



Crestron Pyng[®] OS for PYNG-HUB

Product Manual
Crestron Electronics, Inc.

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Crestron Pyng® OS for PYNG-HUB

Introduction

The Crestron Pyng® operating system for the Crestron PYNG-HUB control device is used to configure and control audio systems, lighting, shades, thermostats, door locks, and security systems for the entire home. Home devices are configured by using the free Crestron Pyng home automation app on an Apple® iPad® device and controlled via iPad devices, iPhone® devices, and iPod touch® devices. A Crestron® touch screen¹ that is connected to the Crestron Pyng system provides instant connectivity and control for the entire system.

Use the app to listen to music in any room, or share audio sources throughout rooms and trigger environmental scenes within the Crestron Pyng network. The Crestron Pyng app raises or lowers the lights, sets the thermostat to an ideal temperature, and tunes in the audio system to a favorite streaming service, all with the touch of a button. Crestron Pyng is designed to integrate with every Crestron system. Add a Crestron Pyng control hub to every 3-Series® automated control processor, and set up audio, lights, shades, thermostats, and locks in minutes. Then, program the rest of the devices in the system for a customized experience that may be adjusted easily by the homeowner.

For a general overview of the Crestron Pyng system, including supported devices, frequently asked questions, multimedia content, and tips and tricks, refer to OLH article 257 at https://support.crestron.com/app/answers/detail/a_id/257/kw/257.

NOTE: The latest version of the Crestron Pyng operating system firmware with video features and source routing is available for the CP3-R only.

¹ Compatible touch screen models include the TSW-552, TSW-752, TSW-1052, TSW-560, TSW-760, TSW-1060, and TSW-560P.

Product Features

Refer to the following chart to determine the devices and product features that are compatible with the Crestron Pyng operating system for the PYNG-HUB and the CP3-R.

Crestron Pyng OS Product Feature Chart

FEATURE CLASS	FEATURE	PYNG-HUB ¹	CP3-R (PYNG OS 2)
Audio	Sonos CONNECT™ Devices	Yes	Yes
	Sonos CONNECT:AMP Devices	Yes	Yes
	All Sonos Speakers (including Sound Bars)	No	Yes
	Audio Grouping	Simple Audio Source Sharing	Hybrid Grouping of Sonos and Sonnex
	Crestron Distribution Amplifiers	Yes	Yes
Video	Handheld Remotes	No	Yes
	Source Control	No	Yes
	Display Control	No	Yes
	A/V Receivers	No	Yes
	DigitalMedia™ Devices	No	Yes
	DigitalMedia NVX Series	No	Yes
myCrestron Dynamic DNS Service	Automatic Backups	Yes	No
	Lighting Preconfiguration	Yes	No (Future Version)
Lighting	Lighting	Yes	Yes
Thermostats	Thermostats	Yes	Yes
Shades	Shades	Yes	Yes
Door Locks	Door Locks	Yes	Yes
Security	Security	Yes	Yes
Sensors	Sensors	Yes	Yes
Keypads	Keypads	Yes	Yes
Touch Screens	Touch Screens	Yes	Yes

(continued on following page)

Crestron Pyng OS Product Feature Chart (continued)

FEATURE CLASS	FEATURE	PYNG-HUB	CP3-R (PYNG OS 2)
Connectors and Gateways	IR Ports	0	8
	EX Wireless Gateway	Built-in EX gateway supports up to 50 devices. 5 additional gateways may be added to the system (excluding built-in gateway).	External gateway (such as GEN-GWEXER) must be added. 15 gateways be added to the system with a recommended max of 50 devices per gateway.
	RS-232/-422/-485	0	3
	Relays	0	8
	Digital I/O Ports & Analog In	0	8
	Net	Yes	Yes
	LAN	Yes	Yes
Devices Intentionally Not Supported	TSW-x62	Yes	No
	TS-1542	No	No (Future Version)
	TSD-2020	No	No
	HD-XSP and HD-XSPA	Yes	No (Future Version)
	DM-MD-6X4/-6X6	No	No (Future Version)
	CNX-PAD8/-BIPAD8	No	No
	DM® Fiber Products	No	No (Future Version)

NOTE: For a comprehensive list of devices that are supported by Crestron Pyng, refer to the Pair with Perfection section of the Crestron Pyng product page at www.crestron.com/en-US/Products/Featured-Solutions/Crestron-Pyng. Support for new devices is added to the system via firmware updates.

Setup

The Crestron Pyng system may be configured with the Crestron Pyng app once a PYNG-HUB control device has been installed and connected to the local network. For more information on installing and connecting the PYNG-HUB, refer to the PYNG-HUB DO Guide (Doc. 7645) at www.crestron.com/manuals.



Download the Crestron Pyng App

The Crestron Pyng app may be downloaded onto an iPad device from the iTunes® application App Store® online store.

NOTES:

- An iTunes account is required to download the Crestron Pyng app. Refer to <https://support.apple.com/kb/HT2731> for help with setting up an iTunes account.
 - For a comprehensive list of iOS® hardware and software versions that are compatible with Crestron Pyng, refer to OLH article 5655 at https://support.crestron.com/app/answers/detail/a_id/5655.
-

To download the Crestron Pyng app:

1. Tap the **App Store** icon  on the iPad home screen.
2. Tap the search field, and enter the search term "Crestron Pyng."
3. Tap **Search**.
4. Tap the **Crestron Pyng** app icon .
5. Follow the prompts to download the app to the device.

Once the download begins, the app icon appears on the home screen and shows the download and installation status.

Set Up the Crestron Pyng System

Once the Crestron Pyng app is downloaded and installed, system setup takes place entirely through the app.

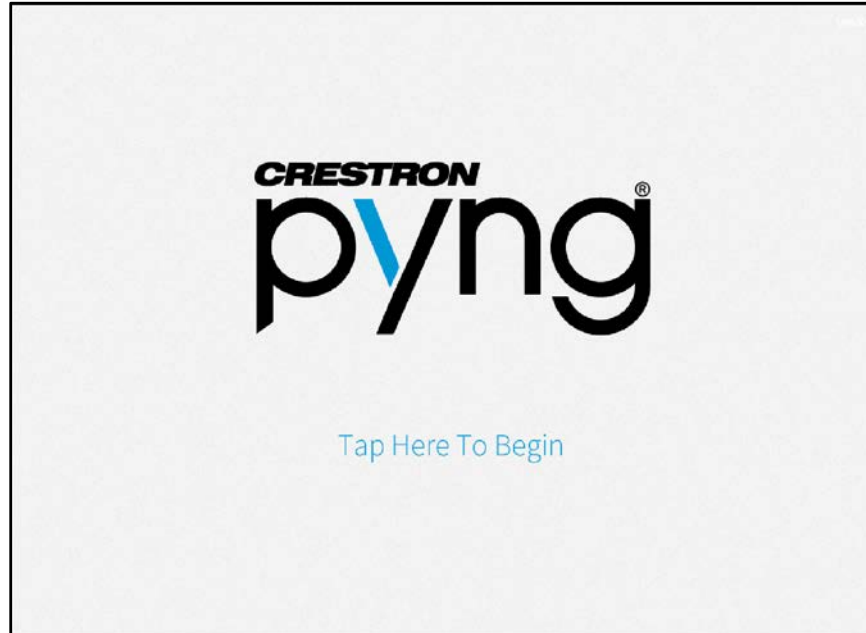
NOTE: The Crestron Pyng system may also be configured on a computer using the PYNG-HUB's built-in web XPanel interface by entering the PYNG-HUB IP address or hostname into a web browser. If the PYNG-HUB is assigned an IP address over DHCP (Dynamic Host Configuration Protocol), use the Device Discovery Tool in Crestron Toolbox™ software to discover the device and its IP address. For more information on configuring XPanel Web UI settings, refer to "Web Settings" on page 89.

To set up the Crestron Pyng system:

1. Tap the Crestron Pyng app icon  on the iPad home screen.

The Crestron Pyng app connects to the PYNG-HUB automatically, and a splash screen is displayed.

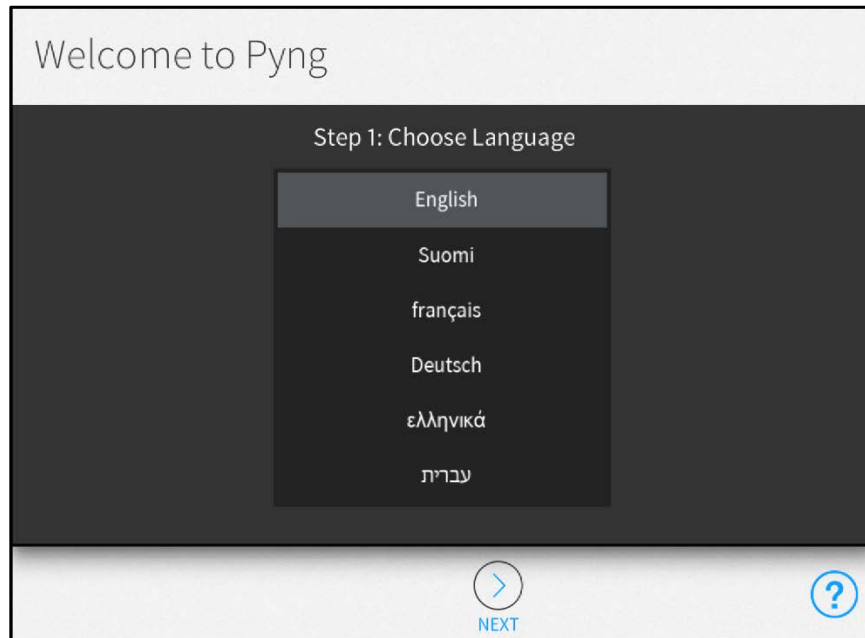
Crestron Pyng Splash Screen






NOTE: If the Crestron Pyng app does not connect to the PYNG-HUB automatically, enter the PYNG-HUB's hostname and tap **Connect**. The default hostname for a PYNG-HUB is "PYNG-H-xxxxxxx," where xxxxxxx is the last eight digits of the device's MAC address (excluding punctuation). The MAC address label is located on the bottom or rear of the device.

2. Tap the **Tap Here to Begin** text. The **Welcome to Pyng - Step 1: Choose Language** screen is displayed.

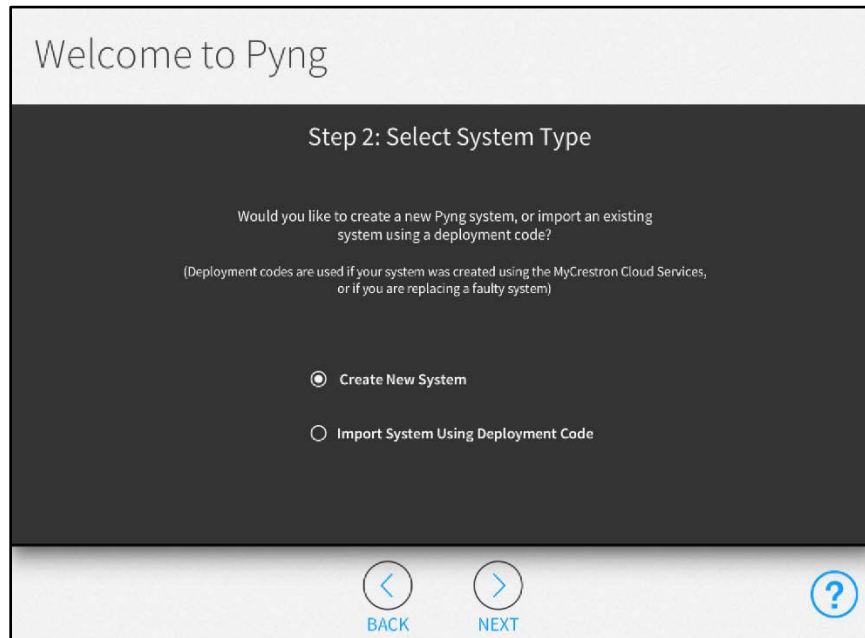
Welcome to Pyng Screen - Step 1: Choose Language



NOTES:

- Tap the help button  at any time to display help screens that explain the functions and features of each setup screen and that provide instructional videos. The iPad or setup device must be connected to the Internet to access videos.
 - Tap the **BACK** button () at any point during the setup process to return to the previous screen.
-
3. Swipe through the provided options to select a language that will be displayed by the system.
 4. Tap the **NEXT** () button. The **Welcome to Pyng - Step 2: Select System Type** screen is displayed.

Welcome to Pyng Screen - Step 2: Select System Type



The remaining setup procedures differ depending on whether a new system is created or an existing system is imported using a deployment code.

NOTE: Deployment codes are used if a Crestron Pyng system was already created using the MyCrestron Cloud Services or if a faulty PYNG-HUB must be replaced.

Create a New Crestron Pyng System

To create a new Crestron Pyng system:

1. Tap the radio button next to **Create New System**.
2. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 3: Setup System Information** screen is displayed.

Welcome to Pyng Screen - Step 3: Select System Type

Welcome to Pyng

Step 3: Setup System Information

System Name:

Location: Latitude Longitude

Date: August 28, 2017

Time: 5:02 PM

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

BACK NEXT

3. Enter the following system information:

- a. **System Name:** Enter a descriptive system name (for example, "Smith Residence").
- b. **Location:** Enter the system longitude and latitude coordinates.

NOTE: If setting up the Crestron Pyng system with an iPad, tap the **Synchronize with iPad** button to synchronize the time zone, longitude, and latitude automatically with the iPad device's location services.

- c. **Date:** Tap the wrench button to display spinners for selecting the month, day, and year.
 - d. **Time:** Tap the wrench button to display spinners for selecting the hour and minute buttons, and for selecting **AM** or **PM**.
 - e. **Time Zone:** Tap the wrench button to display a menu for selecting the time zone used by system.
4. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 4: Enter Dealer Information** screen is displayed.

Welcome to Pyng Screen - Step 4: Enter Dealer Information

Welcome to Pyng

Step 4: Enter Dealer Information

Dealer Name:

Dealer Email:

Dealer Phone #:

Dealer Password: Case Sensitive

BACK NEXT ?

5. Enter the following dealer information:
 - a. **Dealer Name:** Enter the Crestron dealer responsible for the system installation.
 - b. **Dealer Email:** Enter the email address of the Crestron dealer responsible for the system installation.
 - c. **Dealer Phone #:** Enter the phone number of the Crestron dealer responsible for the system installation.

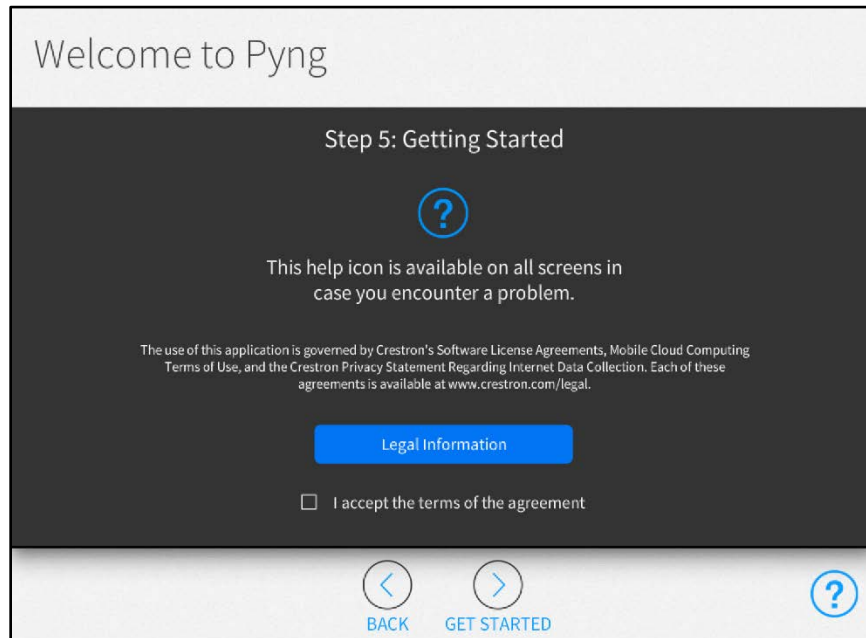
NOTE: Confirm that the dealer information is entered correctly, as this information is needed to place custom engraving orders through the Crestron Pyng system.

- d. **Dealer Password:** Enter an installer password for accessing the advanced system setup and configuration pages in installer configuration mode.

CAUTION: Do not lose the installer password, as the system must be reset to factory defaults to restore access to installer configuration mode.

6. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 5: Getting Started** screen is displayed.

Welcome to Pyng Screen - Step 5: Getting Started



7. Tap **Legal Information** to review legal information regarding the use of the Crestron Pyng application.
8. Tap the **I accept the terms of the agreement** check box to accept the legal agreement.
9. Tap the **Get Started** button (>) to complete the initial setup procedure and to display the main **Setup** page.

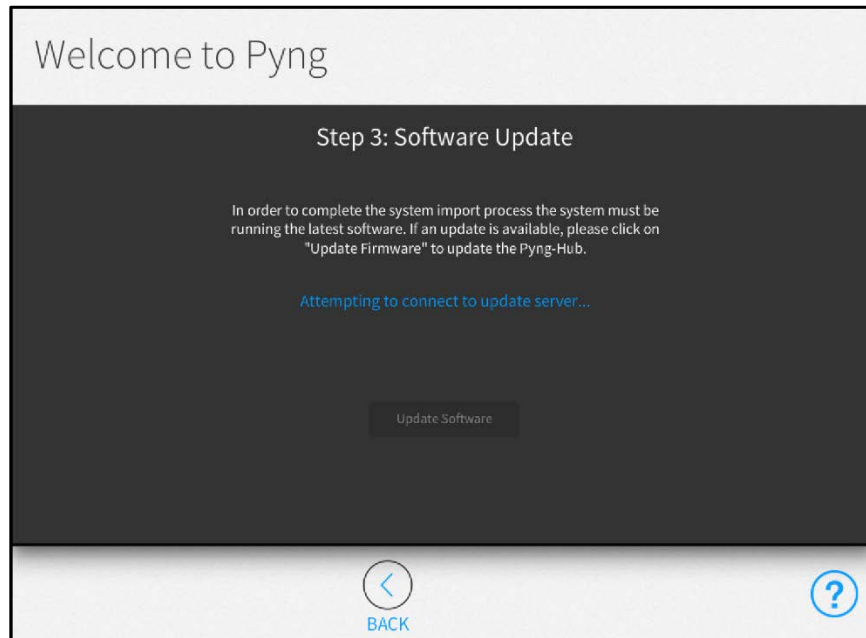
Import an Existing Crestron Pyng System

An existing Crestron Pyng system may be imported via a deployment code that is generated through the MyCrestron service. For more information on generating a deployment code, refer to "Appendix C: MyCrestron Configuration" on page 155.

