# Crestron CI-KNX KNX Control Interface

Operations & Installation Guide





This document was prepared and written by the Technical Documentation department at:



Crestron International Oude Keerbergsebaan 2 B-2820 Rijmenam - Belgium Tel.: +32.15.50.99.50

## **Industry Compliance**

As of the date of manufacturer, the Crestron CI-KNX has been tested and found to comply with specifications for CE marking and standards per EMC and Radiocommunications Compliance Labelling.





# Crestron CI-KNX KNX Control Interface

Operations & Installation Guide







Crestron International
Oude Keerbergsebaan 2
B-2820 Rijmenam - Belgium
Tel.: +32,15,50,99,50

#### **Important Safety Instructions**

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or groundingtype plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Disconnect power prior to connecting or disconnecting equipment.
- Do not install in direct sunlight.
- The apparatus must be installed in a way that the power cord can be removed either from the wall outlet or from the device itself in order to disconnect the mains power.
- Prevent foreign objects from entering the device.

#### **WARNING:**

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPARATUS TO RAIN OR MOISTURE. THE APPARATUS SHALL NOT BE EXPOSED TO DRIPPING OR SPLASHING. OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, SHOULD NOT BE PLACED ON THE APPARATUS.

#### **WARNING:**

TO PREVENT ELECTRIC SHOCK, DO NOT REMOVE COVER. THERE ARE NO USER SERVICEABLE PARTS INSIDE. ONLY QUALIFIED SERVICE PERSONNEL SHOULD PERFORM SERVICE.





The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

#### **WARNING:**

THIS IS AN APPARATUS WITH CLASS I CONSTRUCTION. IT SHALL BE CONNECTED TO AN ELECTRICAL OUTLET WITH AN EARTHING GROUND TERMINAL.

#### **IMPORTANT:**

The Crestron CI-KNX can be used with Class 2 output wiring.

# **Contents**

KNX	Control Interface: CI-KNX	1
	Introduction	1
	Features and Functions	1
	Specifications	1
	Physical Description	
	Setup	5
	Network Wiring	5
	CI-KNX Setup	12
	Installation	13
	Programming Software	14
	Earliest Version Software Requirements for the PC	
	Programming with SIMPL Windows	
	Example Program	15
	Uploading and Upgrading	
	Programs and Firmware	
	Operation	17
	Main Module: Crestron KNX IO v3.2	
	Object Modules	
	The different types of object modules	
	Data type 1 bit	
	Data type 2 bit	
	Data type 4 bit	
	Data type 1 Byte	
	Data type 2 Byte	
	Data type 3 Byte – Time - Date	
	Data type 4 Byte	
	Data type 6 Byte	
	Data-type 14 Byte	
	Polling	
	Problem Solving	
	Troubleshooting	
	Reference Documents	
	Further Inquiries	
	Future Updates	
	Software License Agreement	
	Return and Warranty Policies	
	Merchandise Returns / Repair Service	
	CRESTRON Limited Warranty	27

# **KNX Control Interface: CI-KNX**

## Introduction

The Crestron CI-KNX is a control interface by which a Crestron control system can be coupled to a KNX (previously known as KNX) installation using Ethernet (TCP/IP). Also, the Crestron CI-KNX filters the desired information out of received KNX messages and sends them to the Crestron control system via the TCP/IP interface, which provides the Crestron installation with live updates of the KNX installation.

The Crestron CI-KNX offers functionality to program separate KNX objects. This results in a new and flexible method for programming your KNX system.

#### **Features and Functions**

- DIN-rail mountable
- Control up to 250 Objects on a KNX network
- Equipped with a TCP/IP port
- Capable of using Power Over Ethernet
- Capable of sending live updates. No polling necessary
- Capable of addressing and controlling separate KNX objects

## **Specifications**

Specifications for the Crestron CI-KNX are listed in the following table.

Crestron CI-KNX Specifications

SPECIFICATION	DETAILS
Power	
Power Usage	External power supply 12-24V AC or 12-30V DC
	Alternative: 'Power-over-Ethernet'
	Power consumption: < 800 mW
Minimum 2-Series Control	Version 2 or later

System Update File <sup>1,2</sup>	
Environmental	
Ambient Temperature	
Operating	23° to 113° F (-5° to 45° C)
Non-Operating	-13° to 158° F (-25° to 70° C)
Humidity	5% to 93% RH (non-condensing)
Enclosure	
Chassis	plastic
Mounting	2M wide DIN rail mounting(35mm)
Dimensions	
Height	3.54 in (9 cm)
Width	1.38 in (3.5 cm)
Depth	2.36 in (6 cm)
Weight	0.179 lbs (0.081 kg)

- The latest software versions can be obtained from the Crestron website. Refer to the NOTE following these footnotes.
- Crestron 2-Series control systems include the AV2 and PRO2. Consult the latest Crestron Product Catalog for a complete list of 2-Series control systems.

**NOTE:** Crestron software and any files on the website are for authorized Crestron dealers and Crestron Authorized Independent Programmers (CAIP) only. New users may be required to register to obtain access to certain areas of the site (including the FTP site).

## **Physical Description**

This section provides information on the connections, controls and indicators available on your Crestron CI-KNX.

