



**Description**

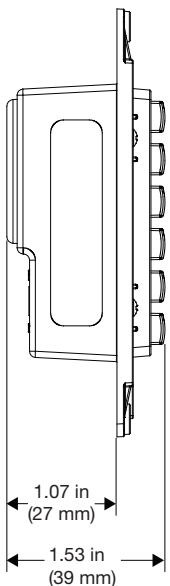
The Crestron® C2N-DB6, C2N-DB8, and C2N-DB12 keypads deliver simple, versatile push-button control for a broad range of residential and commercial applications. Clean, contemporary styling lends an attractive and unimposing appearance to any interior design and affords convenient electrical-box installation in perfect harmony with other wall mount devices. They are offered in smooth white, almond, and black finishes, each formulated to match perfectly with popular off-the-shelf faceplates (not included).

Available in configurations of 6, 8, or 12 buttons, the keypads are designed for installation using standard electrical gang boxes and decorator-style faceplates (sold separately). Multiple keypads can be ganged side-by-side with other wall-mount devices.

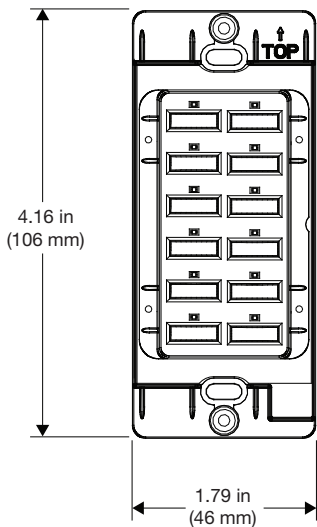
The C2N-DB6, C2N-DB8, and C2N-DB12 are functionally identical. For simplicity within this guide, the term “C2N-DB6/8/12” is used except where noted.

SPECIFICATION	DETAILS
Power Requirements	
Cresnet® Power Usage	3 W (0.125 A @ 24 Vdc)
Environmental	
Temperature	32° to 113 °F (0° to 45 °C)
Humidity	10% to 90% RH (noncondensing)

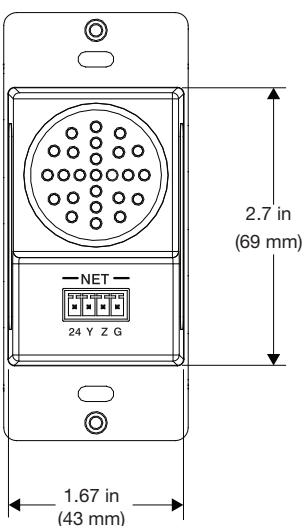
Side View with Buttons Installed



Front View with Divider and Buttons Removed



Back View



**Additional Resources**

Visit the product page on the Crestron website ([www.crestron.com](http://www.crestron.com)) for additional information and the latest firmware updates. Use a QR reader application on your mobile device to scan the QR image.



**Installation**

**NOTE:** Observe the following points:

- Install and use this product in accordance with appropriate electrical codes and regulations.
- A licensed electrician should install this product.

**NOTE:** Before using the C2N-DB6/8/12, ensure the device is using the latest firmware. Check for the latest firmware for the C2N-DB6/8/12 at [www.crestron.com/firmware](http://www.crestron.com/firmware). Load the firmware onto the device using Crestron Toolbox™ software.

The following tools or hardware are required for installation.

- Cresnet network cable (not included)
- Phillips screwdriver (not included)
- Two included 1-inch pan head Phillips screws
- One included 4-pin 3.5 mm terminal block connector plug
- Faceplate (not included)

After the Cresnet network wiring has been installed and verified, use the following procedure to install the keypad in a standard electrical box (refer to the illustrations on the following page).

**NOTE:** Verify that sufficient Cresnet power to support the device(s) is provided.

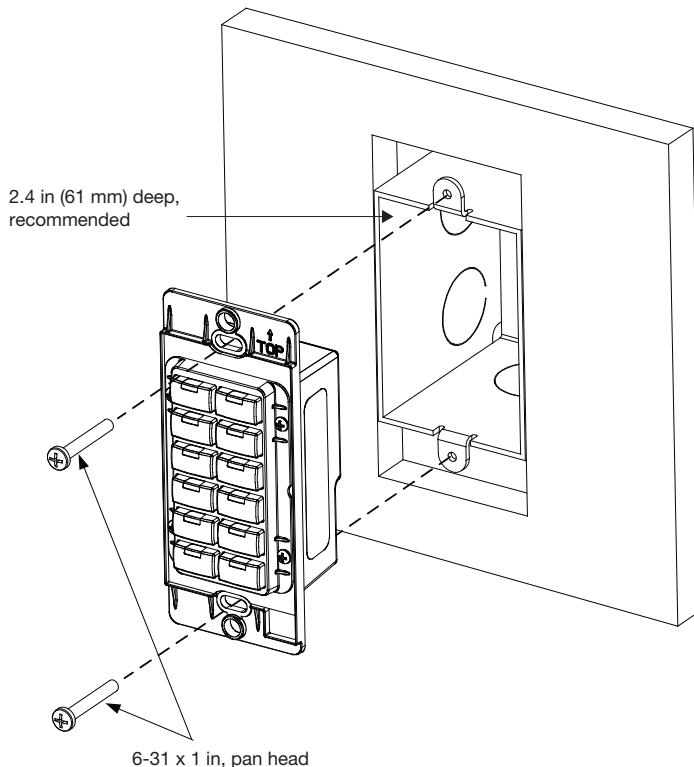
**NOTE:** Keypads can also be mounted in multigang electrical boxes.