To import an existing Crestron Pyng system with a deployment code:

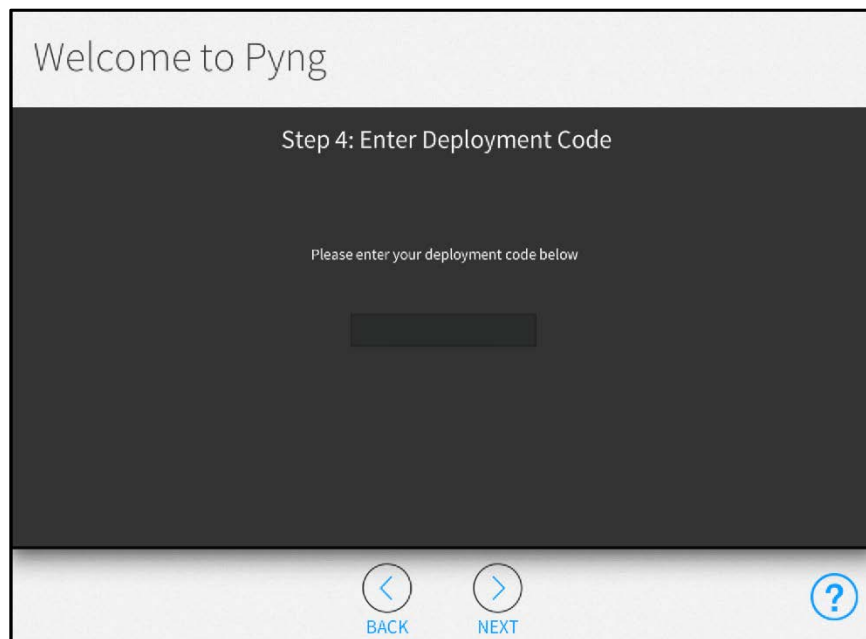
1. Tap the radio button next to **Import System Using Deployment Code**.
2. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 3: Software Update** screen is displayed and the Crestron Pyng app checks for updates to the PYNG-HUB firmware automatically if a network connection is established.

Welcome to Pyng Screen - Step 3: Software Update



3. If the PYNG-HUB firmware is not up to date, tap **Update Software** to download and install the latest firmware version.
4. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 4: Enter Deployment Code** screen is displayed.

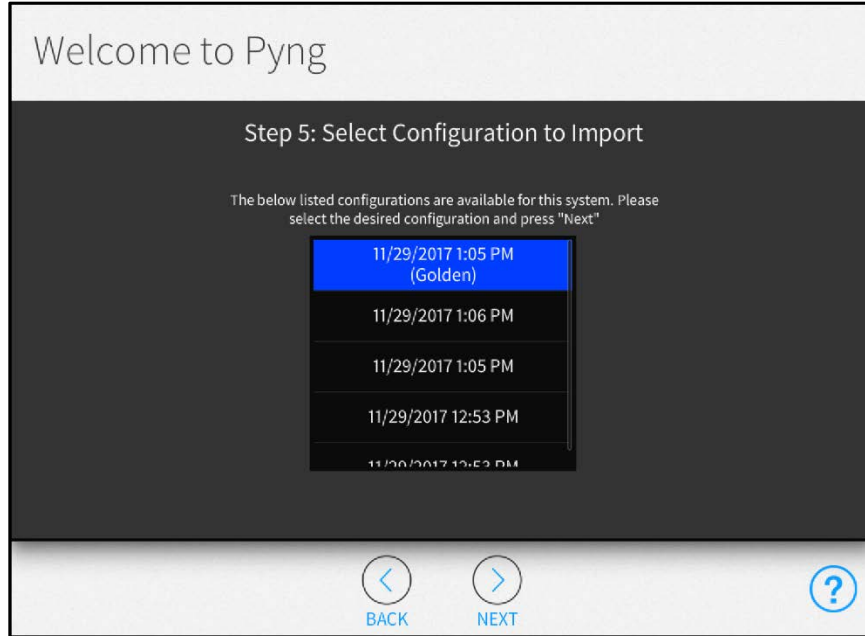
Welcome to Pyng Screen - Step 4: Enter Deployment Code



5. Enter the deployment code that was obtained for the Crestron Pyng system.

6. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 5: Select Configuration to Import** screen is displayed.

Welcome to Pyng Screen - Step 5: Select Configuration to Import

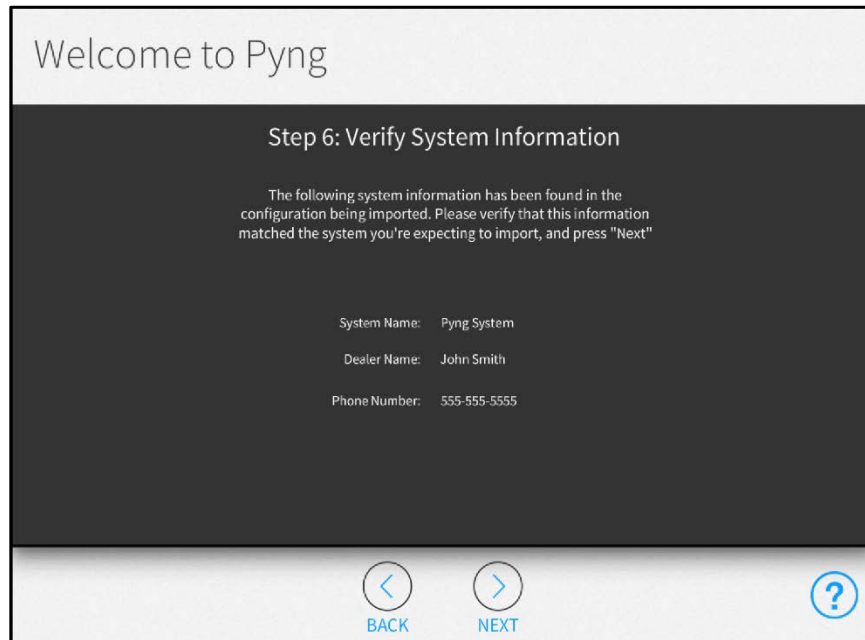


7. Swipe through the provided options to select a saved configuration file for the imported system.

NOTE: Golden configurations represent known, working system states that may always be restored safely, even after performing a factory restore. For more information on golden configurations, refer to "MyCrestron Services" on page 95.

8. Tap the **NEXT** button (>). After the chosen configuration file is downloaded, the **Welcome to Pyng - Step 6: Select Configuration to Import** screen is displayed.

Welcome to Pyng Screen - Step 6: Verify System Information

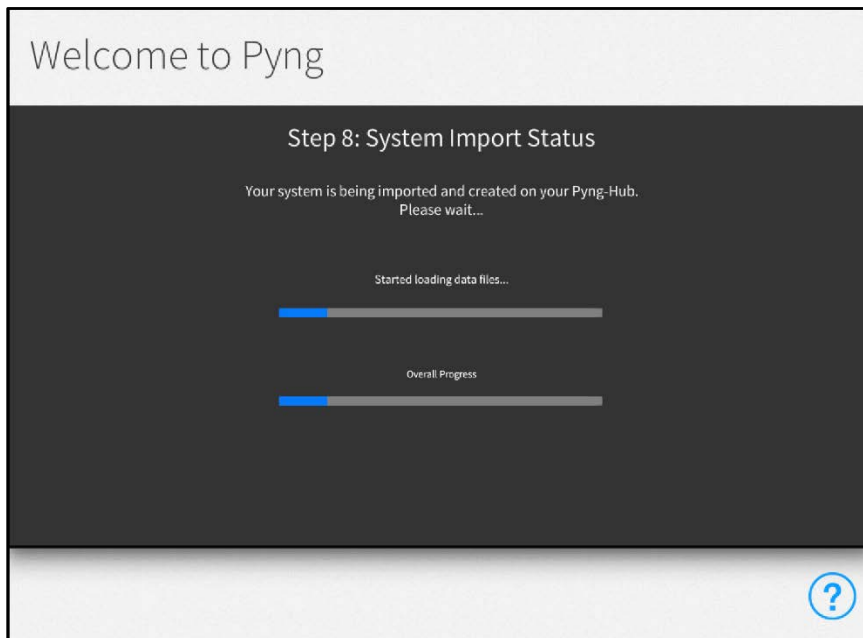


9. Verify that the provided system name, dealer name, and phone number are correct, and then tap the **NEXT** button (>). A screen is displayed stating that the selected system will be imported and created on the PYNG-HUB.

NOTE: If the provided information is incorrect, update it by navigating to **Installer Settings > System Info & Passwords** once the setup procedure is complete. For more information, refer to "System Detail & Password Configuration" on page 83.

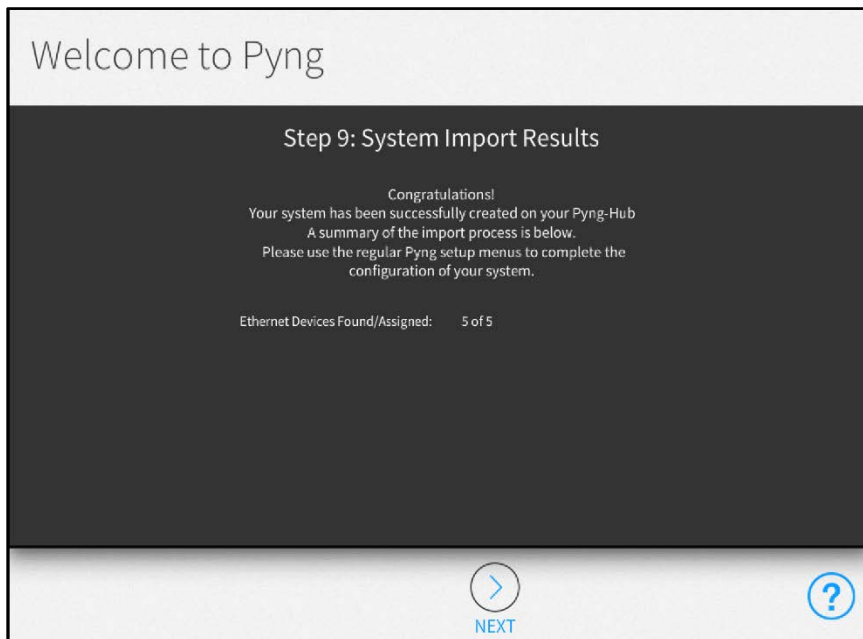
10. Tap the **NEXT** button (>) to confirm the import. The **Welcome to Pyng - Step 8: System Import Status** screen is displayed, which shows the import progress.

Welcome to Pyng Screen - Step 8: System Import Status



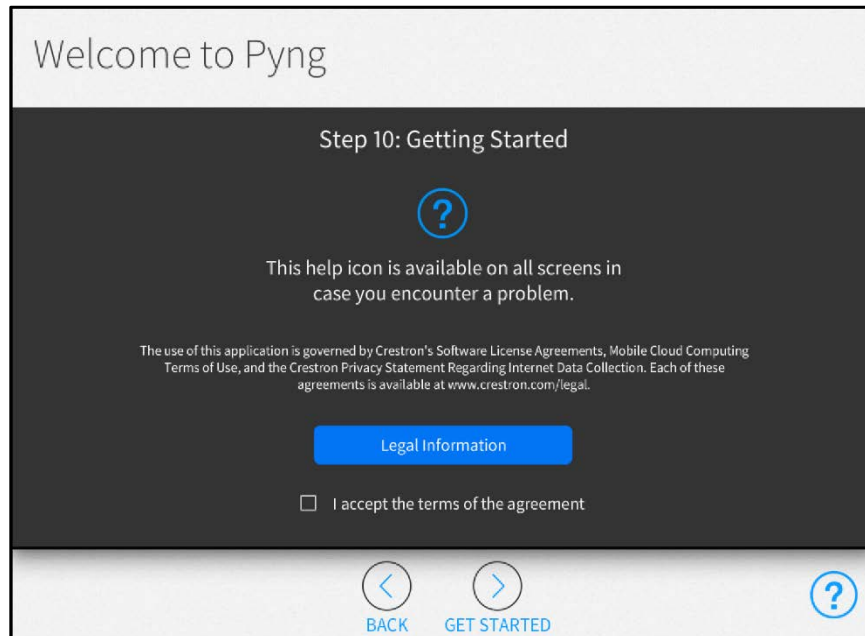
Once the system is imported, the **Welcome to Pyng - Step 9: System Import Results** screen is displayed. An import summary, including the number of Ethernet devices that were discovered, is provided.

Welcome to Pyng Screen - Step 9: System Import Results



11. Tap the **NEXT** button (>). The **Welcome to Pyng - Step 10: Getting Started** screen is displayed.

Welcome to Pyng Screen - Step 10: Getting Started

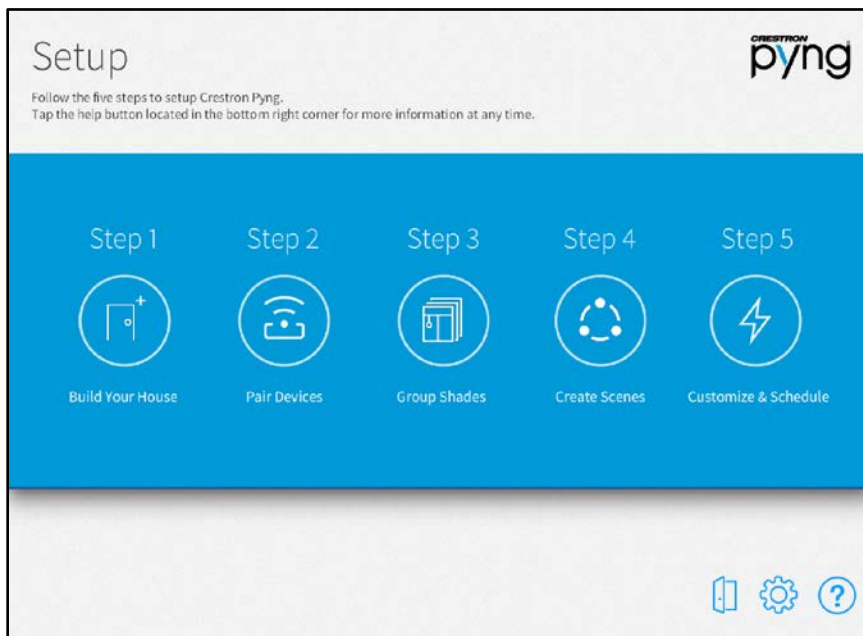


12. Tap **Legal Information** to review legal information regarding Crestron Pyng application use.
13. Tap the **I accept the terms of the agreement** check box to accept the legal agreement.
14. Tap the **Getting Started** button (>) to complete the initial setup procedure and to display the main **Setup** page.

Installer Configuration

Once the initial setup procedure is complete, the main **Setup** screen is displayed.


Setup Screen



To set up a Crestron Pyng system, simply follow the five steps listed below. Perform each step by tapping its respective button on the **Setup** screen.











1. **Build Your House**
2. **Pair Devices**
3. **Group Shades**
4. **Create Scenes**
5. **Customize & Schedule**


Each configuration step is described in the sections that follow.


Tap the menu button  on any of the setup screens to display a menu for navigating quickly through the screens. Tap on a button in the menu to access its respective setup screen. Tap the menu button again to hide the menu.


Refer to the table on the following page for a list of menu functions.

Setup Screen Menu Buttons

MENU BUTTON	SETUP PAGE
	Build House
	Pair Devices
	Shade Groups
	Light Scenes
	Shade Scenes
	Audio Scenes
	Climate Scenes
	Scheduler
	Actions & Events
	Thermostats

Tap the help button  on any of the **Setup** screens to display dialog boxes that explain screen functions and features and provide links to tutorial videos.


Tap the gear button  to display the **Installer Settings** screen to configure advanced Crestron Pyng system settings. For more information on the **Installer Settings** screen, refer to "Installer Settings" starting on page 77.

Tap the door button  to leave installer configuration mode and to enter user control mode. For more information of user control mode, refer to "Operation" starting on page 121.

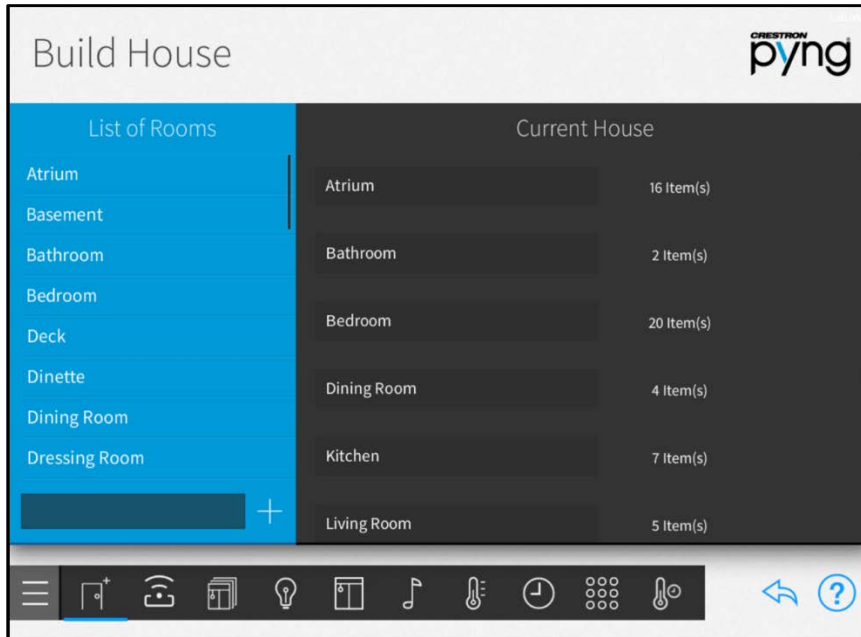
To access the installer setup screens while in user control mode:

1. On the home screen, select **Settings** from the collapsible side menu.
2. Enter the installer password when prompted, and then tap **OK**. The main **Setup** screen is displayed.

Step 1: Build Your House

Tap the **Build Your House** button on the **Setup** screen or the Build House button  on the setup menu to display the **Build House** screen.

Build House Screen



Use the **Build House** screen to define and group physical rooms in the house. This screen also lists the rooms defined for the house and the number of devices associated with each room.



To add a new room:

1. Select a predefined room name from the **List of Rooms** menu.
2. If necessary, make any modifications to the room name in the lower-left text box.

NOTE: Two rooms may not use the same name. The system rejects the new room if the room has the same name as one that has already been added.