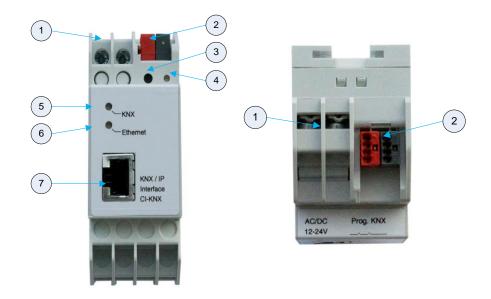
Crestron CI-KNX Physical View







#### Crestron CI-KNX Overall Dimensions



#### Connectors, Controls & Indicators

#	CONNECTORS, CONTROLS & INDICATORS	DESCRIPTION
1	Power Connector	Connector for external power supply. (12V to 24V AC or 12V to 30V DC)
2	KNX BUS Connector	Wago connector that connects the Creston CI-KNX with the KNX bus.
3	Programming Button	Press to set the unit in ETS programming mode.
4	Learn LED	Color: red Red when the CI-KNX is in programming mode.
5	KNX LED	Color: Green Lights up to indicate bus voltage on KNX. Flashes to indicate telegram traffic.
6	Ethernet LED	Color: Green Lights up to indicate bus voltage on KNX. Flashes to indicate telegram traffic.
7	RJ45 Socket	RJ45 socket for connecting an Ethernet patch cable.

## Setup

## **Network Wiring**

The Crestron CI-KNX is used as interface for connecting to KNX on data point level (KNX Application Layer).

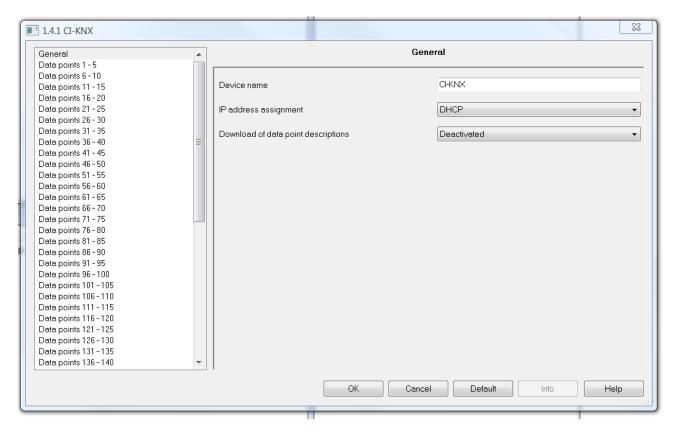
It is possible to connect to KNX-Bus everywhere over LAN. A bus connection over the internet with Crestron CI-KNX is also possible

#### • Changing the IP-address configuration.

There are two ways to assign an IP-address to the Crestron CI-KNX: get the IP-address from DHCP-server or configure it with ETS (as ETS parameter).

- <u>DHCP-server:</u> Connect the Crestron CI-KNX on a network with a DHCP server. The DHCP server will assign a free IP-address to the Crestron CI-KNX.
- 2. ETS parameter:

With ETS, the following parameters can be set:



#### Device name:

It's possible to assign any name for the Crestron CI-KNX. The device name should be significant (e.g. Data points 1<sup>st</sup> floor), because this is used when searching for devices.

#### **IP-Address assignment:**

<u>DHCP</u>: The device can get its IP-address from a DHCP-server automatically There must be a DHCP-server in the LAN in order to use this functionality (e.g. this can be a DSL-router with a DHCP-server integrated).

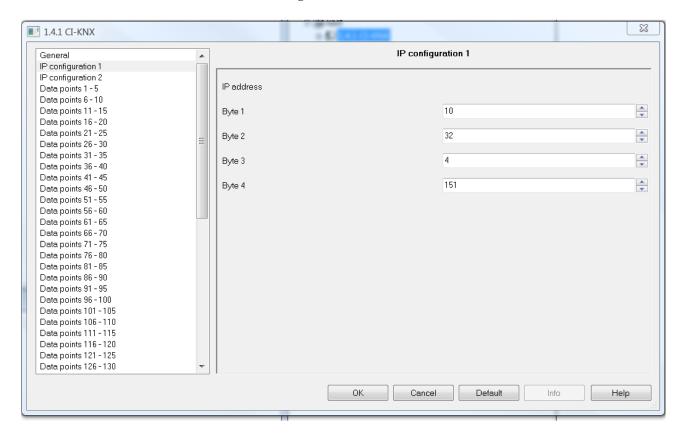
<u>Manually:</u> In this case, the IP-address, the sub network and the IP-address of the gateway have to be entered.

<u>Download of the data point-descriptions:</u> If this parameter is activated, then descriptions will be written into the device in ETS.

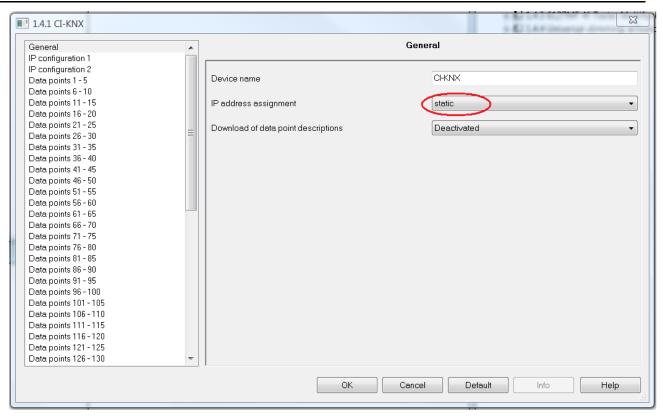
#### **Attention!:**

When changing this parameter, all the data point descriptions will be exchanged in ETS.

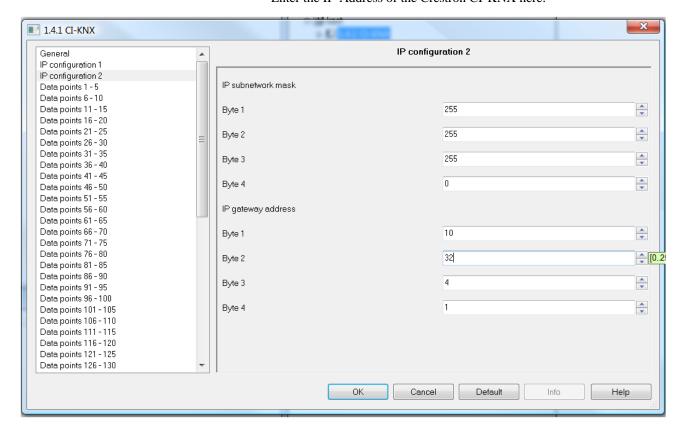
#### **IP-Configuration**



Set the IP address assignment parameter to 'static'



<u>IP-Address:</u> Enter the IP-Address of the Crestron CI-KNX here.