1. Turn control network power off.
2. Connect the Cresnet cable with included connector plug to the keypad's NET port and the other end to the control system.
3. Make sure the keypad is oriented as marked with the arrow at top and place it in the electrical box.

**CAUTION:** Excess wire pinched between the keypad and electrical box could short out. Make sure that all excess wire is completely inside the electrical box and not between the box and the side of the keypad.

4. Attach the keypad using the included 1-inch pan head screws.
5. Attach the faceplate (sold separately).
6. Turn the control network power on.

Installation View (Single-Gang Electrical Box Shown)



## Button Replacement

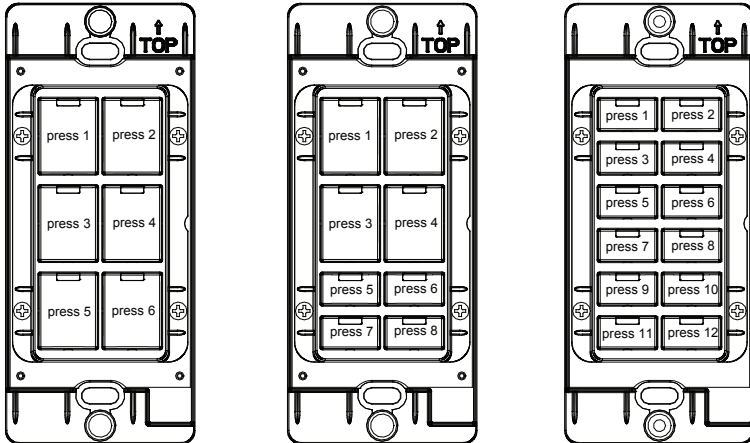
Replacing or changing the removable buttons in a keypad is a simple process. Refer to the illustrations below.

1. Turn the control network power OFF.
2. If the keypad is installed in an electrical box, remove the two 1-inch screws and carefully pull the keypad from the electrical box.
3. Disconnect the Cresnet cable from the NET port.
4. Remove the four 3/16-inch screws that attach the divider, and remove the divider.
5. While holding adjacent buttons in place, carefully pull the button(s) to be replaced from the rubber membrane.

**CAUTION:** The removable buttons fit snugly on the rubber membrane and must be removed carefully to avoid pulling the membrane from the unit. Once the membrane is detached, reattachment may be difficult.

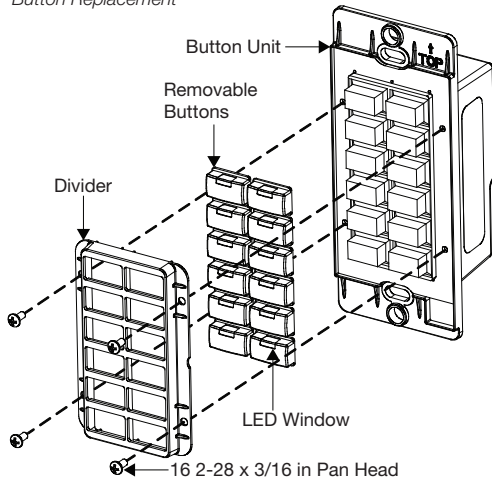
6. Carefully press the replacement button(s) in place, making sure the LED window's orientation is correct. Button arrangements are shown below.

C2N-DB6, C2N-DB8, and C2N-DB12 Button Arrangement (Shown Left to Right)



7. Attach the divider using the four screws removed in step 4.

Button Replacement



8. Reinstall the keypad in the electrical box.

9. Turn control network power ON.

## Troubleshooting

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

C2N-DB6/8/12 Troubleshooting

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
The keypad does not function.	The wrong power supply is in use.	Use a Crestron power supply.
	The unit is not receiving power or is receiving insufficient power.	Verify that the cable plugged into the NET port is secure. Verify that the power supply is correct.
	There is a loose connection in the network.	Verify that the cable plugged into the NET port is secure.
The keypad does not function. All feedback LEDs are on low.	An improper Net ID is used.	Verify that the device's Net ID matches the Net ID in the software program.
The keypad does not function, or does not function as expected. However, it reports on Cresnet at the proper Net ID.	The unit is not programmed correctly.	Use SIMPL Debugger to check the behavior when buttons are pressed. Revise and reload the program as needed to correct the behavior.
	The keypad is mounted upside down.	Check keypad orientation.
All LEDs are blinking at a slow rate.	The firmware is loading.	Wait until the firmware load is complete.
	The keypad has reverted to its bootloader firmware.	Reload the firmware.
All LEDs are blinking at a fast rate.	The keypad is in TSID mode.	Press any button to complete the TSID action.
The feedback indicators do not light.	The indicator intensity is set too low.	Set the Min Auto Backlight Intensity to 1% or higher. Or, set Indicator Intensity analog input to 1% or higher if Auto Intensity has been disabled.

As of the date of manufacture, the device has been tested and found to comply with specifications for CE marking.



### Federal Communications Commission (FCC) Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

**CAUTION:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Industry Canada (IC) Compliance Statement

CAN ICES-3(B)/NMB-3(B)

The product warranty can be found at [www.crestron.com/warranty](http://www.crestron.com/warranty).

The specific patents that cover Crestron products are listed at [patents.crestron.com](http://patents.crestron.com).

Certain Crestron products contain open source software. For specific information, please visit [www.crestron.com/opensource](http://www.crestron.com/opensource).

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Specifications subject to change without notice.