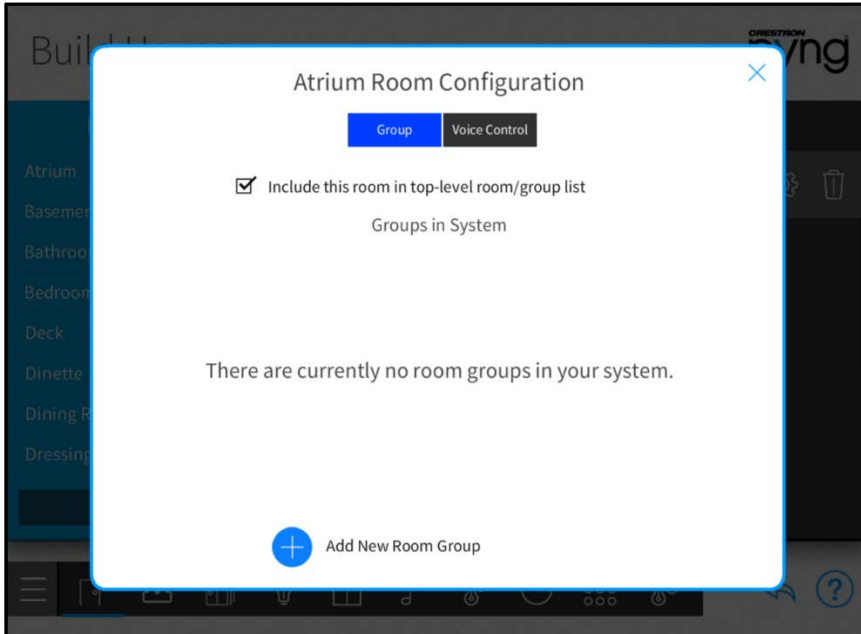
3. Tap the plus button (+) to add the room.

To edit an existing room, select the room from the **Current House** menu. The following options are provided for each room.

- To edit the room name, tap the room name to display a text box. Then, use the on-screen keyboard to edit the room name.
- To configure settings for the room, select the room from the Current House menu, and then tap the gear button  next to the room name.
- To delete a room, tap the trashcan button  next to the room name.

When the gear button  is tapped, The **Room Configuration** dialog box opens with the **Group** tab open.

Atrium Room Configuration Dialog Box - Group Tab



The following configuration options are provided for each room.



Room Groups

Tap the **Group** tab to select whether the room is included in the top-level room/group list in the user control interface. The room may also be added to a room group.

To add a new room group:

1. Tap the plus button (+) next to **Add New Room Group**.
2. Enter a descriptive name for the room group, and then tap **OK**.

Once a room group has been added, select the check box to the left of the group name to add the room to that group. The following options are provided for each room group:

- Tap the room group name, and then use the on-screen keyboard to edit the room name.
- Tap the information button  to view all the rooms added to the group.
- Tap the trashcan button  to delete the room group.

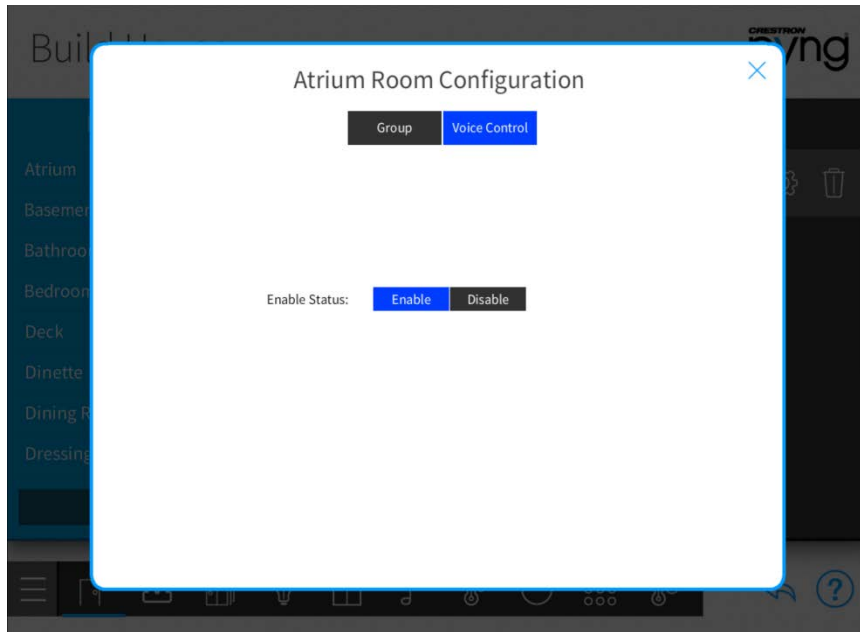
NOTE: Deleting a room group does not delete the assigned rooms from the system.

Select the check box at the top of the Room Configuration dialog box to add or remove the room from the top-level room list that is displayed in user control mode. A checked box indicates that the room is included in the top-level room list.

Voice Control

Tap the **Voice Control** tab to enable or disable the ability to control the room with voice control services (if enabled for the system).

Atrium Room Configuration Dialog Box - Voice Control Tab




Tap **Enable** to enable voice control for the room, or tap **Disable** to disable voice control for the room.

NOTE: For more information about setting up voice control on the Crestron Pyng system, refer to "Voice Control Settings" on page 98.

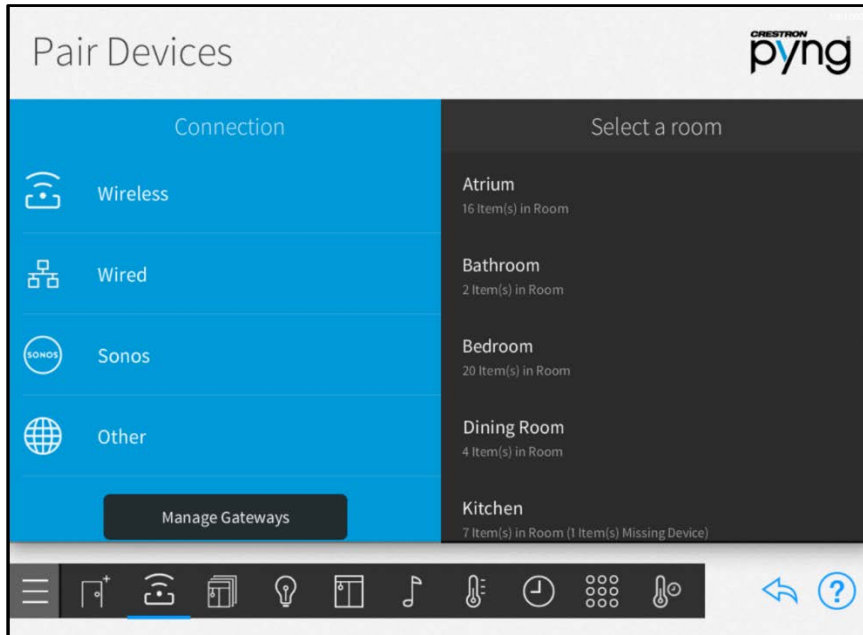
Tap the **x** button to return to the **Build House** screen.

On the **Build House** screen, tap the back arrow button  to return to the main **Setup** screen.

Step 2: Pair Devices

Tap the **Pair Devices** button on the **Setup** screen or the Pair Devices button  on the setup menu to display the **Pair Devices** screen.

Pair Devices Screen




Use the **Pair Devices** screen to pair devices, including Sonos® devices, with the Crestron Pyng system.

Associate a device with the room where it is installed after it is paired. This process establishes automatic scenes (such as **All On** and **All Off**) and enables adding the device to a programmed action or event.

NOTE: For a comprehensive list of devices that are supported by Crestron Pyng, refer to the Pair with Perfection section of the Crestron Pyng product page at www.crestron.com/en-US/Products/Featured-Solutions/Crestron-Pyng. Support for new devices is added to the system via firmware updates.

The following sections describe the different device types that may be paired with the Crestron Pyng system.

Tap the back arrow button  to return to the main **Setup** screen.

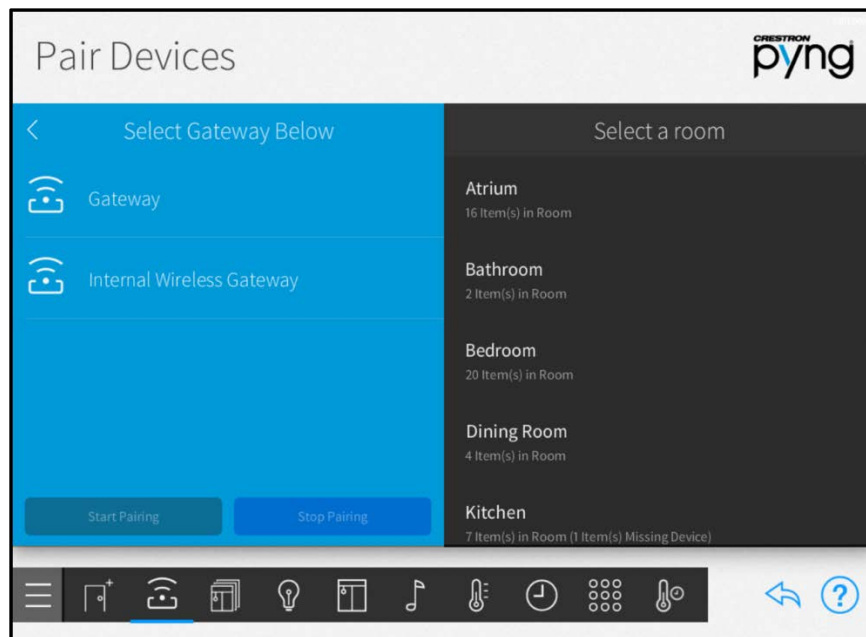
Pair Wireless Devices

To pair wireless devices with the Crestron Pyng system:

NOTE: 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 (Doc. 6689) at www.crestron.com/manuals.

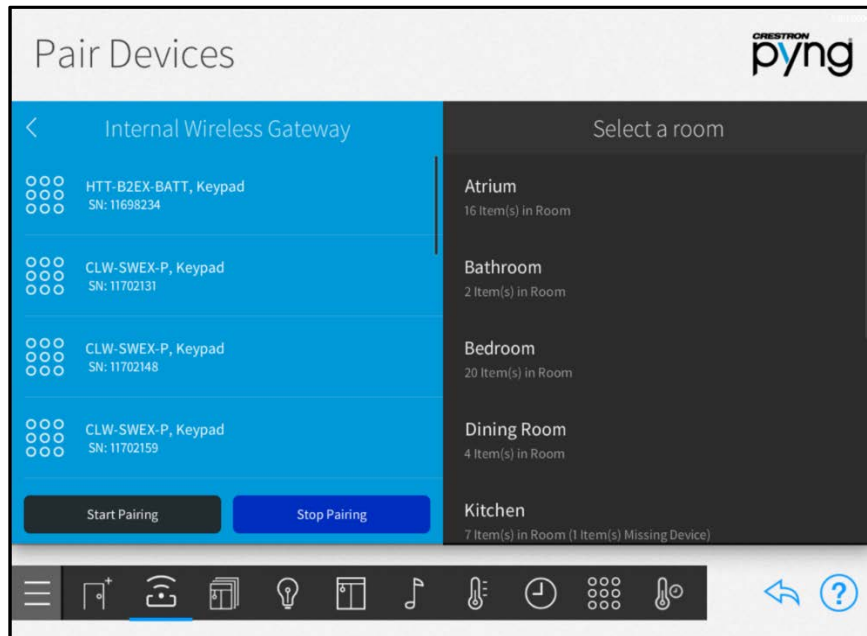
1. Select **Wireless** from the **Device Types** menu.
2. Select a wireless gateway from the **Select Gateway Below** menu. The PYNG-HUB internal wireless gateway is selected by default if no other gateway is paired with the system.

Pair Devices Screen - Select Gateway Below Menu



3. Tap **Start Pairing** to place the selected gateway into acquire mode.
4. Place the wireless device(s) into acquire mode as described in the device's documentation. Acquired devices display underneath the gateway on the **Pair Devices** screen.

Pair Devices Screen - Internal Wireless Gateway Menu

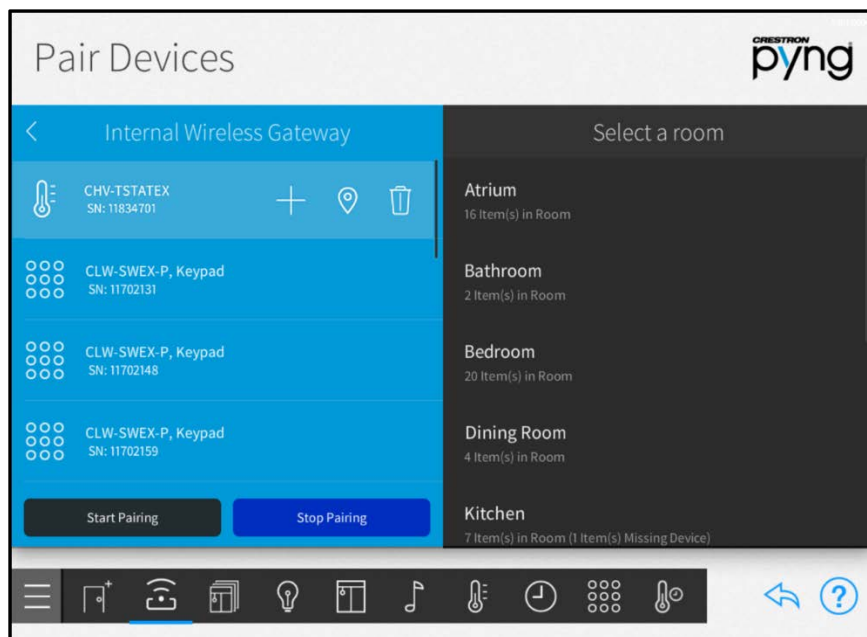




5. Tap **Stop Pairing** to remove the selected gateway from acquire mode.

To associate a paired wireless device with a room:

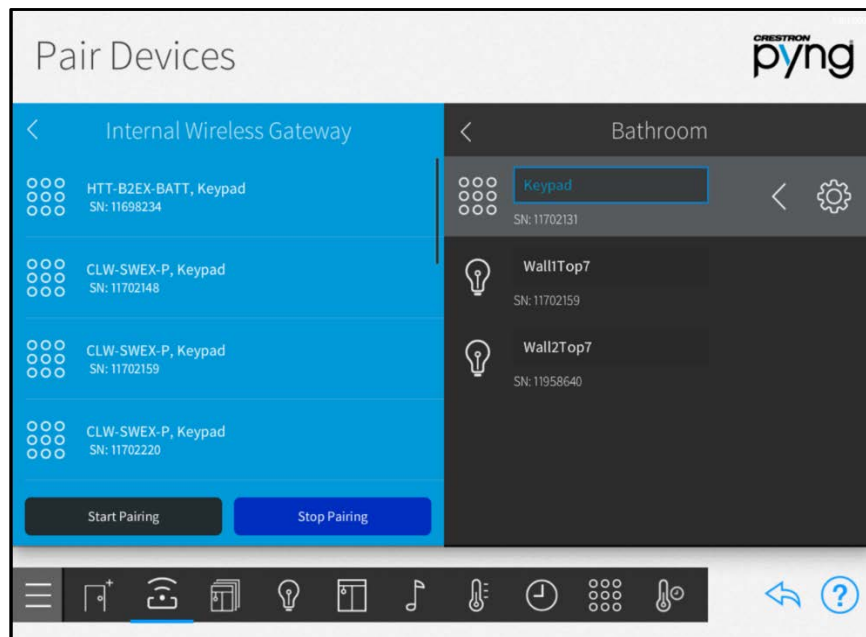
1. Select the room where the device is installed from the **Select a room** menu.
2. Select the device from the wireless gateway's menu.


Pair Devices Screen - Internal Wireless Gateway Menu



- Tap the location button  to turn on the location feature for the device (if supported), which is used to locate the device in the room.
 - Tap the trashcan button  to delete the device from the gateway. The device must be reacquired if it needs to be added back to the system.
3. Tap the plus button (+) to add the device to the room selected in step 1.
 4. Enter a descriptive name for the device.
 5. Tap **OK**. The device is added to the room.

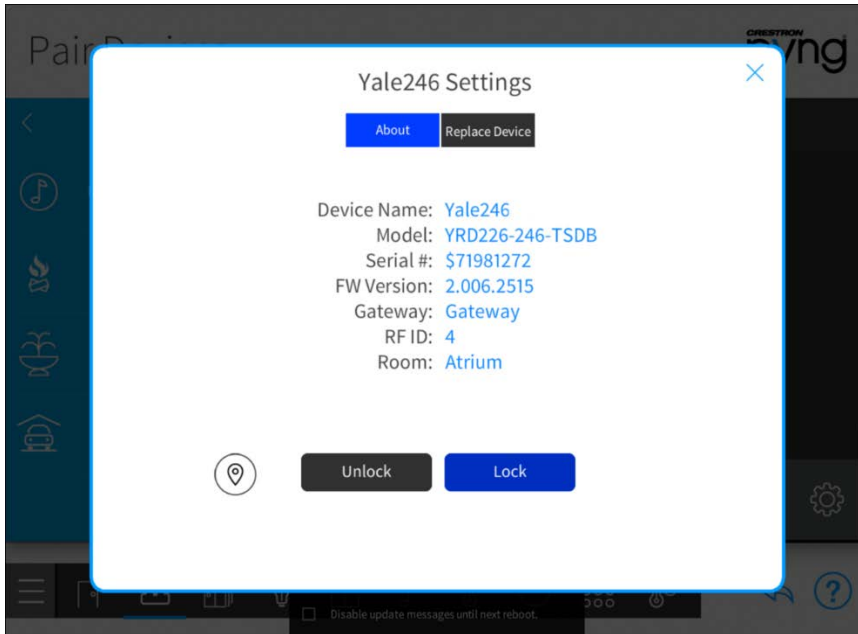
Pair Devices Screen - Internal Wireless Gateway Menu



After a wireless device is associated with a room, tap the gear button  next to the device name to display a Settings dialog box, which is used to configure device settings.

The settings dialog box for a Yale® touch screen deadbolt is shown on the following page.

Yale246 Settings Dialog Box



NOTE: For more information about configuring device-specific settings, click the help button (?) on the bottom of the device's settings dialog box (if available), or refer to the device's documentation.

Tap the back arrow (<) next to a wireless device to disassociate the device from the room. The device is removed from the room and is added back to the gateway menu that was used to pair the device.

NOTE: For most devices, removing the device from a room does not remove it from the entire system.

Tap the back arrow (<) next to a gateway name to return to the **Select Gateway Below** menu.

