Cause(s)

- The User Interface Device Password is not set.
- The IP address is blocked for one hour after the User Interface Device Password is incorrectly entered three times.

Corrective Action(s)

The following corrective actions can be performed:

- **Set the User Interface Device Password:** For details, refer to Users & Passwords on page 107.
- **Clear the blocked IP address:**
  - **Wait for IP block to clear:** The IP address block is cleared after one hour.
  - **Clear the blocked IP address:** Clear the blocked IP address with Crestron Toolbox software.

Cannot Discover Cresnet Devices

The Cresnet device cannot be discovered by the Crestron Home system and the following condition is occurring:

- The Cresnet device is not discovered by the Crestron Home system.
- The Cresnet device is displayed in the Network Device Tree using Crestron Toolbox software.

Possible Cause(s)

The firmware for the Cresnet device or Crestron Home processor is not up to date.

Corrective Action(s)

Update the firmware for the Cresnet device and Crestron Home processor.

Crestron Driver Version is Out of Date

The third-party device is added to the system but the driver is not up to date.

Possible Cause(s)

- A custom driver file is used.
- Devices in the system are using the driver

Corrective Action(s)

The following corrective actions can be performed:

- **A custom driver file is used:** Custom drivers are not automatically removed or updated. The custom driver must be manually deleted from the Crestron Home processor and then reloaded. For details, refer to Drivers on page 55.
- **Devices in the system are using the driver:** Remove all devices that use the driver from the Crestron Home system and then navigate to **Pair Devices** > **Third Party**, wait for the Crestron Home processor to update the list of Crestron Drivers, and then add the device to the system. For details, refer to Drivers on page 55.

Resources

The following resources are provided for the Crestron Home® OS.

> **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 Online Help (OLH)
- 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

Product Certificates

To search for product certificates, refer to the Product Certificates section of the Crestron Resource Library.

Related Documentation

- Crestron Technical Documentation

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Product Manual — Doc. 9599B
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Specifications subject to
change without notice.