#### IP-Subnetwork mask:

Enter the subnet mask here. The mask helps the device to discover,

whether the communication partner is the local network. If the partner is not in the local network, then the device sends the IP telegrams not directly to the partner but to the gateway, which forwards the telegrams to the device.

#### **IP-Gateway-Address**:

Enter the IP-Address of the gateway here.

Hint: Fill out 0.0.0.0 if the Crestron CI-KNX is only used in the local LAN.

#### **Example for IP-Address assignment**

The Crestron CI-KNX shall be accessed using a PC

IP-Address of the PC: 192.168.1.30

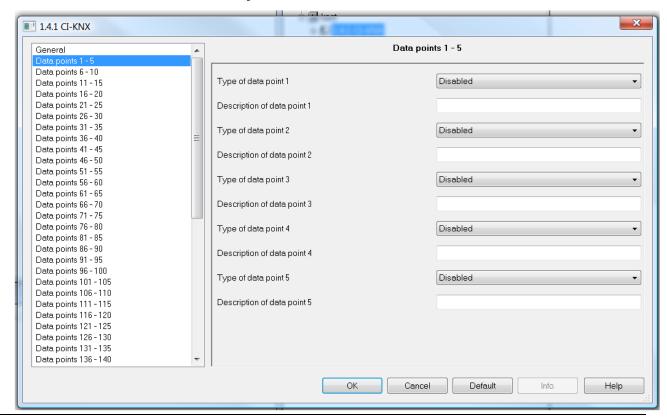
Subnet of the PC: 255.255.255.0

The Crestron CI-KNX is located in the same local LAN therefore it uses the same subnet mask. Because of the used subnet mask the IP-address assignment is limited, only addresses with format 192.168.xx can be assigned to the device, xx stands for the range 1-255 (without 30, because this host number is already assigned to the PC). Be careful not to use one IP-address more than once.

IP-address of the Crestron CI-KNX: 192.168.1.31 Sub network of the Crestron CI-KNX: 255.255.255.0

#### • Data points:

Up to 250 data points can be parameterized. Each data point gets a group address, in order to send to the bus. More than one group address can be set for one object.



#### Data point types:

For each data point the type can be set. Following data points are available:

1 Bit, 2 Bit, 3 Bit, 4 Bit, 5 Bit, 6 Bit, 7 Bit, 1 Byte, 2 Byte, 3 Byte, 4 Byte, 6 Byte, 8 Byte, 10 Byte, 14 Byte

**NOTE:** The Crestron demo program currently offers modules to control data points of the following types only: 1 Bit, 2 Bit, 4 Bit, 1 Byte, 2 Byte, 3 Byte, 4 Byte, 6 Byte, 14 Byte

#### Data point description:

For each data point a short description (max. 30 characters) can be entered, in order to check the usage of the data point later, when the device is running.

#### **Attention:**

Only if the parameter "Download of data point description" is activated, the description will be written into the device.

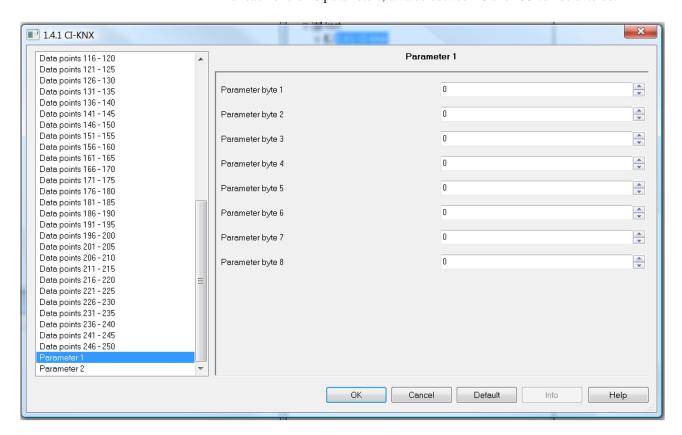
If you change the parameter "Download of data point description", all data point descriptions will be exchanged in ETS.

#### **Parameter:**

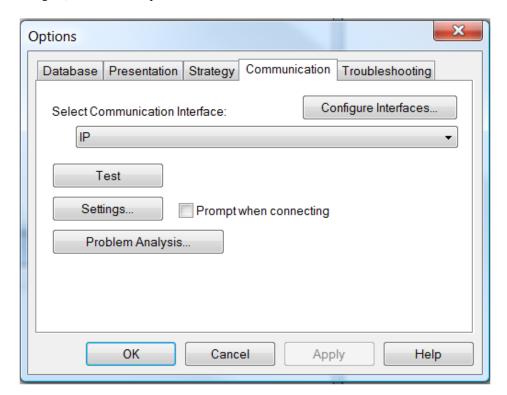
The Crestron CI-KNX has 16 free parameters, which can be read out over Ethernet. These can be used for client specific purposes.

#### Parameter Byte:

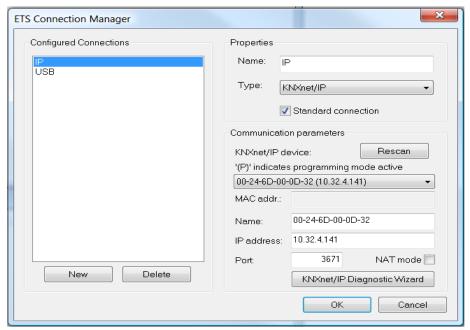
For each of the 16 parameters, a value between 0 and 255 can be entered.