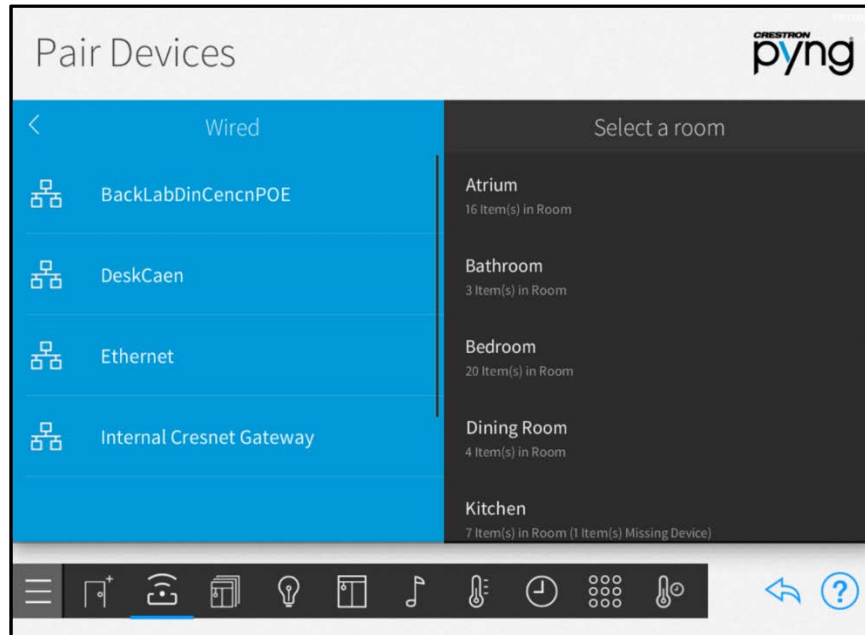
Tap the back arrow (<) next to **Select Gateway Below** to return to the **Device Types** menu.

Pair Wired Devices

To pair wired devices with the Crestron Pyng system:

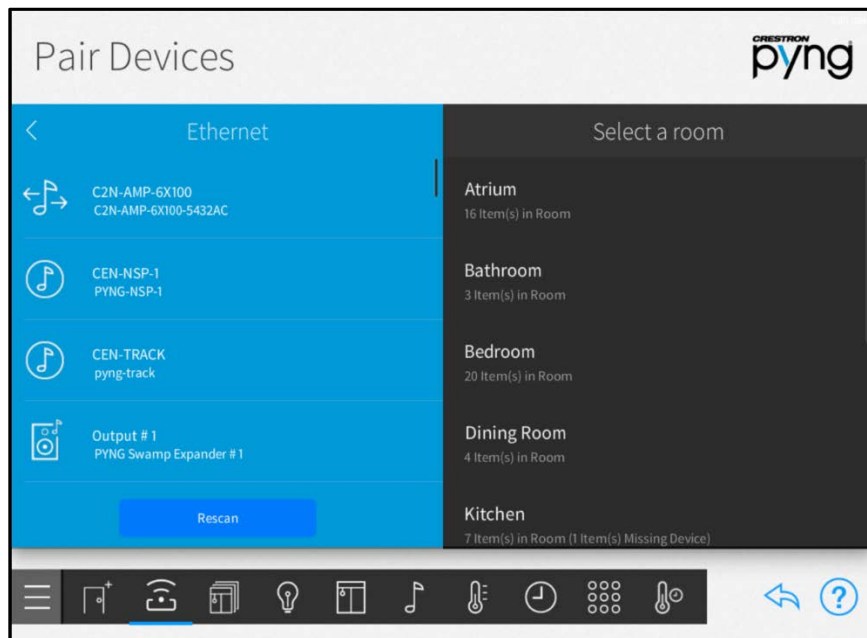
1. Select **Wired** from the **Device Types** menu.

Pair Devices Screen - Wired



2. Select a wired connection from the **Wired** menu to scan the selected network for any unpaired devices. Discovered devices display underneath the wired network on the **Pair Devices** screen.

Pair Devices Screen - Ethernet



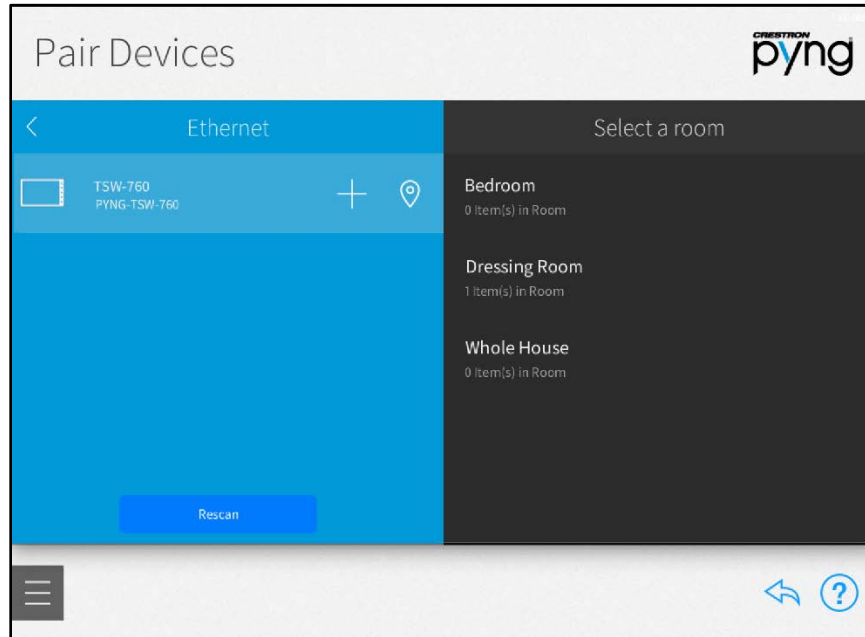
NOTE: If adding a wired device with connected outputs, such as an SWAMP series audio expander, each output is discovered as an individual source that may be added to a different room.

If necessary, tap **Rescan** to rescan the selected network for any unpaired wired devices.


To associate a paired wired device with a room:

1. Select the room where the device is installed from the **Select a room** menu.
2. Select the device from the wired connection's menu.

Pair Devices Screen - Ethernet

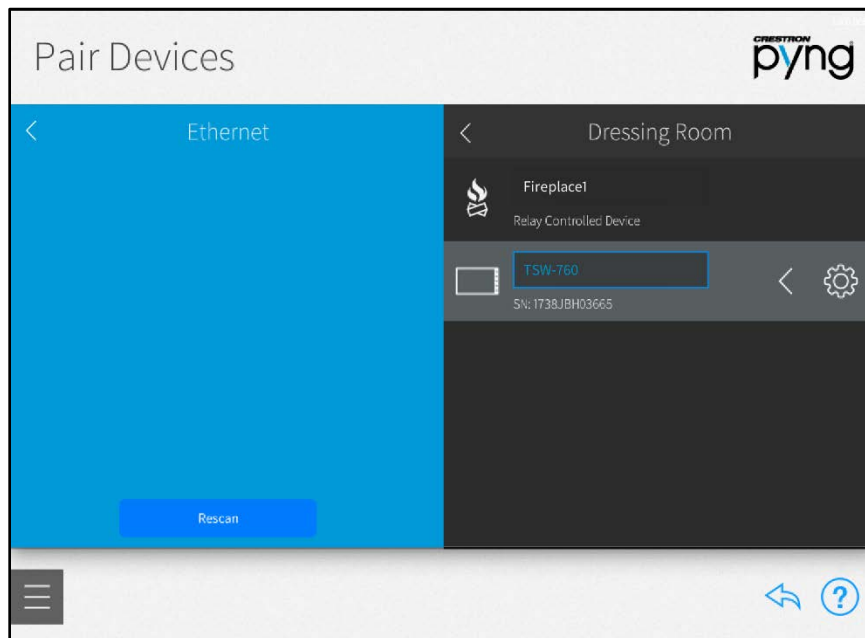



3. Tap the plus button (+) to add the device to the room selected in step 1.


NOTE: Tap the location button  to turn on the location feature for the device (if supported), which is used to locate the device in the room.

4. Enter a descriptive name for the device.
5. Tap **OK**. The device is added to the room.

Pair Devices Screen - Ethernet



After a wired device is associated with a room, tap the gear button  next to the device name to display a Settings dialog box, which is used to configure device settings.

NOTE: For more information about configuring device-specific settings, click the help button  on the bottom of the device's settings dialog box (if available), or refer to the device's documentation.

Tap the back arrow (<) next to a wired device to disassociate the device from the room. The device is removed from the room and is added back to the wired connection menu that was used to pair the device.

NOTE: For most devices, removing the device from a room does not remove it from the entire system.

Tap the back arrow (<) next to a wired connection name to return to the **Wired** menu.

Tap the back arrow (<) next to **Wired** to return to the **Device Types** menu.

Pair Sonos Devices

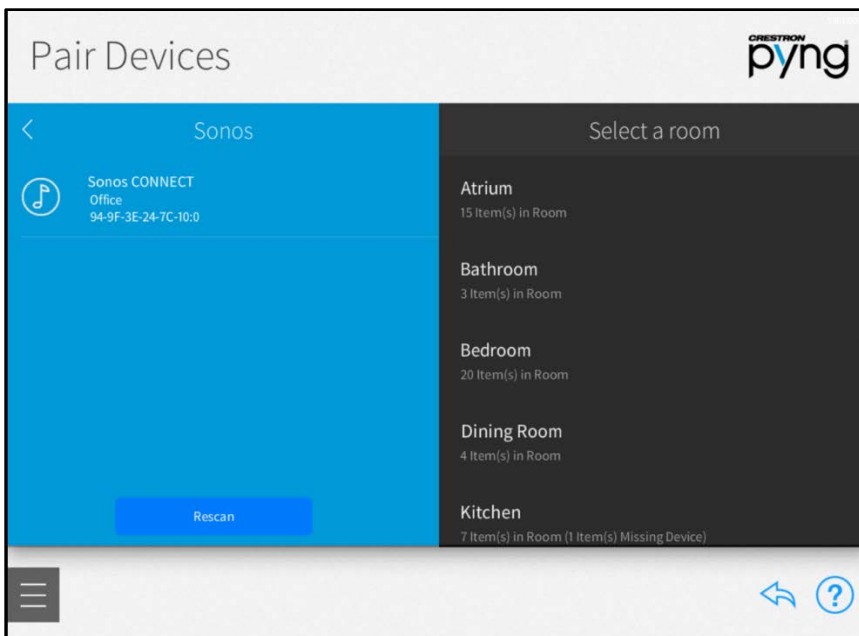
NOTE: For best practices regarding integrating Sonos devices within the Crestron Pyng system, refer to "Appendix A: Sonos and Crestron Pyng Best Practices" on page 153.

To pair Sonos CONNECT devices with the Crestron Pyng system, select **Sonos** from the **Device Types** menu to scan the local network for any Sonos CONNECT devices. Only Sonos CONNECT devices that are ungrouped or a group leader will be discovered during the scan.

NOTE: All Sonos CONNECT devices must be discovered and configured using the Sonos app prior to pairing them with the Crestron Pyng system. Ungroup all speakers in the Sonos app prior to performing a system scan.

Discovered Sonos CONNECT devices display underneath the **Sonos** menu.

Pair Devices Screen - Sonos





To associate a paired Sonos device with a room:

1. Select the room where the Sonos CONNECT device is installed from the **Select a room** menu.
2. Tap the plus button (+) next to the Sonos CONNECT device name. The Sonos CONNECT device is added to the room.

NOTE: The first Sonos device that is added may take up to a minute to display after it is associated with a room.

In necessary, tap **Rescan** to rescan the network for unpaired Sonos devices.

After a Sonos device is associated with a room, tap the gear button  next to the device name to display a Settings dialog box, which is used to configure device settings.

NOTE: For more information about configuring device-specific settings, click the help button  on the bottom of the device's settings dialog box, or refer to the device's documentation.

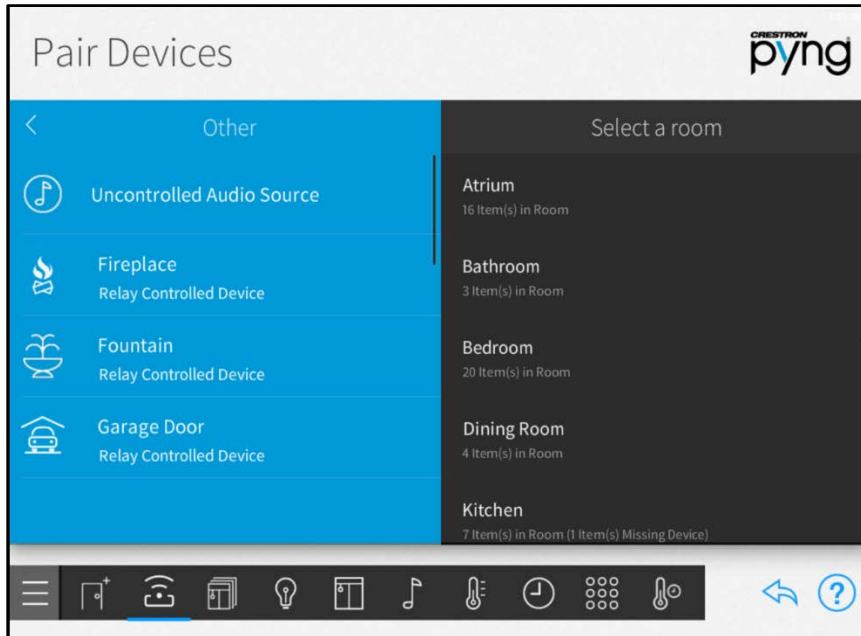
Tap the back arrow (<) next to a Sonos device to disassociate the device from the room. The device is removed from the room and is added back to the **Sonos** menu.

Tap the back arrow (<) next to **Sonos** to return to the **Device Types** menu.

Pair Other Devices

Select **Other** from the **Device Types** menu to pair other devices with the Crestron Pyng system, including uncontrolled A/V sources and relay-controlled devices.

Pair Devices Screen - Other





To pair a device with the Crestron Pyng system:

1. Select the room where the device is installed from the **Select a room** menu.
2. Select the device type from the **Other** menu, and tap the plus button (+).
3. Enter a descriptive name for the device.
4. Tap **OK**. The device is added to the room.

NOTES:

- Uncontrolled and relay-controlled devices must be connected to the appropriate hardware in order to function properly in the system. Set up and test connections for applicable devices in the device's settings screen.
- The status of controlled devices is not reported by the system. The device status must be verified manually.

After a device is associated with a room, tap the gear button  next to the device name to display a Settings dialog box, which is used to configure device settings.

NOTE: For more information about configuring device-specific settings, click the help button  on the bottom of the device's settings dialog box (if available), or refer to the device's documentation.


Tap the back arrow (<) next to a device to disassociate the device from the room. The device is removed from the room.

Tap the back arrow (<) next to **Other** to return to the **Device Types** menu.

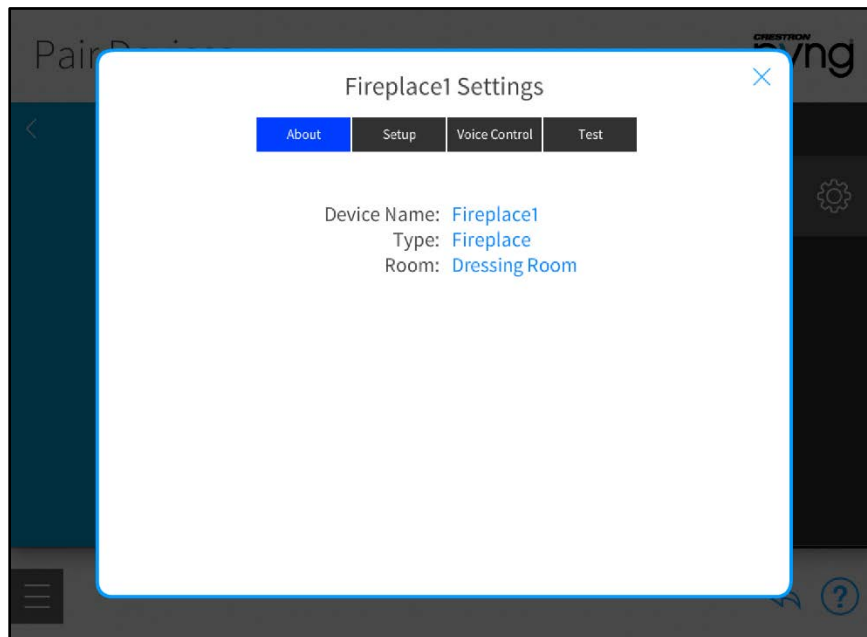
Configure a Relay-Controlled Device

To configure a relay-controlled device with the Crestron Pyng system:

NOTE: The relay device must be installed in the room and wired to the relay port of a paired control device in order to function properly. For more information, refer to the relay device's documentation.

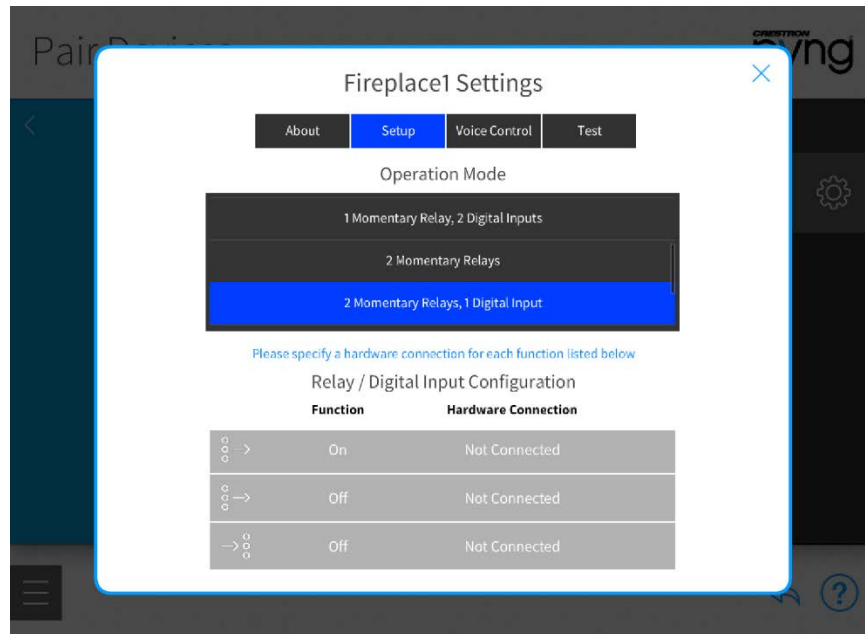
1. Select the room where the relay device is installed from the **Select a room** menu.
2. Tap the gear button  next to the relay device. The Settings dialog box for the relay device is displayed.


Fireplace1 Settings - About Tab



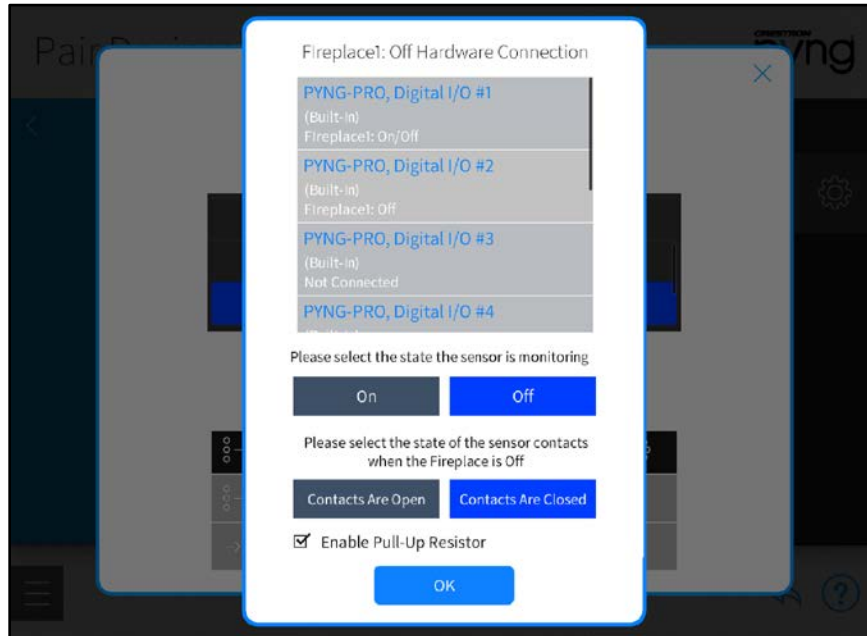
3. Tap the **Setup** tab.

Fireplace1 Settings - Setup Tab



4. Choose the appropriate relay behavior from the **Operation Mode** menu:
 - If a Momentary behavior is selected, the controlled device is set (turned on) or reset (turned off) by a relay command, and remains in the selected state for a set duration.
 - If a Latching behavior is selected, the controlled device is set or reset by a relay command, and remains in the selected state until an inverse command is sent.
5. Select a relay connection from the **Relay / Digital Input Configuration** menu.
6. Tap the gear button  next to a relay or input to set a hardware connection for the selected behavior.

Fireplace1: Off Hardware Connection



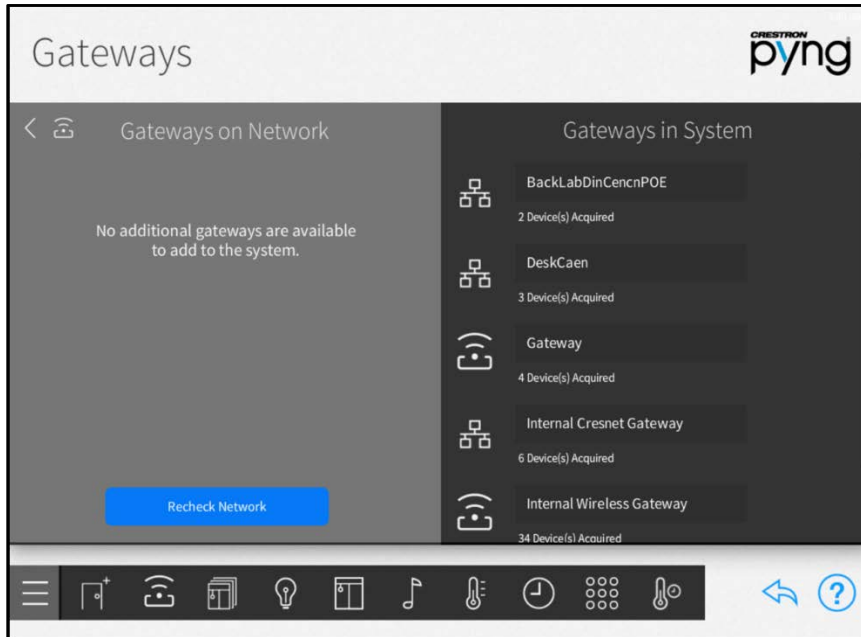
NOTE: The appropriate devices must be added to the system prior to configuring a hardware connection.

- a. Select the appropriate input port from the provided options.
 - b. If applicable, select the sensor monitoring state (**On** or **Off**).
 - c. If applicable, select the sensor contact states when turning off the relay device (**Contacts Are Open** or **Contacts Are Closed**).
 - d. Tap the checkbox next to **Enable Pull-Up Resistor** to enable or disable using a pull-up resistor for the hardware connection. A checked box indicates an enabled pull-up resistor.
7. Tap the **Test** tab to view and test the configured relay behavior(s). The hardware connection for the relay behavior(s) must be configured before they may be tested.

Manage Gateways


Tap **Manage Gateways** in the **Device Types** menu to scan the local network for any additional gateways that may be added to the Crestron Pyng system. Discovered gateways appear under the **Gateways on Network** menu.

Gateways Screen

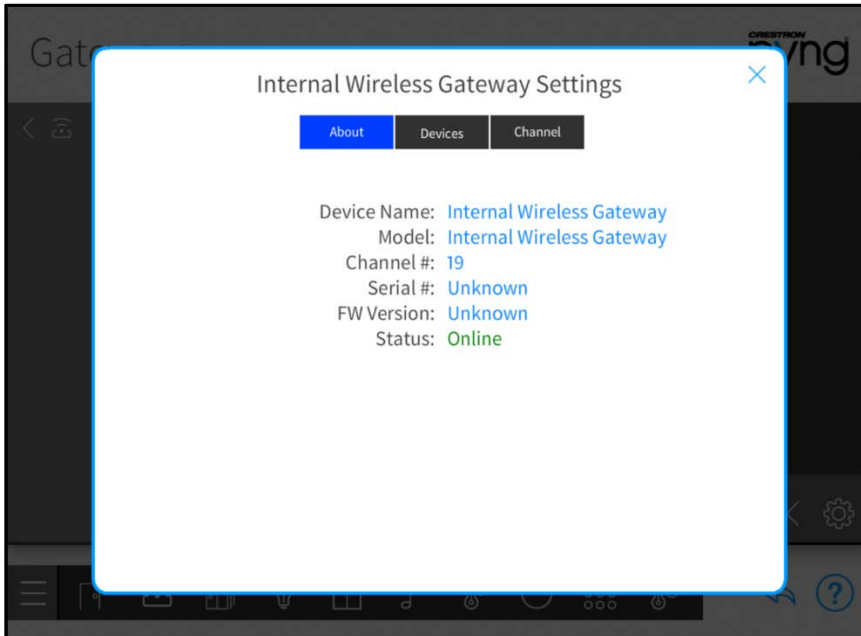


Tap the plus button (+) next to a discovered gateway to add it to the system. A system may contain up to five gateways.

Once a gateway has been added to the system, select it from the **Gateways in System** menu to access the following options.

Tap the gear button  next to the gateway name to display a Settings dialog box, which is used to configure gateway settings.

Internal Wireless Gateway Settings Dialog Box - About Tab



- Tap the **About** tab to view various gateway settings, including the gateway name, model, serial number, firmware version, and network status. Additionally, the assigned RF channel is displayed for wireless gateways.
- Tap the **Devices** tab to view all devices acquired to the gateway. The device name, serial number, device components (such as keypad or dimmer) and their locations in the house, and the network status are displayed for each device.
- Tap the **Channel** tab to view and configure the RF channel assigned to the gateway. For more information about assigning an RF channel, refer to the gateway's documentation.

NOTE: Removing a gateway also removes all devices acquired by that gateway.

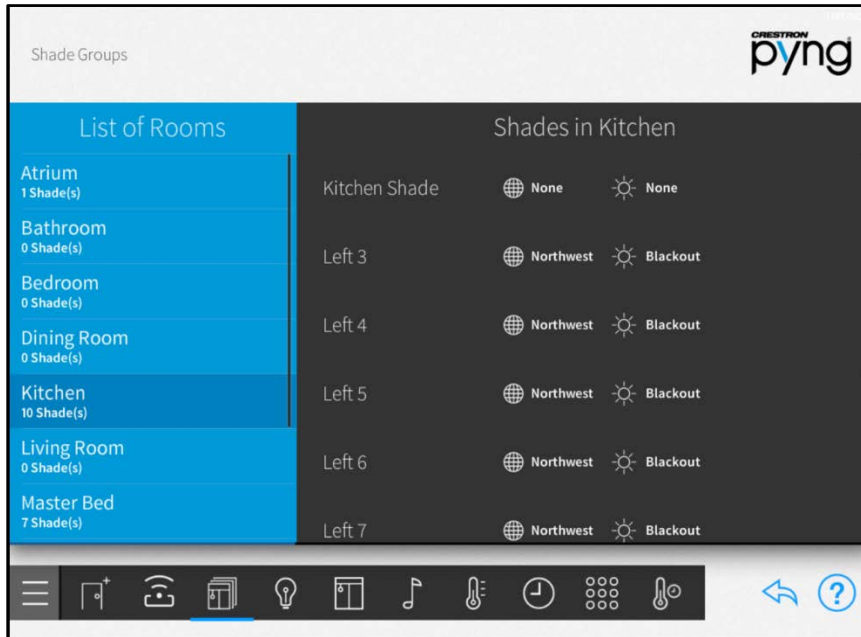
If necessary, tap **Recheck Network** to rescan the network for available gateways.

Tap the back arrow (<) next to **Gateways on Network** to return to the **Pair Devices** menu.

Step 3: Shade Groups

Tap the **Group Shades** button on the **Setup** screen or the Shade Groups button  on the setup menu to display the **Shade Groups** screen.

Shade Groups Screen



Use the **Shade Groups** screen to group multiple shade motors together. Shade motors that have the same fabric type and that are installed on the same window may be grouped. When shade motors are grouped, all shade motors for an entire window may be controlled as one.


Select a room from the **List of Rooms** menu to view all of the shade motors configured for that room. The user-defined name, the direction the associated window is facing, and the fabric type are displayed for each shade motor.

Shades motors that share the same window facing direction, the same fabric type, or both are grouped together automatically. From this point forward, the shade groups will appear in the configuration steps instead of the individual motors.

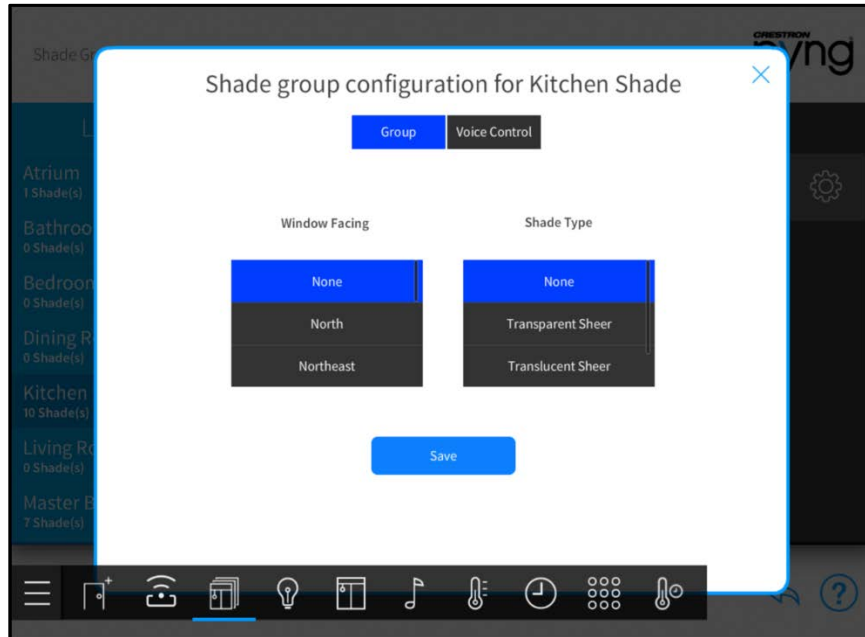
NOTES:

- Shade groups do not span across multiple rooms. However, multiple shade groups in different rooms may be controlled at the same time using shade scenes, actions, and events.
 - Shade motors may be grouped by window facing direction only, fabric type only, or both window facing direction and fabric type.
-

To view and edit shade motor settings:

1. Select the shade motor from the **Shades in [Room]** menu.
2. Tap the gear button  next to the motor name. The **Shade group configuration** dialog box is displayed.

Shade group configuration for Shade Dialog Box - Group Tab



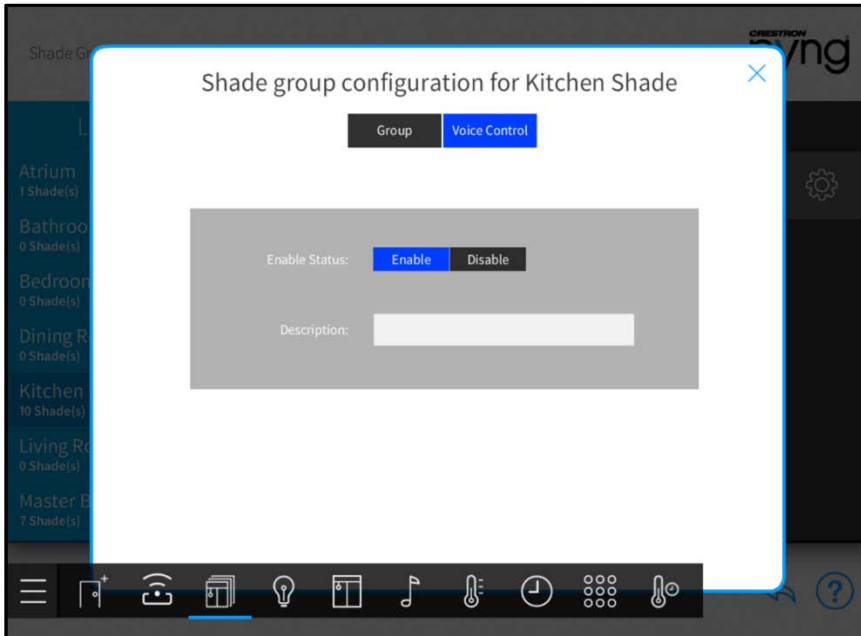
Tap the **Group** tab to change the window facing direction and the fabric type for the shade motor.

The following configuration options are provided:

- **Window Facing:** Select the direction that the shade motor's associated window is facing.
- **Shade Type:** Select the fabric type of the shade controlled by the shade motor.

Tap the **Voice Control** tab to enable or disable the ability to control the shade motor with voice control services (if enabled for the system).

Shade group configuration for Shade Dialog Box - Voice Control Tab



NOTE: For more information on configuring voice control for the Crestron Pyng system, refer to "Voice Control Settings" on page 98.

The following configuration options are provided:

- **Enable Status:** Select whether voice control is enabled or disabled for the shade motor.
- **Description:** Enter a description for the voice control command that appears in the voice control application.

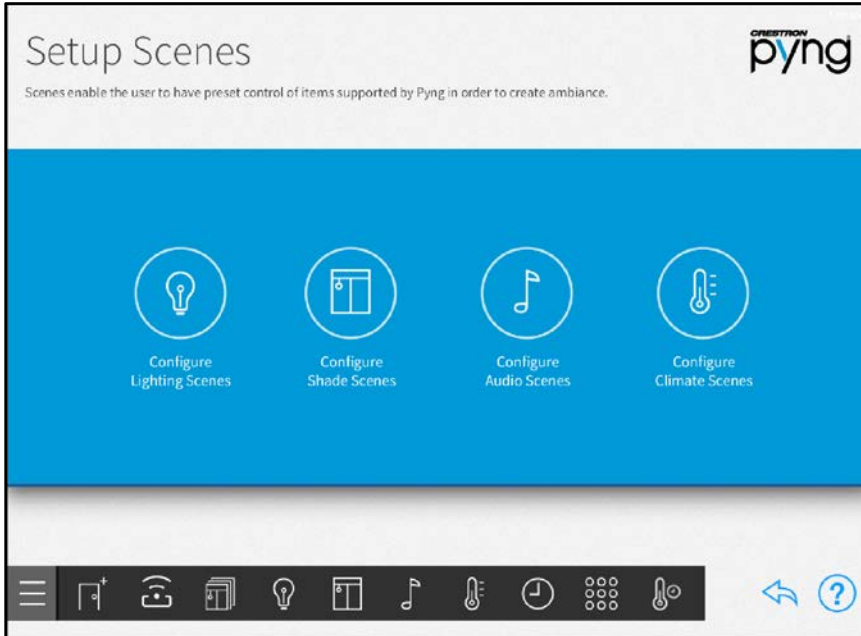
Tap **Save** on the **Group** tab to save any changes.

On the **Shade Groups** screen, tap the back arrow button  to return to the main **Setup** screen.

Step 4: Create Scenes

Tap the **Create Scenes** button on the **Setup** screen to display the **Setup Screens** screen.

Setup Scenes Screen




Use the **Setup Scenes** screen to create and configure scenes for the Crestron Pyng system, including lighting scenes, shade scenes, audio scenes, and climate scenes.


Scenes are preset configurations for different device types that create a specific ambiance when recalled. Scenes may be recalled from keypads, touch screens, and scheduled events.

The following sections describe the different scenes that may be created for the Crestron Pyng system.

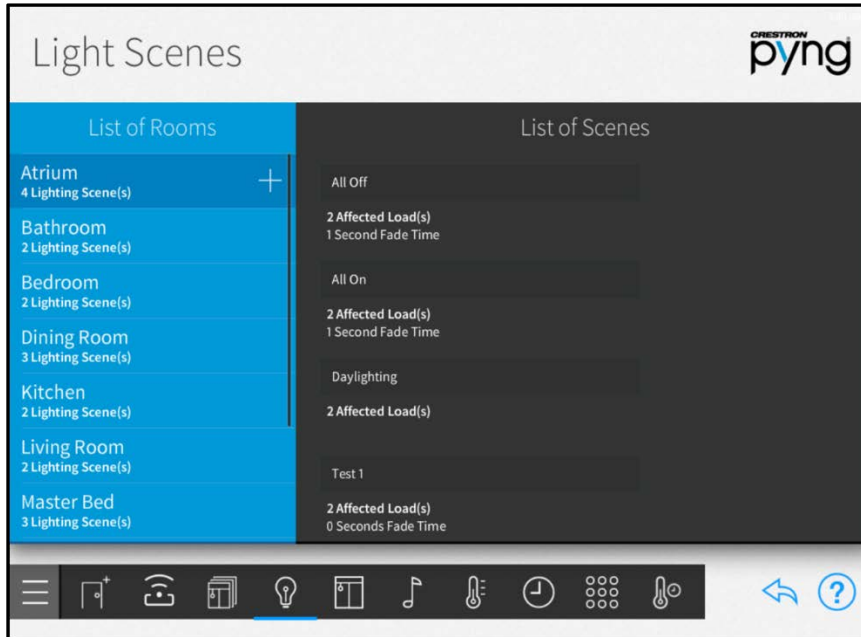
NOTE: Each room may contain up to 24 scenes for each scene type. (For example, a room may contain up to 24 lighting scenes, up to 24 shade scenes, and so forth.)