Crestron CI-KNX as interface to KNX
 If the IP-configuration of the Crestron CI-KNX is valid, then this device can act as an interface to KNX. In order to use this function, go to the ETS (version 3.1c or higher), take Extras/Options and then the tab communication:



Click on Configure Interfaces... to open the ETS connection manager. Create a new connection of the type KNXnet/IP. ETS automatically starts searching for KNXnet/IP devices. All detected devices should be shown. The preferred device has to be selected.



In order to access the KNX, the Crestron CI-KNX needs a second physical address. This address is only used for bus access and can be adjusted separately: Go to Extras/Options in the ETS menu and choose Communication. Then choose the already created connection. Click on Settings and the following dialog box will open:



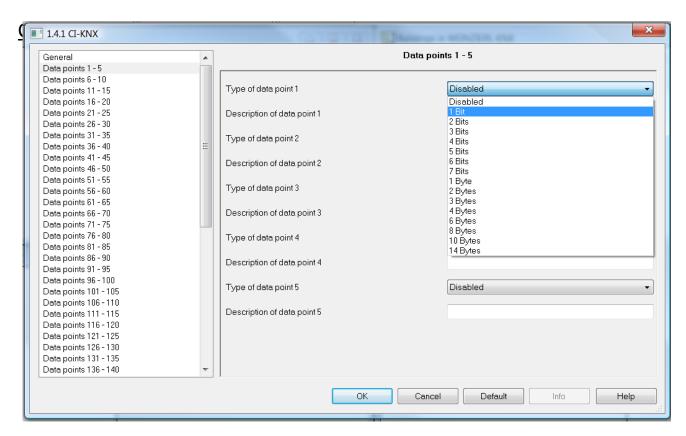
Enter an unused physical address. The address shall be valid in the line where the interface is installed. A dummy device may be created in the ETS-project to reserve this address.

## **CI-KNX Setup**

The CI-KNX uses an object-oriented way of programming. Therefore the CI-KNX has to be added as a new device in ETS. To do so, one needs the ETS library file included in Crestron CI-KNX archive (CI-KNX.vd2). Once you've added the CI-KNX you can right click on it and choose "Edit Parameters..." to open the CI-KNX configuration screen.

Known issue: vd2 file does not honor the language set by ETS.

This will open the CI-KNX configuration screen. At this screen you can add new KNX objects or you can change the general settings as described in the previous paragraph.



Every object has the following parameters:

Number: The object id number

Type: The type of the object (see drop down box)
Select disable if the object id is not used.

• Description: Short description, maximum 30 characters.

As described above, a Crestron CI-KNX can be setup to communicate with other KNX units based on Object ids.

When using Object Addresses the Crestron programmer needs to know which objects are present in the ETS program. Using this information the programmer can control the status of these objects and the group addresses the objects belong to.

For example every controllable light zone will have at least one object. This object will be linked to a Group Address in ETS. If a device function needs to be controlled by this object, then the device object representing this device function should be added to the same Group Address in ETS. By sending a value to the CI-KNX object all the device functions that were added to this Group Address will be triggered accordingly. E.g. when a lighting zone switch object is added to this Group Address, then sending a 1 to the CI-KNX object will turn the lighting zone to 1 and sending a 0 will turn it off.

Extra to every object you have information about the data - type, meaning the format of the expected data. The type is specified by the number of bits used; the general types are 1 Bit, 2 Bit, 4 Bit, 1 Byte, 2 Byte, 3 Byte, 4 Byte, 6 Byte and 14 Byte.

#### Installation

- Attach the Crestron CI-KNX to the DIN rail.
- Connect the CAT5 cable

- Connect the KNX bus
- Connect the power source to power up the CI-KNX (if Power over Ethernet is not used)

# **Programming Software**

#### Have a question or comment about Crestron software?

Answers to frequently asked questions (FAQs) can be viewed in the Online Help section of the Crestron website. To post a question or view questions you have submitted to Crestron's True Blue Support, log in at <a href="http://www.crestron.com">http://www.crestron.com</a> First-time users will need to establish a user account.

## Earliest Version Software Requirements for the PC

**NOTE:** Crestron recommends that you use the latest software to take advantage of the most recently released features. The latest software is available from the Crestron website.

Crestron has developed an assortment of Windows®-based software tools to develop a controlled system. You can create a program to control the Crestron CI-KNX using the Crestron programming tool SIMPL Windows.

## **Programming with SIMPL Windows**

SIMPL Windows is Crestron's premier software for programming Crestron control systems. It is organized into two separate but equally important "Managers".

#### Configuration Manager

Configuration Manager is the view where programmers "build" a Crestron control system by selecting hardware from the *Device Library*.

To incorporate the Crestron CI-KNX into the system, drag the Crestron CI-KNX from the User module | Product module folder after copying the modules to the User macro folder or the same folder where the project is stored.

#### Program Manager

Program Manager is the view where programmers "program" a Crestron control

system by assigning signals to symbols.

The symbol can be viewed by double clicking on the icon or dragging it into *Detail View*. Each signal in the symbol is described in the SIMPL Windows help file (**F1**). The Crestron CI-KNX modules should be placed in the user database specified in the SIMPL Windows software.

## **Example Program**

An example program for the Crestron CI-KNX is available from the Crestron website (<a href="http://applicationmarket.crestron.com">http://applicationmarket.crestron.com</a> ).

# **Uploading and Upgrading**

Crestron recommends using the latest programming software and that each device contains the latest firmware to take advantage of the most recently released features. However, before attempting to upload or upgrade it is necessary to establish communication. Once communication has been established, files (for example, programs or firmware) can be transferred to the device.

## **Programs and Firmware**

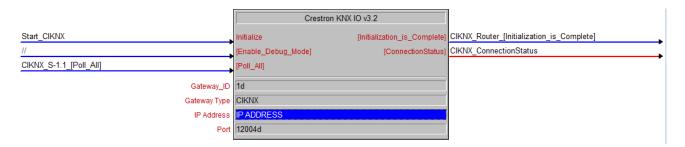
Program or firmware files may be distributed from programmers to installers or from Crestron to dealers. Firmware upgrades are available from the Crestron website as new features are developed after product releases. One has the option to upload programs via the programming software or to upload and upgrade via the Crestron Toolbox. For details on uploading and upgrading, refer to the SIMPL Windows help file or the Crestron Toolbox help file.

SIMPL Windows

If a SIMPL Windows program is provided, it can be uploaded to the control system using SIMPL Windows or Crestron Toolbox.

## **Operation**

#### Main Module: Crestron KNX IO v3.2



The "Crestron KNX IO v3.2" module deals with the CI-KNX communication. The module communicates via TCP/IP with the CI-KNX. To configure the module the user should fill in the correct IP address and Gateway ID. The Gateway ID is used to associate the IO module with other KNX data type modules in the program. Up to 250 KNX data type modules can be linked to one IO module. This module is ALWAYS required.

The Initialize input needs to be pulsed once to start the module. This is required to associate the IO module with all the KNX data type modules with the same Gateway ID.

Once the Initialization\_is\_Complete output latches high, the modules are ready to be used.

The ConnectionStatus output provides feedback on the current status of the TCP/IP connection with the CI-KNX.

Other functionality includes polling the values for all associated KNX data type modules and enabling/disabling debug mode.

Debug mode should be turned off during normal operation.

## **Object Modules**

For every Object that needs to be controlled exactly one object module needs to be inserted, no matter if it deals with control, feedback or both. Meaning that if you need control or feedback from the same object in different parts of you program, only one object module should be inserted. Then distribute its inputs and/or outputs via standard Symbol Windows logic.

## The different types of object modules

For every common data type in the KNX system there is a specific Crestron module, this will allow you to send or read out any specific KNX command or signal.

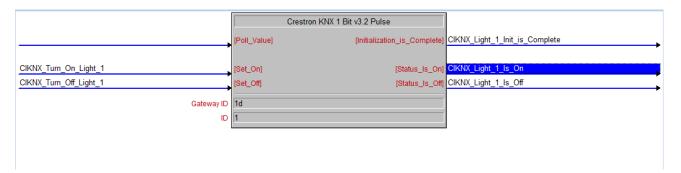
## Data type 1 bit

The most used data types are binary switch functions (on/off). They are used for a lot of different purposes like switching lamps, triggering presets, activate alarm functions...



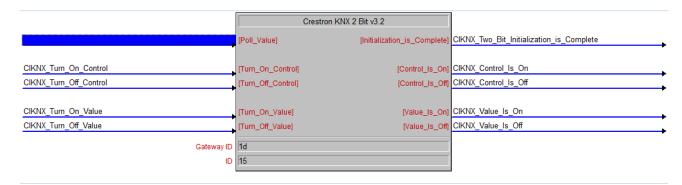
When the "Set\_On" or "Set\_Off" inputs are pulsed, the matching commands is sent to the KNX bus. The "Status\_Is\_On" or "Status\_Is\_Off" output will latch high to indicate the current state of the data type object.

We also provide the 1 bit pulse module which has the same functionality as the normal 1 bit module except that the outputs will pulse instead of latching high.



## Data type 2 bit

The 2 bit data type is used to represent a switch with up to 4 states.

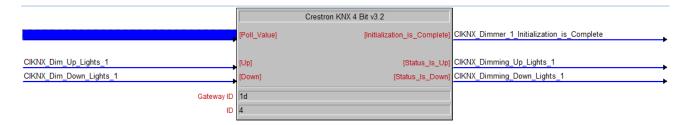


The feedback outputs will latch high to indicate the state of the 2 bit object.

## Data type 4 bit

The 4 bit data type and is commonly used to control dimmers. The 4 bit module requires the usual address parameters. Dimming speed is set standard to 1 although

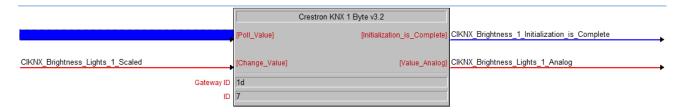
the KNX has 7 different dimming speeds. Speed 1 (slow) is standard and this proved to be sufficient for most common use cases. The feedback shows the dimming up and dimming down activity only, not the light level.



The feedback is independent from the dimming speed. Even when a KNX button panel controls the same dimmer with a different speed the feedback will still be produced.

## Data type 1 Byte

The 1 Byte values are being used for all sorts of things with KNX, however in most of the cases it is used for controlling a dimmer with absolute values (e.g. level 70%). Therefore the KNX 1 Byte module requires an analog value on its input, it also gives out an analog value as feedback:



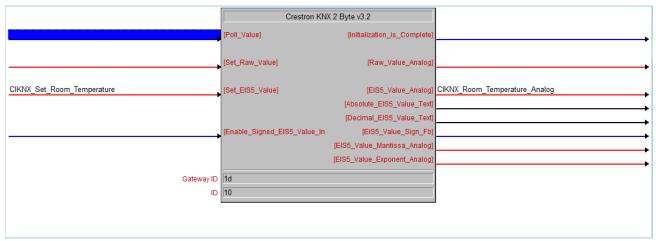
Every change of the input signal will result in a string being sent out. It uses the lower 8 bits of the analog signal. The value of the input signal should therefore range between 0 and 255. The analog input signal can be generated by an Analog Initialize symbol (see above).

Also the output signal ranges from 0 to 255 (low byte).

## Data type 2 Byte

The 2 byte data type is almost identical to the 1 Byte data type. In this case however the value to be controlled and read out is 16 bit (0d to 65535d). 2 byte modules are mostly used to read out analog values like temperature.