Tap the back arrow button  to return to the main **Setup** screen.

Light Scenes

Tap the **Configure Lighting Scenes** button on the **Setup Scenes** screen or the Light Scenes button  on the setup menu to display the **Light Scenes** screen.

Light Scenes Screen



Use the **Light Scenes** screen to create lighting scenes for a specific room or for the entire house.

Lighting scenes are used to set predefined levels for multiple lighting loads. By default, the Crestron Pyng system creates **All On** and **All Off** scenes for every room that has a light in it. Additionally, **All On** and **All Off** scenes are created automatically for the whole house.


NOTE: Lighting scenes may also be created and configured by the homeowner in user control mode. Refer to "Create a New User Lighting Scene" on page 123.

Create New Lighting Scenes

To create a new lighting scene:

1. Select a room from the **List of Rooms** menu.
2. Tap the plus button (+) next to the room name.
3. Enter a descriptive name for the lighting scene in the dialog box that is displayed, and then tap **OK**.


The new lighting scene is added to the room under the **List of Scenes** menu. When in user control mode, the lighting scene is defined by the name entered during this process.


NOTE: All lighting loads for a room are added to a new lighting scene at their current brightness levels. These settings may be adjusted by tapping the wrench button  next to the lighting scene name.

Configure Lighting Scenes

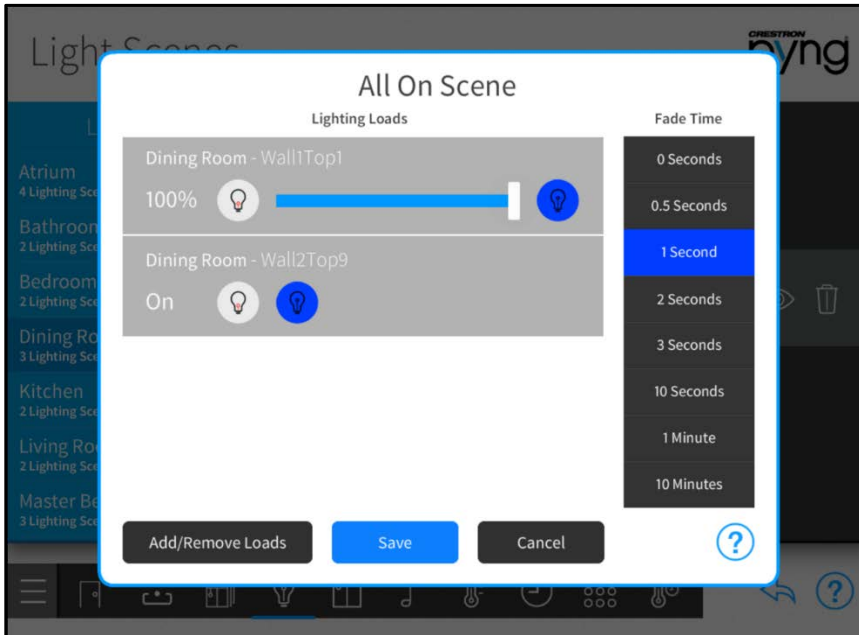
After a lighting scene is created, select the lighting scene from the **List of Scenes** menu.

The following options are provided:



Tap the play button  to recall the lightning scene with its current settings in real time.

Tap the wrench button  to view and configure device behavior for the lighting scene. A dialog box for editing scene settings is displayed.

All On Scene Dialog Box



The following settings may be configured for each lighting scene:

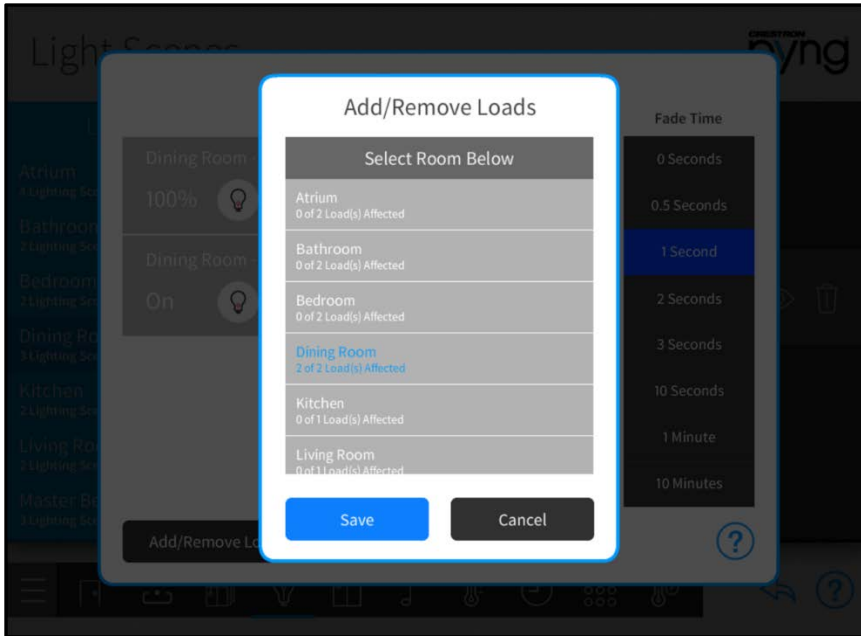
- **Lighting Loads:** Use the left lightbulb button  to turn a lighting load off, or use the right lightbulb button  to turn a lighting load on to its maximum brightness. Use the slider to adjust the brightness level for lighting loads with dimmers.

NOTE: Lighting loads may also be adjusted using the dimmers or switches configured to control the lighting load. Lighting loads adjust in real time.

- **Fade Time:** Select the duration that a lighting scene fades in after being recalled and fades out after the scene ends.

To add or remove lighting loads from a scene, tap **Add/Remove Loads**. The **Add/Remove Loads** dialog box is displayed.

Add/Remove Loads Dialog Box




To add or remove a lighting load:

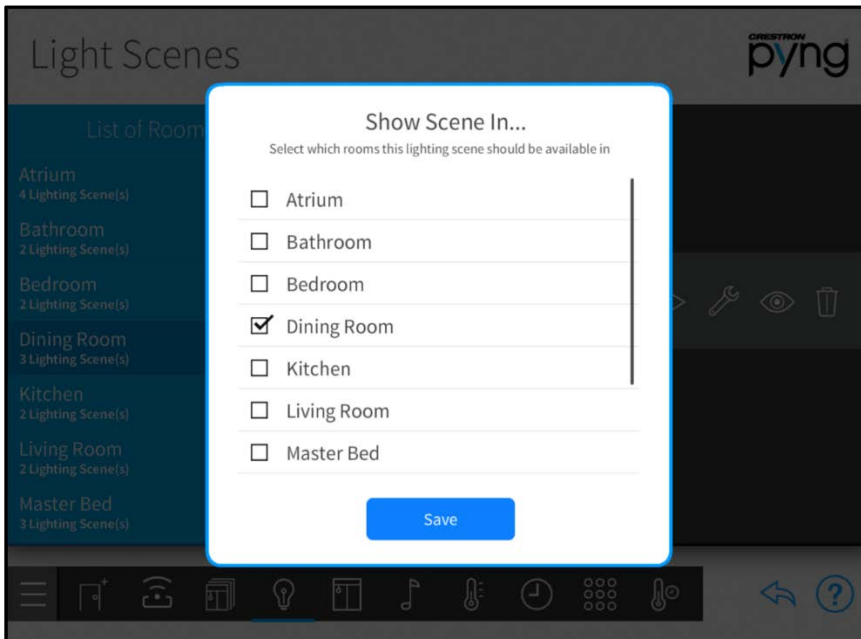
1. Swipe up or down through the list of rooms, and then tap a room to select it.
2. Tap the check box next to a lighting load within the chosen room to add or remove the load. A filled check box indicates that load has been added to the scene.
3. Tap **Save** to save the changes or **Cancel** to discard the changes.

Any lighting loads added to the scene may be adjusted in the **Lighting Loads** section of the scene configuration dialog box.

In the scene configuration dialog box, tap **Save** to save any changes to the lighting scene or tap **Cancel** to discard the changes.

Tap the eye button  to select the room(s) from which the lighting scene may be recalled. The **Show Scene In...** dialog box is displayed

Show Scene In... Dialog Box




Swipe up and down through the list of rooms to select a room, and then tap the check box next to a room name to make the lighting scene available or unavailable for recall. A filled check box indicates that the lighting scene may be recalled from the room. Tap **Save** to save any changes.

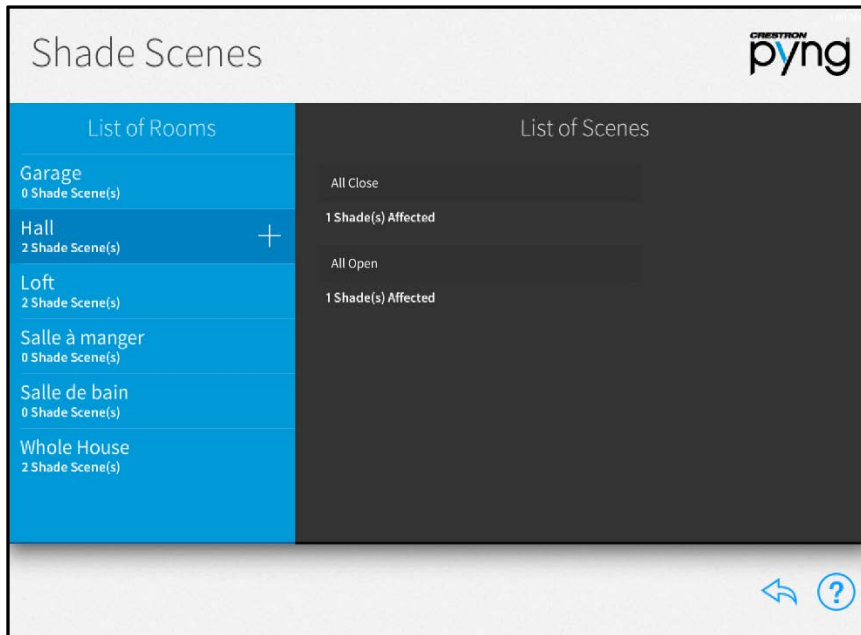
Tap the trashcan button  to delete the lighting scene.

Tap the back arrow button  to return to the **Setup Scenes** screen.

Shade Scenes

Tap the **Configure Shade Scenes** button on the **Setup Scenes** screen or the Shade Scenes button  on the setup menu to display the **Shade Scenes** screen.

Shade Scenes Screen



Use the **Shade Scenes** screen to create shade scenes for a specific room or for the entire house.

Shade scenes are used to set predefined levels for multiple shade loads. By default, the Crestron Pyng system creates **All Open** and **All Closed** scenes for every room that has a shade group in it. Additionally, **All Open** and **All Closed** scenes are created automatically for the whole house.


NOTE: Shade scenes may also be created and configured by the homeowner in user control mode. For more information, refer to "Create a New User Shade Scene" on page 128.

Create New Shade Scenes

To create a new shade scene:


1. Select a room from the **List of Rooms** menu.
2. Tap the plus button (+) next to the room name.
3. Enter a descriptive name for the shade scene in the dialog box that is displayed, and then tap **OK**.


The new shade scene is added to the room under the **List of Scenes** menu. When in user control mode, the shade scene is defined by the name entered during this process.

NOTE: All shade loads for a room are added to a new shade scene at their current levels. These settings may be adjusted by tapping the wrench button  next to the shade scene name.

Configure Shade Scenes

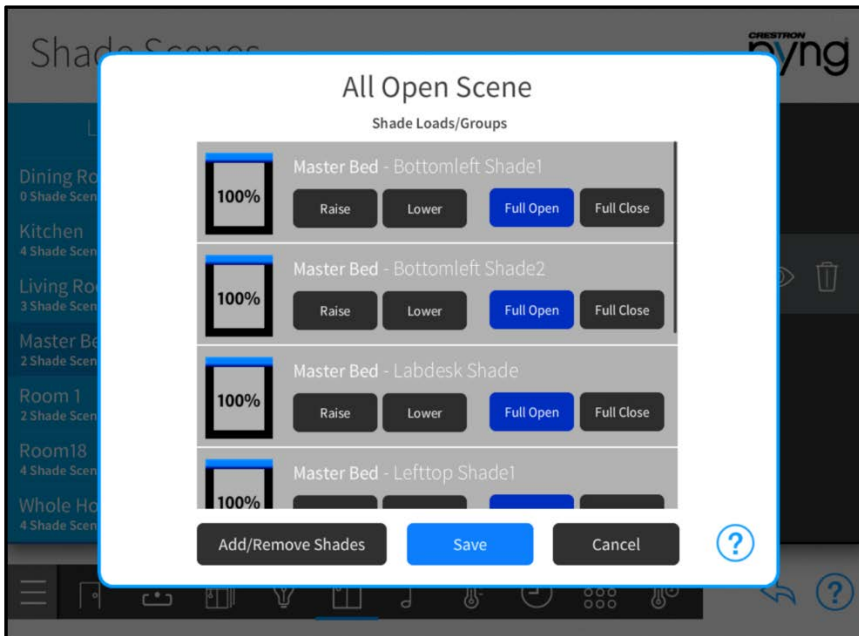
After a shade scene is created, select the shade scene from the **List of Scenes** menu. The following options are provided:

Tap the play button  to recall the shade scene with its current settings in real time.

Tap the wrench button  to view and configure device behavior for the shade scene.

A notice is displayed stating that the shade scene will be recalled upon entering the scene configuration dialog box. Tap **OK** to display a dialog box for editing scene settings or tap **Cancel** to return to the **Shade Scenes** screen.

All Open Scene Dialog Box



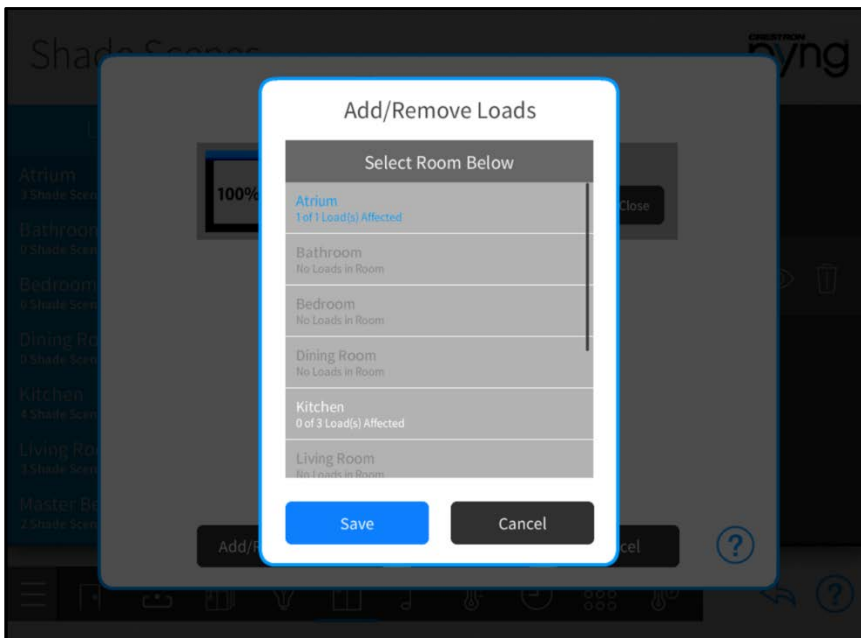
The following settings may be configured for each shade scene:

- **Shade Loads/Groups:**
 - Tap **Raise** or **Lower** to raise or lower the shade incrementally.
 - Tap **Full Open** or **Full Close** to open or close the shade fully.
 - The icon to the left of each shade load shows the percentage that the shade load is open in real time.

NOTE: Shade loads may also be adjusted using the shade motor controls or using keypads configured to control the shade load. Shade loads adjust in real time.

To add or remove shade loads from a scene, tap **Add/Remove Loads**. The **Add/Remove Loads** dialog box is displayed.

Add/Remove Shades Dialog Box




To add or remove a shade load:

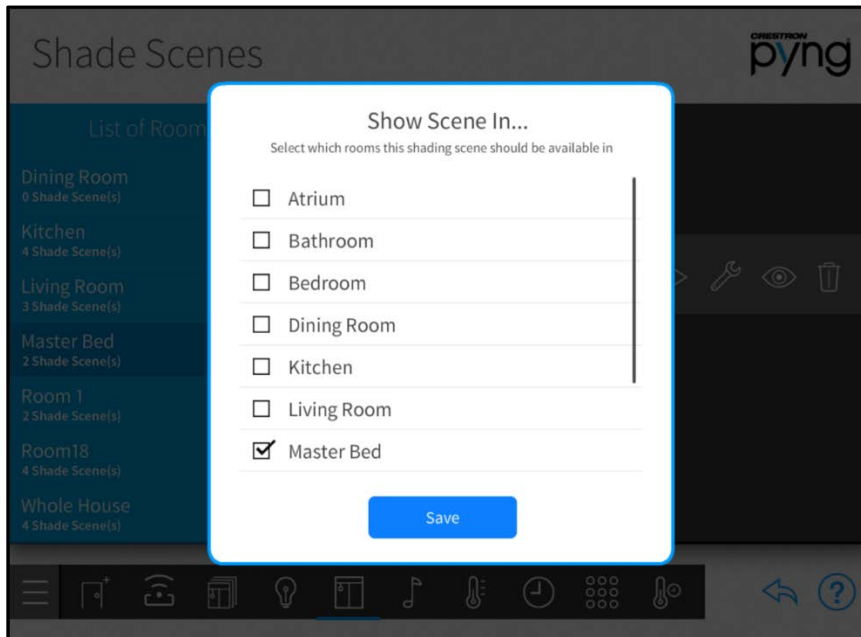
1. Swipe up or down through the list of rooms, and then tap a room to select it.
2. Tap the check box next to a shade load within the chosen room to add or remove the load. A filled check box indicates that load has been added to the scene.
3. Tap **Save** to save the changes or **Cancel** to discard the changes.

Any shade loads added to the scene may be adjusted in the **Shade Loads/Groups** section of the scene configuration dialog box.

In the scene configuration dialog box, tap **Save** to save any changes to the shade scene or tap **Cancel** to discard the changes.