The module also offers inputs and outputs to use the EIS5 type. EIS5 is a KNX data type that is commonly used to send a 2 Byte decimal value to the KNX system. E.g. Set the "Set EIS5 Value" input to 2550 to send 25,5 to the KNX system.



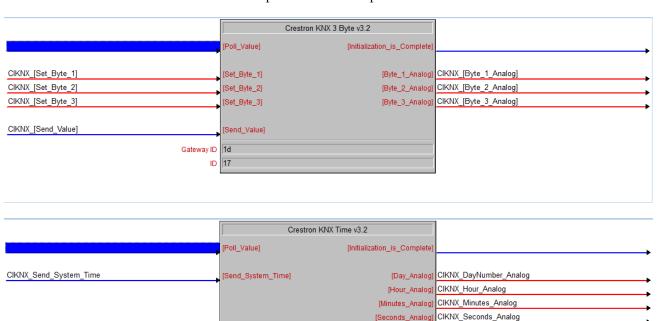
Values to set the correct temperature (1800d, 2200d) depend on the KNX device.

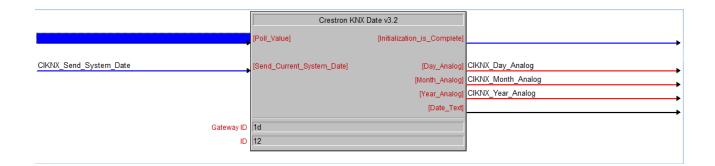
Gateway ID 1d ID 13

## **Data type 3 Byte – Time - Date**

The 3 Byte data type is commonly used to represent time and date. We provide a generic 3 byte module that allows to send/receive the raw bytes. Aside from that separate modules are provided for time and date.

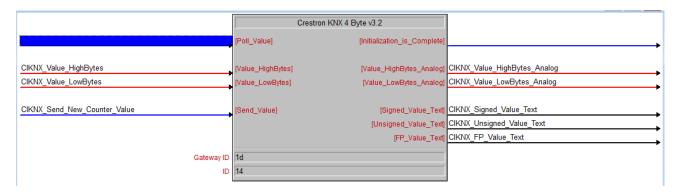
[Time\_Text]





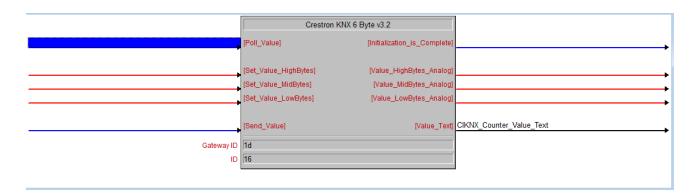
## Data type 4 Byte

The 4 byte module is used to control and read out a 32 bit value (0d to 4294967295d). SMPL windows only supports 16 bit analog signals so the 32 bit value is split into two 16 bit signals. These signals represent the 16 high and low bits. The module also offers serial outputs to display the 4 Byte value as a signed, unsigned and Floating Point value.



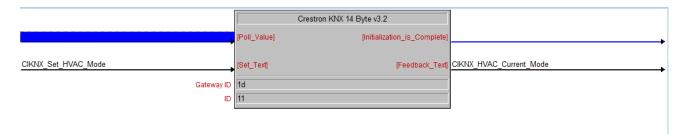
## Data type 6 Byte

The 6 byte module is used to control and read out a 48 bit value. SMPL windows only supports 16 bit analog signals so the 32 bit value is split into three 16 bit signals. These signals represent the 16 high, mid and low bits. The module also offers serial outputs to display the 6 Byte value as an unsigned value.



## **Data-type 14 Byte**

The 14 byte module sends and receives ASCII text messages from the KNX network. With this module you can request a status (e.g. "Door open") or send text to a display (ex. Radio RDS text). If the strings being sent are less than 14 bytes then the module will automatically add "zero" bytes.



## **Polling**

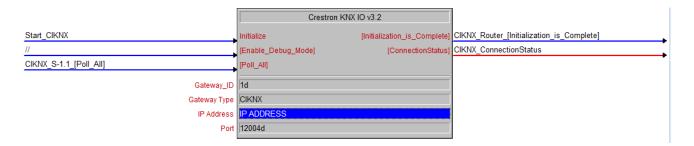
The problem when working with a KNX system is that feedback signals are not always generated automatically for every change on the network.

E.g. a dimmer can have multiple group addresses via which it is controlled. It can, for example, use 3 addresses: One to switch on/off (1 bit), one to dim up/down (4 bit) and one to create a level-feedback value (absolute value – 1byte).

With every action the light level can change, so the momentary level feedback should also change when dimming takes place. One can choose to not get live feedback as such, by deselecting the "Transmit for received data" checkbox (page 9-10). Therefore, KNX Data Type module contains a digital input called "Poll\_Value" for polling the value for the KNX data type.



When the "Poll\_All" input of the "KNX IO v3.2" module is pulsed, the module polls for feedback of every used object module. The answer is processed by the normal object modules and appears at the particular feedback output.



The "Poll\_All" input should only be used at the start of the program to sync all KNX modules.

Use the "Poll\_Value" inputs on the KNX Data Type modules to poll for individual values once the program is started.

Polling is only possible if you enable the "Read" flag in the ETS software.

## **Problem Solving**

## **Troubleshooting**

The following table provides corrective action for possible trouble situations. If further assistance is required, please contact a Crestron customer service representative.

Crestron CI-KNX Troubleshooting

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
Device does not function.	Device is not communicating with the network.	Use Crestron Toolbox to poll the network. Verify network connection to the device.
	Device is not receiving power from a Crestron power source.	Use the provided Crestron power source. Verify connections.
	Device is not receiving sufficient power.	Use the Crestron Power Calculator to help calculate how much power is needed for the system.
Loss of functionality due to electrostatic discharge.	Improper grounding.	Check that all ground connections have been made properly.