Tap the eye button  to select the room(s) from which the shade scene may be recalled. The **Show Scene In...** dialog box is displayed.

Show Scene In... Dialog Box




Swipe up and down through the list of rooms to select a room, and then tap the check box next to a room name to make the shade scene available or unavailable for recall. A filled check box indicates that the shade scene may be recalled from the room. Tap **Save** to save any changes.

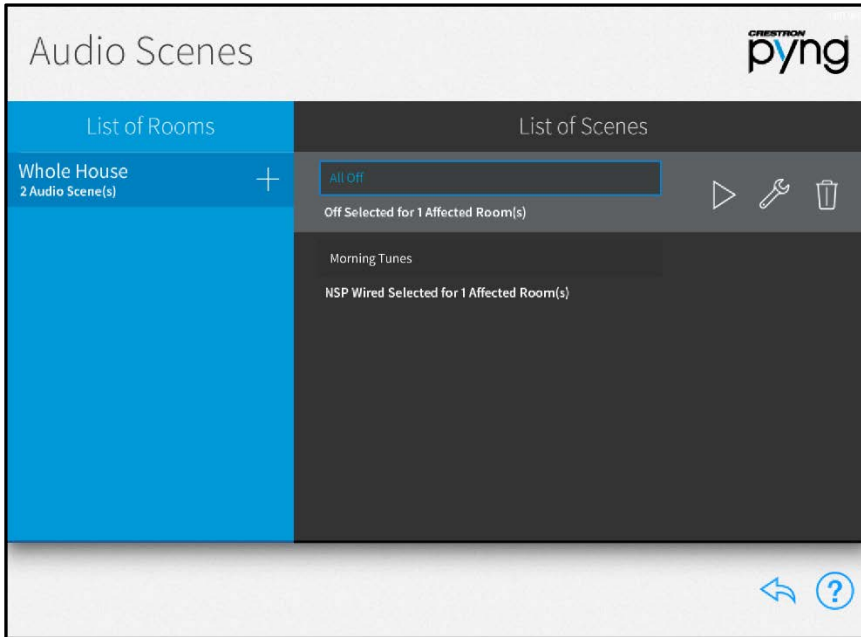
Tap the trashcan button  to delete the shade scene.

Tap the back arrow button  to return to the **Setup Scenes** screen.

Audio Scenes

Tap the **Configure Audio Scenes** button on the **Setup Scenes** screen or the Audio Scenes button  on the setup menu to display the **Audio Scenes** screen.

Audio Scenes Screen



Use the **Audio Scenes** screen to create audio scenes for the entire house.

Audio scenes are used to route audio sources and content items (favorites) to different rooms in the house or to turn all audio sources off. Audio scenes are triggered by associated scheduled events or whole-house macro buttons.

NOTE: When an audio scene is recalled, the audio volume for the room exhibits certain behaviors depending on whether or not audio is currently playing:

- If audio is off in the room when the scene is recalled, the volume is raised to its starting level.
 - If audio is playing in the room when the scene is recalled, the volume does not change.
 - If the scene turns the audio in the room off, the audio turns off when the scene is recalled.
-

Create New Audio Scenes


To create a new audio scene:


1. Tap the plus button (+) next to **Whole House** in the **List of Rooms** menu.
2. Enter a descriptive name for the audio scene in the dialog box that displays, and then tap **OK**.

The new audio scene is added to the room under the **List of Scenes** menu. When in user control mode, the audio scene is defined by the name entered during this process.

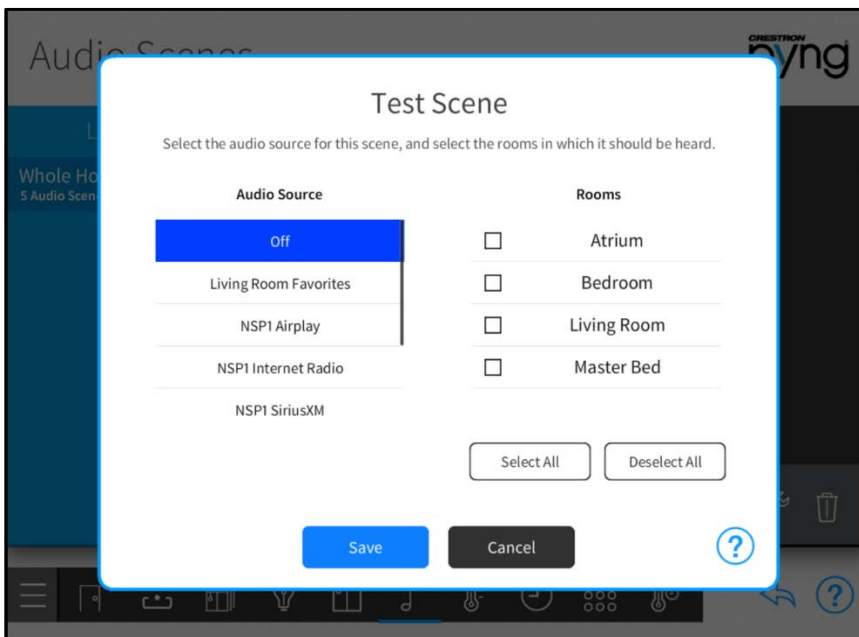
Configure Audio Scenes

After an audio scene is created, select the audio scene from the **List of Scenes** menu. The following options are provided:

Tap the play button  to recall the audio scene with its current settings in real time.

Tap the wrench button  to view and configure device behavior for the audio scene. A dialog box for editing scene settings displays.

Test Scene Dialog Box



The following settings may be configured for each audio scene:

- **Audio Source:** Select the audio source that should be routed, or select **Off** to turn off all audio sources for the selected room(s).


NOTES:

- If the source supports favorite recalls (such as Sonos), the favorite that is recalled when the scene is triggered may be defined. Tap the supported audio source in the **Source** list to display the list of favorites for that source, and then select a favorite to have the source play when the audio scene is recalled.
 - If a favorite assigned to a scene is removed from the audio source, the audio scene still is able to play the content item that was first assigned to the scene.
-


- **Rooms:** Select the room(s) in which the audio source should be routed. Tap **Select All** to select all rooms or tap **Deselect All** to deselect all rooms.

Tap **Save** at the bottom of the screen to save changes or tap **Cancel** to discard changes.

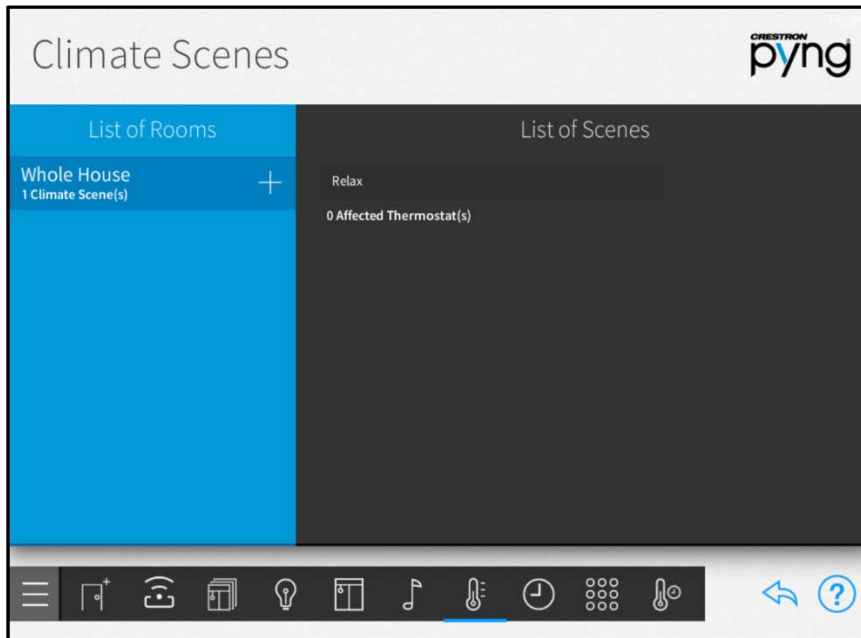
Tap the trashcan button  to delete the audio scene.

Tap the back arrow button  to return to the **Setup Scenes** screen.

Climate Scenes

Tap the **Configure Climate Scenes** button on the **Setup Scenes** screen or the Climate Scenes button  on the setup menu to display the **Climate Scenes** screen.

Climate Scenes Screen



Use the **Climate Scenes** screen to create climate scenes for thermostats within the entire house.

Climate scenes are used to configure predefined set points and modes for a thermostat that are recalled in the same way as a lighting scene. Climate scenes are ideal for creating scenes that turn on the lights and change the HVAC system parameters during specified times of day.

Create New Climate Scenes


To create a new climate scene:


1. Tap the plus button (+) next to **Whole House** in the **List of Rooms** menu.
2. Enter a descriptive name for the climate scene in the dialog box that is displayed, and then tap **OK**.

The new climate scene is added to the room under the **List of Scenes** menu. When in user control mode, the climate scene is defined by the name entered during this process.

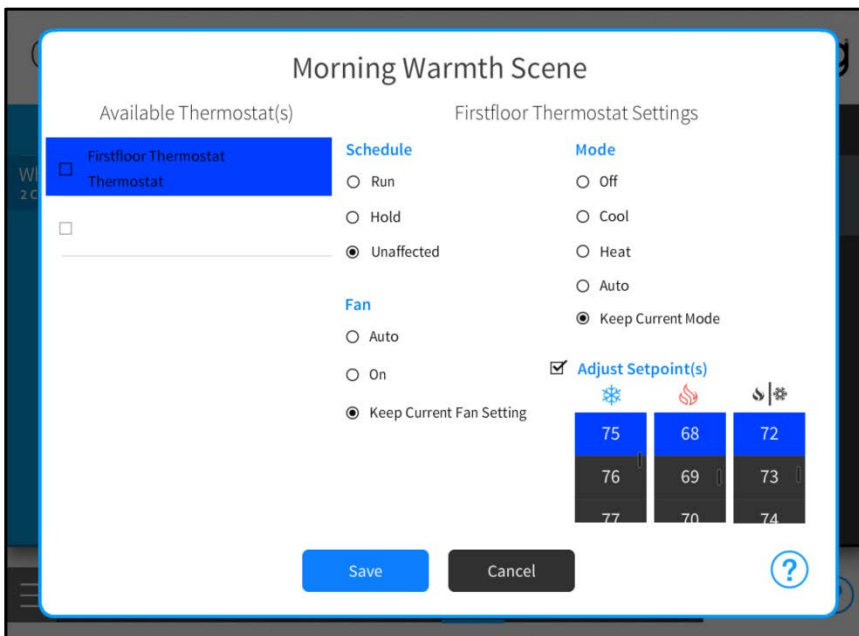
Configure Climate Scenes

After a climate scene is created, select the climate scene from the **List of Scenes** menu. The following options are provided:

Tap the play button  to recall the climate scene with its current settings in real time.

Tap the wrench button  to view and configure device behavior for the climate scene. A dialog box for editing scene settings is displayed.

Morning Warmth Scene Dialog Box



The following settings may be configured for each climate scene:

- **Available Thermostats:** Tap the check box next to one or more thermostats in the **Available Thermostat(s)** menu to add the thermostats to the climate scene. A filled check box indicates that the thermostat is added to the scene.

Tap on a thermostat to configure its behavior within the scene.


- **Schedule:** Select one of the following scheduling options:
 - Select **Run** to have the scene start the thermostat schedule.
 - Select **Hold** to have the scene stop the thermostat schedule.
 - Select **Unaffected** to have the scene keep the current thermostat schedule.

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.

- **Fan:** Select one of the following fan behavior options:
 - Select **Auto** to have the scene run the fan automatically.
 - Select **On** to have the scene turn the fan on.
 - Select **Keep Current Fan Setting** to have the scene keep the current thermostat schedule.
- **Mode:** Select one of the following thermostat modes:
 - Select **Off** to have the scene turn the thermostat off.
 - Select **Cool** to have the scene turn cooling mode on.
 - Select **Heat** to have the scene turn heating mode on.
 - Select **Auto** to have the scene control the temperature automatically via a chosen set point
 - Select **Keep Current Mode** to have the scene keep the current thermostat mode.
- **Adjust Setpoint(s):** If this checkbox is selected, the scene adjusts the set points for Heat 🔥, Cool ❄️, and Auto 🌡️ modes to the chosen temperature values. Select the temperature set point for each mode from the appropriate spinner menu.

Tap **Save** at the bottom of the screen to save changes or tap **Cancel** to discard changes.

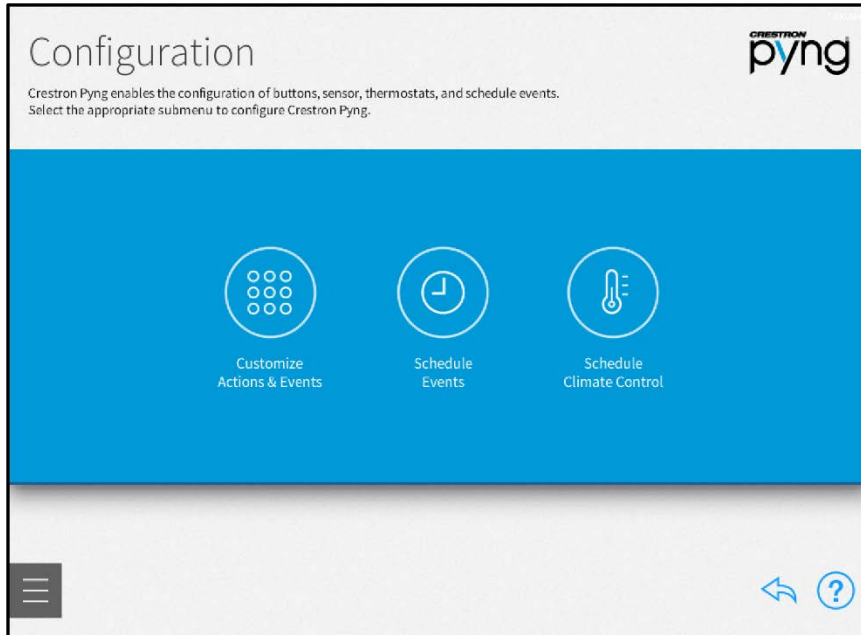
Tap the trashcan button  to delete the climate scene.

Tap the back arrow button  to return to the **Setup Scenes** screen.

Step 5: Customize & Schedule


Tap the **Customize & Schedule** button on the **Setup** screen to display the **Configuration** screen.

Configuration Screen




Use the **Configuration** screen to create and schedule system events that are triggered when specific conditions are met, such as a button is pressed or a particular time of day is reached. Thermostat events may also be configured.

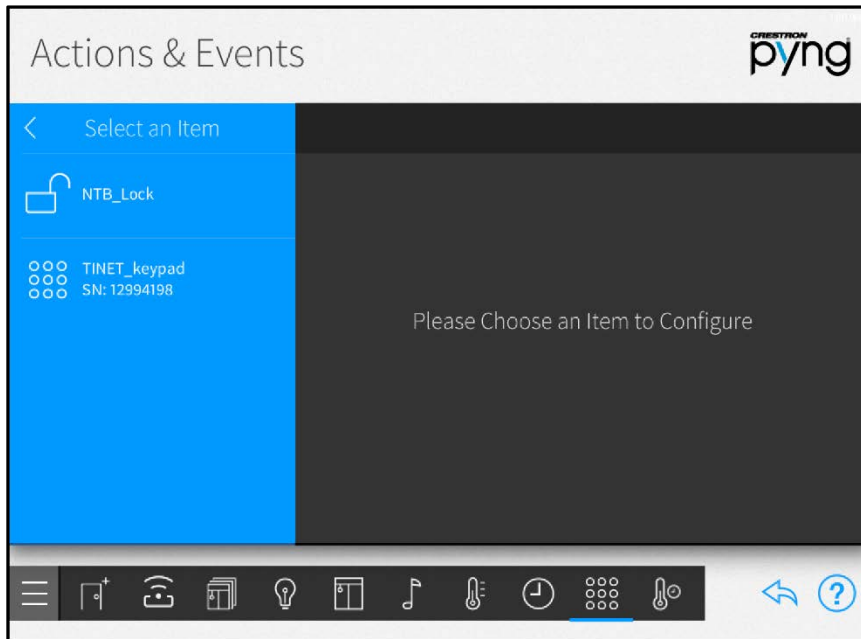
The following sections describe the different customization and scheduling settings for the Crestron Pyng system.

Tap the back arrow button  to return to the main **Setup** screen.

Actions & Events

Tap the **Customize Actions & Events** button on the **Configuration** screen or the Actions & Events button  on the setup menu to display the **Actions & Events** screen.

Actions & Events Screen



Use the **Actions & Events** screen to configure the behavior of keypads, occupancy sensors, door locks, security systems, remote system events, and macro buttons. The same basic configuration settings are provided for each item, although some settings are added or removed for different item types and device models.

To select an item for configuration, select the room that contains the item from the **Select a Room** menu, and then select the item from the **Select an Item** menu.

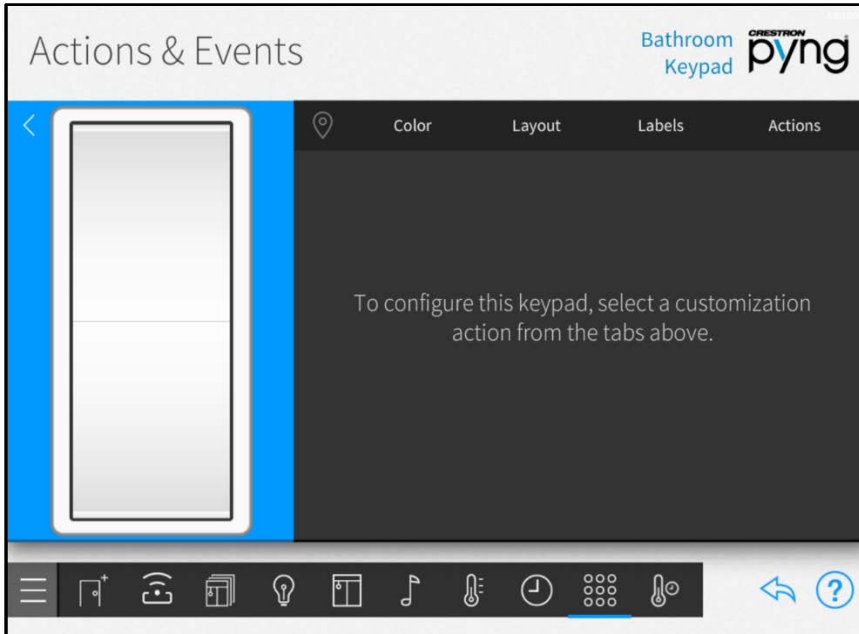
Tap the back arrow button  to return to the **Configuration** screen.