#### **Reference Documents**

The latest version of all documents mentioned within the guide can be obtained from the Crestron website (http://applicationmarket.crestron.com).

## **Further Inquiries**

If you cannot locate specific information or have questions after reviewing this guide, please take advantage of Crestron's award winning customer service team by calling Crestron at +32-15-509920.

You can also log onto the online help section of the Crestron website (<a href="http://www.crestron.com">http://www.crestron.com</a>) to ask questions about Crestron products. First-time users will need to establish a user account to fully benefit from all available features.

## **Future Updates**

As Crestron improves functions, adds new features and extends the capabilities of the Crestron CI-KNX, additional information may be made available as manual updates. These updates are solely electronic and serve as intermediary supplements prior to the release of a complete technical documentation revision.

Check the Crestron website periodically for manual update availability and its relevance. Updates are identified as an "Addendum" in the Download column.

# **Software License Agreement**

This License Agreement ("Agreement") is a legal contract between you (either an individual or a single business entity) and Crestron Electronics, Inc. ("Crestron") for software referenced in this guide, which includes computer software and as applicable, associated media, printed materials and "online" or electronic documentation (the "Software").

BY INSTALLING, COPYING OR OTHERWISE USING THE SOFTWARE, YOU REPRESENT THAT YOU ARE AN AUTHORIZED DEALER OF CRESTRON PRODUCTS OR A CRESTRON AUTHORIZED INDEPENDENT PROGRAMMER AND YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DO NOT INSTALL OR USE THE SOFTWARE.

IF YOU HAVE PAID A FEE FOR THIS LICENSE AND DO NOT ACCEPT THE TERMS OF THIS AGREEMENT, CRESTRON WILL REFUND THE FEE TO YOU PROVIDED YOU (1) CLICK THE DO NOT ACCEPT BUTTON, (2) DO NOT INSTALL THE SOFTWARE AND (3) RETURN ALL SOFTWARE, MEDIA AND OTHER DOCUMENTATION AND MATERIALS PROVIDED WITH THE SOFTWARE TO CRESTRON AT: CRESTRON ELECTRONICS, INC., 15 VOLVO DRIVE, ROCKLEIGH, NEW JERSEY 07647, WITHIN 30 DAYS OF PAYMENT.

#### LICENSE TERMS

Crestron hereby grants You and You accept a nonexclusive, nontransferable license to use the Software (a) in machine readable object code together with the related explanatory written materials provided by Crestron (b) on a central processing unit ("CPU") owned or leased or otherwise controlled exclusively by You and (c) only as authorized in this Agreement and the related explanatory files and written materials provided by Crestron.

If this software requires payment for a license, you may make one backup copy of the Software, provided Your backup copy is not installed or used on any CPU. You may not transfer the rights of this Agreement to a backup copy unless the installed copy of the Software is destroyed or otherwise inoperable and You transfer all rights in the Software.

You may not transfer the license granted pursuant to this Agreement or assign this Agreement without the express written consent of Crestron.

If this software requires payment for a license, the total number of CPUs on which all versions of the Software are installed may not exceed one per license fee (1) and no concurrent, server or network use of the Software (including any permitted back-up copies) is permitted, including but not limited to using the Software (a) either directly or through commands, data or instructions from or to another computer (b) for local, campus or wide area network, internet or web hosting services or (c) pursuant to any rental, sharing or "service bureau" arrangement.

The Software is designed as a software development and customization tool. As such Crestron cannot and does not guarantee any results of use of the Software or that the Software will operate error free and You acknowledge that any development that You perform using the Software or Host Application is done entirely at Your own risk.

The Software is licensed and not sold. Crestron retains ownership of the Software and all copies of the Software and reserves all rights not expressly granted in writing.

#### OTHER LIMITATIONS

You must be an Authorized Dealer of Crestron products or a Crestron Authorized Independent Programmer to install or use the Software. If Your status as a Crestron Authorized Dealer or Crestron Authorized Independent Programmer is terminated, Your license is also terminated.

You may not rent, lease, lend, sublicense, distribute or otherwise transfer or assign any interest in or to the Software.

You may not reverse engineer, decompile or disassemble the Software.

You agree that the Software will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations ("Export Laws"). By downloading or installing the Software You (a) are certifying that You are not a national of Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria or any country to which the United States embargoes goods (b) are certifying that You are not otherwise prohibited from receiving the Software and (c) You agree to comply with the Export Laws.

If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of the Agreement, which shall remain valid and enforceable according to its terms. This Agreement may only be modified by a writing signed by an authorized officer of Crestron. Updates may be licensed to You by Crestron with additional or different terms. This is the entire agreement between Crestron and You relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software. The failure of either party to enforce any right or take any action in the event of a breach hereunder shall constitute a waiver unless expressly acknowledged and set forth in writing by the party alleged to have provided such waiver.

If You are a business or organization, You agree that upon request from Crestron or its authorized agent, You will within thirty (30) days fully document and certify that use of any and all Software at the time of the request is in conformity with Your valid licenses from Crestron of its authorized agent.

Without prejudice to any other rights, Crestron may terminate this Agreement immediately upon notice if you fail to comply with the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software and all of its component parts.

#### PROPRIETARY RIGHTS

Copyright. All title and copyrights in and to the Software (including, without limitation, any images, photographs, animations, video, audio, music, text and "applets" incorporated into the Software), the accompanying media and printed materials and any copies of the Software are owned by Crestron or its suppliers. The Software is protected by copyright laws and international treaty provisions. Therefore, you must treat the Software like any other copyrighted material, subject to the provisions of this Agreement.

Submissions. Should you decide to transmit to Crestron's website by any means or by any media any materials or other information (including, without limitation, ideas, concepts or techniques for new or improved services and products), whether as information, feedback, data, questions, comments, suggestions or the like, you agree such submissions are unrestricted and shall be deemed non-confidential and you automatically grant Crestron and its assigns a non-exclusive, royalty-free, worldwide, perpetual, irrevocable license, with the right to sublicense, to use, copy, transmit, distribute, create derivative works of, display and perform the same.

Trademarks. CRESTRON and the Swirl Logo are registered trademarks of Crestron Electronics, Inc. You shall not remove or conceal any trademark or proprietary notice of Crestron from the Software including any back-up copy.

#### **GOVERNING LAW**

This Agreement shall be governed by the laws of the State of New Jersey, without regard to conflicts of laws principles. Any disputes between the parties to the Agreement shall be brought in the state courts in Bergen County, New Jersey or the federal courts located in the District of New Jersey. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.

#### CRESTRON LIMITED WARRANTY

CRESTRON warrants that: (a) the Software will perform substantially in accordance with the published specifications for a period of ninety (90) days from the date of receipt and (b) that any hardware accompanying the Software will be subject to its own limited warranty as stated in its accompanying written material. Crestron shall, at its option, repair or replace or refund the license fee for any Software found defective by Crestron if notified by you within the warranty period. The foregoing remedy shall be your exclusive remedy for any claim or loss arising from the Software.

CRESTRON shall not be liable to honor warranty terms if the product has been used in any application other than that for which it was intended or if it as been subjected to misuse, accidental damage, modification or improper installation procedures. Furthermore, this warranty does not cover any product that has had the serial number or license code altered, defaced, improperly obtained or removed.

Notwithstanding any agreement to maintain or correct errors or defects, Crestron shall have no obligation to service or correct any error or defect that is not reproducible by Crestron or is deemed in Crestron's reasonable discretion to have resulted from (1) accident; unusual stress; neglect; misuse; failure of electric power, operation of the Software with other media not meeting or not maintained in accordance with the manufacturer's specifications or causes other than ordinary use; (2) improper installation by anyone other than Crestron or its authorized agents of the Software that deviates from any operating procedures established by Crestron in the material and files provided to You by Crestron or its authorized agent; (3) use of the Software on unauthorized hardware or (4) modification of, alteration of or additions to the Software undertaken by persons other than Crestron or Crestron's authorized agents.

ANY LIABILITY OF CRESTRON FOR A DEFECTIVE COPY OF THE SOFTWARE WILL BE LIMITED EXCLUSIVELY TO REPAIR OR REPLACEMENT OF YOUR COPY OF THE SOFTWARE WITH ANOTHER COPY OR REFUND OF THE INITIAL LICENSE FEE CRESTRON RECEIVED FROM YOU FOR THE DEFECTIVE COPY OF THE PRODUCT. THIS WARRANTY SHALL BE THE SOLE AND EXCLUSIVE REMEDY TO YOU. IN NO EVENT SHALL CRESTRON BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND (PROPERTY OR ECONOMIC DAMAGES INCLUSIVE), EVEN IF A CRESTRON REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR OF ANY CLAIM BY ANY THIRD PARTY. CRESTRON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO TITLE OR INFRINGEMENT OF THIRD-PARTY RIGHTS, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, OR ANY OTHER WARRANTIES, NOR AUTHORIZES ANY OTHER PARTY TO OFFER ANY WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY FOR THIS PRODUCT. THIS WARRANTY STATEMENT SUPERSEDES ALL PREVIOUS WARRANTIES.

## **Return and Warranty Policies**

## Merchandise Returns / Repair Service

- No merchandise may be returned for credit, exchange or service without prior authorization
  from CRESTRON. To obtain warranty service for CRESTRON products, contact an
  authorized CRESTRON dealer. Only authorized CRESTRON dealers may contact the factory
  and request an RMA (Return Merchandise Authorization) number. Enclose a note specifying
  the nature of the problem, name and phone number of contact person, RMA number and
  return address.
- 2. Products may be returned for credit, exchange or service with a CRESTRON Return Merchandise Authorization (RMA) number. Authorized returns must be shipped freight prepaid to CRESTRON, 6 Volvo Drive, Rockleigh, N.J. or its authorized subsidiaries, with RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. CRESTRON reserves the right in its sole and absolute discretion to charge a 15% restocking fee plus shipping costs on any products returned with an RMA.
- 3. Return freight charges following repair of items under warranty shall be paid by CRESTRON, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

## **CRESTRON Limited Warranty**

CRESTRON ELECTRONICS, Inc. warrants its products to be free from manufacturing defects in materials and workmanship under normal use for a period of three (3) years from the date of purchase from CRESTRON, with the following exceptions: disk drives and any other moving or rotating mechanical parts, pan/tilt heads and power supplies are covered for a period of one (1) year; touchscreen display and overlay components are covered for 90 days; batteries and incandescent lamps are not covered.

This warranty extends to products purchased directly from CRESTRON or an authorized CRESTRON dealer. Purchasers should inquire of the dealer regarding the nature and extent of the dealer's warranty, if any.

CRESTRON shall not be liable to honor the terms of this warranty if the product has been used in any application other than that for which it was intended or if it has been subjected to misuse, accidental damage, modification or improper installation procedures. Furthermore, this warranty does not cover any product that has had the serial number altered, defaced or removed.

This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall CRESTRON be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. CRESTRON is not liable for any claim made by a third party or made by the purchaser for a third party.

CRESTRON shall, at its option, repair or replace any product found defective, without charge for parts or labor. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty.

Except as expressly set forth in this warranty, CRESTRON makes no other warranties, expressed or implied, nor authorizes any other party to offer any warranty, including any implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. This warranty statement supersedes all previous warranties.

#### **Trademark Information**

All brand names, product names and trademarks are the sole property of their respective owners. Windows is a registered trademark of Microsoft Corporation. Windows95/98/Me/XP/Vista and WindowsNT/2000 are trademarks of Microsoft Corporation.