Configure Keypads

Select a keypad device from the **Select an Item** menu to configure colors, layout, labels, and actions for the keypad. The configuration screen for the keypad is displayed.

NOTE: Horizon™ keypads provide additional configuration options, such as backlight customization, that are configured using the keypad. For more information, refer to the HZ-KPCN Installation Guide (Doc. 8285) at www.crestron.com/manuals.

Actions & Events Screen - Keypad

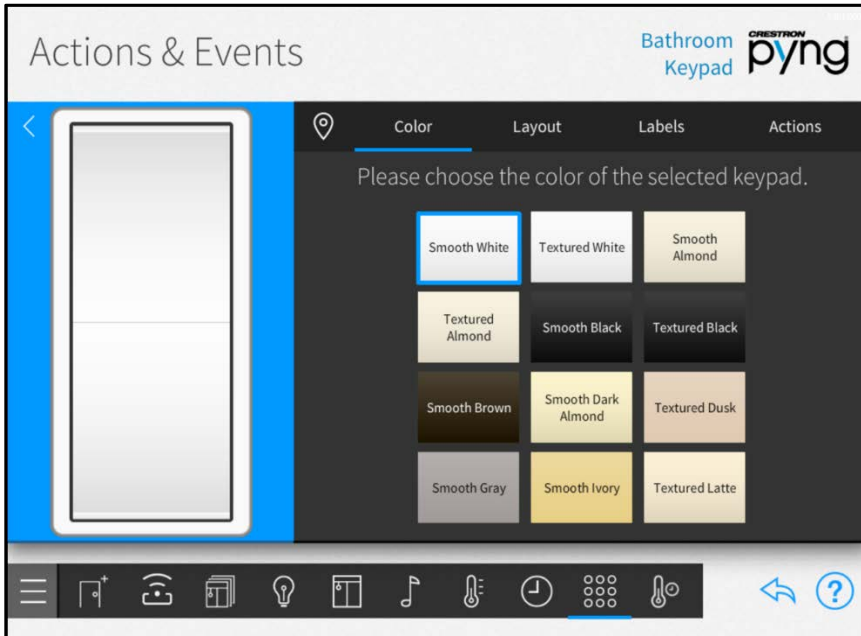


Tap the location tab  to turn on the location feature for the keypad (if supported), which may be used to locate the device in the room.

Tap the **Color** tab to select the keypad color from the provided options, which is used when custom-engraved button labels are ordered through MyCrestron.

NOTE: Confirm that the keypad color selected with the **Color** tab matches the actual keypad color. When custom-engraved buttons for the keypad are ordered through MyCrestron, the button color is generated automatically based on the selected color.

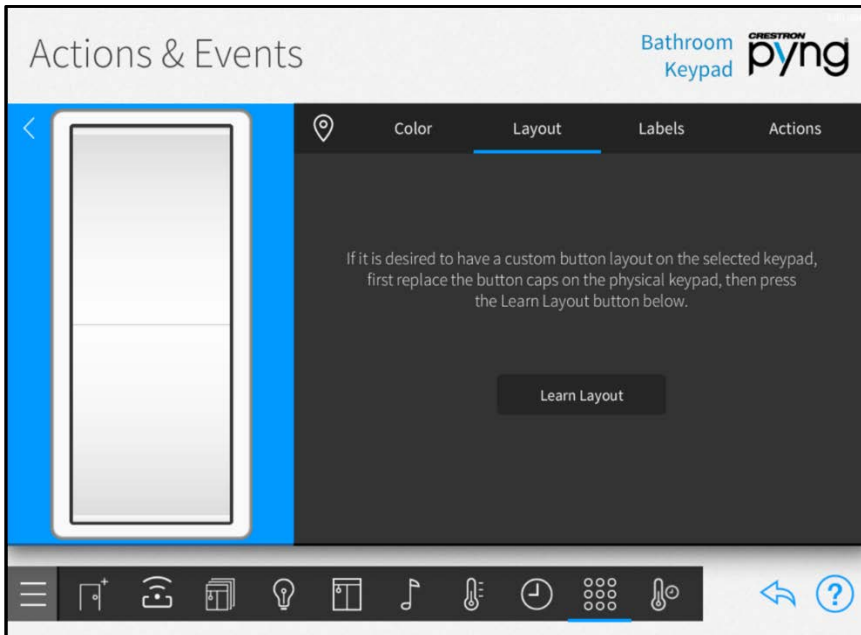
Actions & Events Screen - Color Tab



Tap the **Layout** tab to configure a custom button layout for the keypad.

- Tap **Learn Layout** to display options for teaching the keypad a custom button layout.
- Tap **Done** to confirm the new layout.

Actions & Events Screen - Layout Tab



Tap the **Labels** tab to create custom text labels for the keypad button.

Each list item represents a corresponding button on the keypad. The selected button turns blue on the on-screen keypad while it is being edited.

The following label options may be selected:

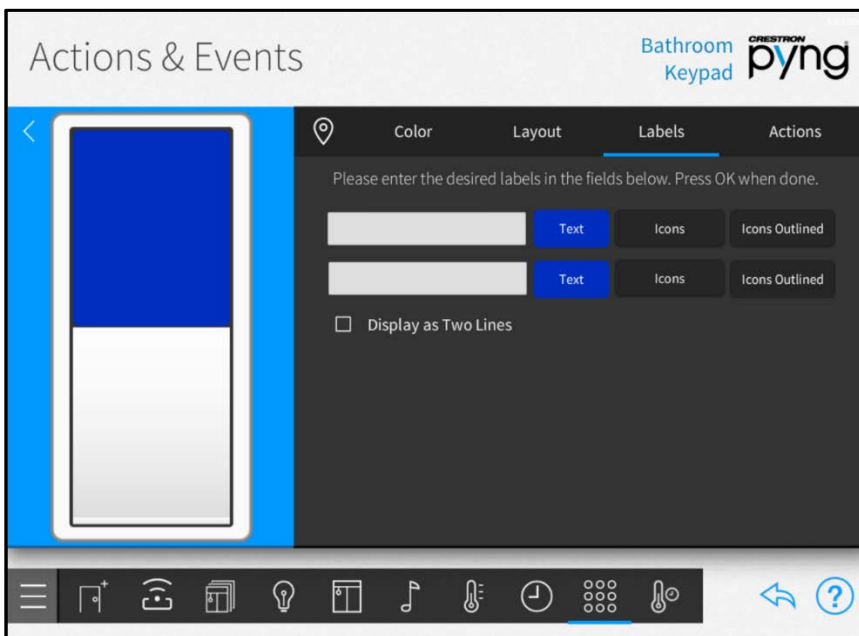
NOTE: For more information on ordering custom labels using the MyCrestron service, refer to "MyCrestron Services" on page 95.

- Tap **Text** to create custom text labels for the keypad button.
 - Enter the desired label text in the text box using the on-screen keyboard.
 - Tap **OK** to save the label.

NOTE: For larger buttons, select the check box next to **Display as Two Lines** to separate the label text for the button into two lines.

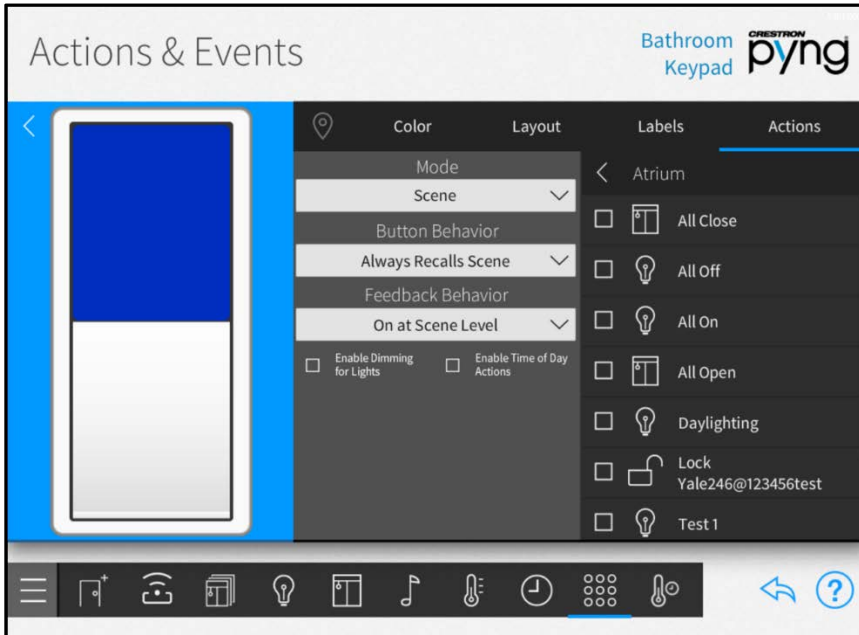
- Tap **Icons** to select a label icon from the provided options.
- Tap **Icons Outlined** to select an outlined label icon from the provided options.

Actions & Events Screen - Labels Tab



Tap the **Actions** tab to associate actions with the keypad buttons.

Actions & Events Screen - Actions Tab



Use the center panel to configure the following keypad action settings:

NOTE: Other configuration options may be provided depending on the selected mode.

- Use the **Mode** drop-down list to select the type of action that is recalled by the keypad button.
- If a compatible mode is selected, use the **Button Behavior** drop-down list to select the keypad button behavior for recalling the selected action.
- If the **Scene** mode is selected, use the **Feedback Behavior** drop-down list to select the scene behavior that recalls the selected action.
- If the **Scene** mode is selected, tap the check box next to **Enable Dimming for Lights** to allow lighting loads to be dimmed via a press-and-hold keypad action.
- If the **Scene** mode is selected, tap the check box next to **Enable Time of Day Actions** to enable actions based on the time of day for the keypad.

Use the right screen panel to select the room and the action(s) that are triggered by the keypad:

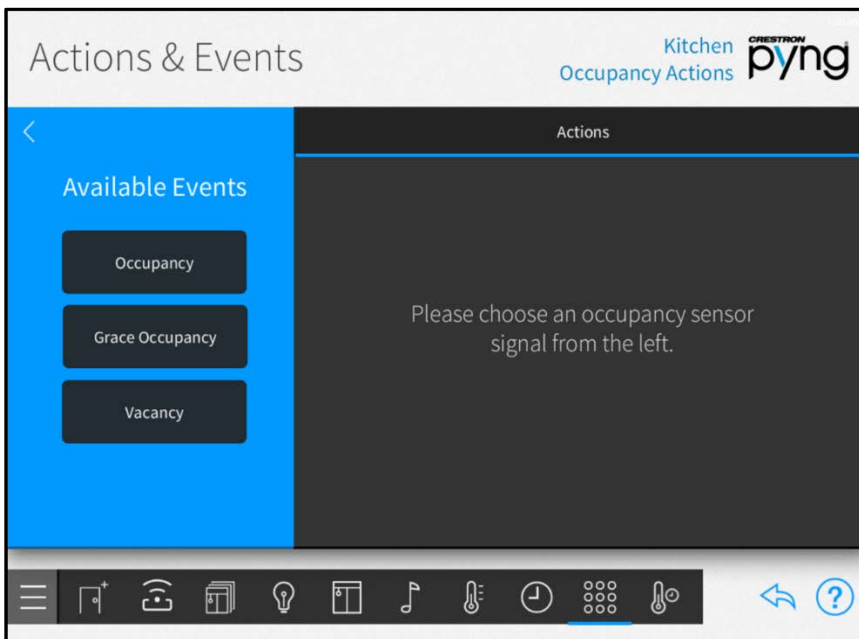
- Swipe up and down through the **Select Room Below** menu to select the room that contains the action(s) to be triggered.
- Tap on a room name to display a list of actions for the room. The type of action is chosen by using the **Mode** drop-down menu.
- Select the check box next to an action to add or remove that action from the keypad button. A checked box indicates that the action is scheduled to occur when the button is pressed.

NOTE: Only rooms that contain selectable actions appear on the **Select Room Below** menu. Any room with a selected action is shown with blue text on the **Select Room Below** menu.

Configure Occupancy Sensors

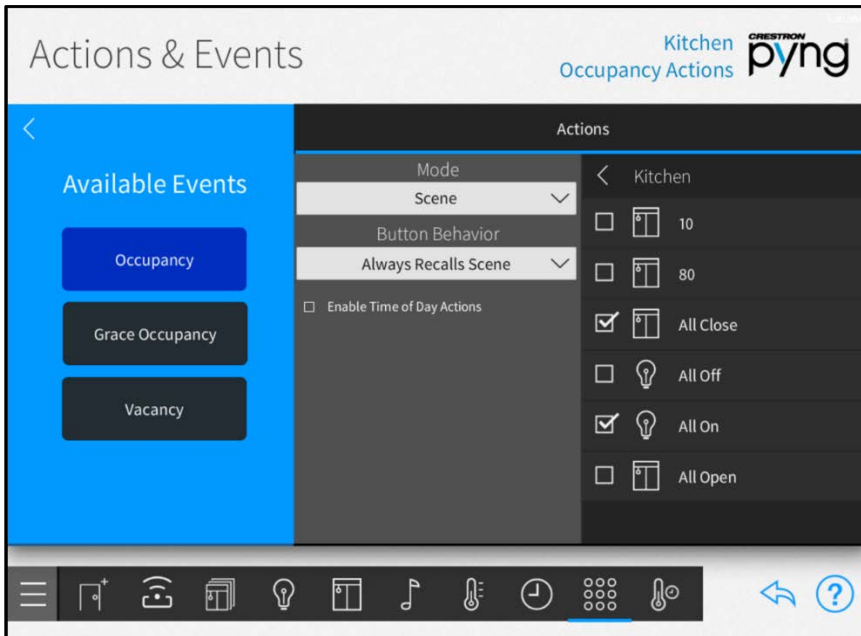
Select an occupancy sensor from the **Select an Item** menu to configure actions for the occupancy sensor. The configuration screen for the occupancy sensor is displayed.

Actions & Events Screen - Occupancy Actions



Select an occupancy sensor event from the **Available Events** menu to set a system action for the selected event.

Actions & Events Screen - Occupancy Actions



Use the center panel to configure the following occupancy sensor action settings:

NOTE: Other configuration options may be provided depending on the selected mode.

- Use the **Mode** drop-down list to select the type of action that is recalled by the occupancy sensor event.
- If a compatible mode is selected, use the **Button Behavior** drop-down list to select the occupancy sensor behavior for recalling the selected action.
- If the **Scene** mode is selected, tap the check box next to **Enable Time of Day Actions** to enable actions based on the time of day for the occupancy sensor event.

Use the right screen panel to select the room and the action(s) that are triggered by the occupancy sensor event:

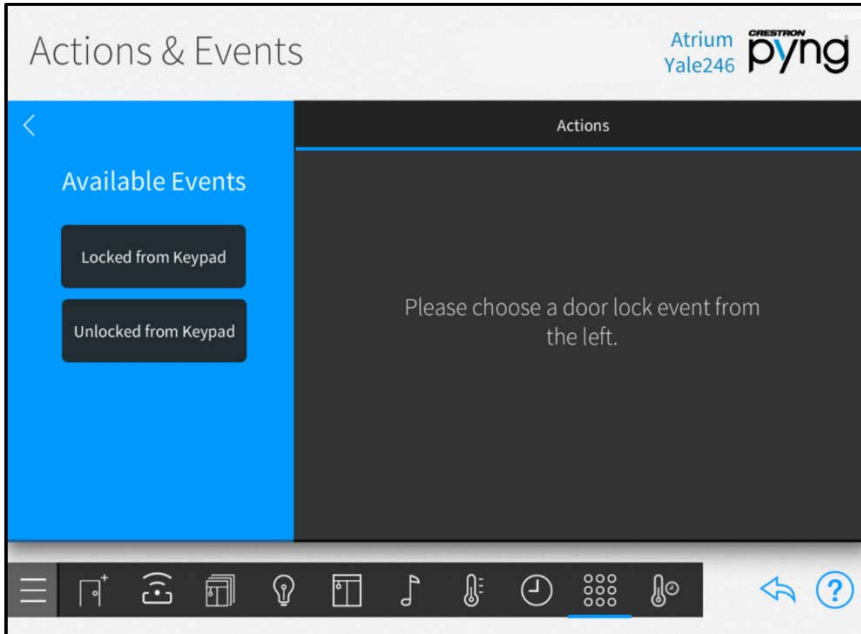
- Swipe up and down through the **Select Room Below** menu to select the room that contains the action(s) to be triggered.
- Tap on a room name to display a list of actions for the room. The type of action is chosen by using the **Mode** drop-down menu.
- Select the check box next to an action to add or remove that action from the occupancy sensor event. A checked box indicates that the action is scheduled to occur when the event is triggered.

NOTE: Only rooms that contain selectable actions appear on the **Select Room Below** menu. Any room with a selected action is shown with blue text on the **Select Room Below** menu.

Configure Door Locks

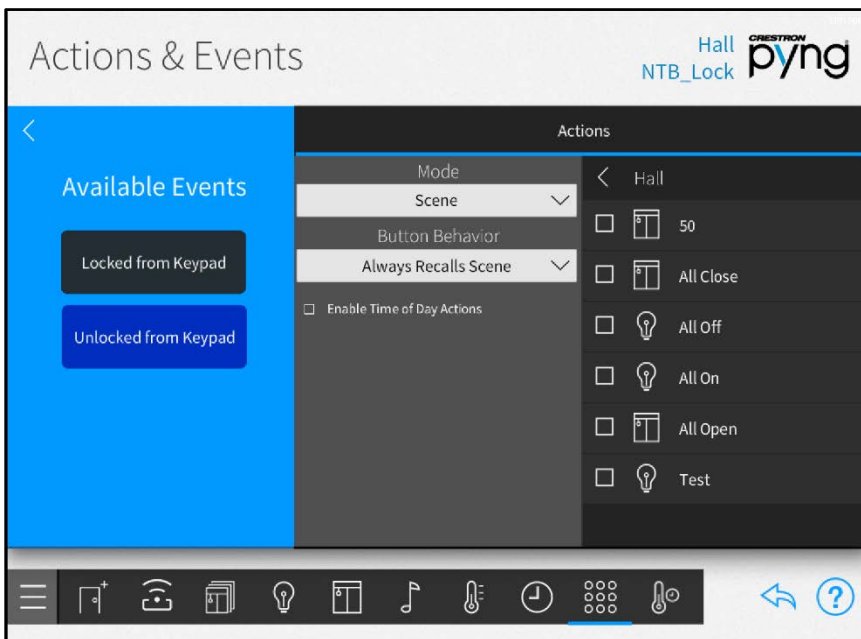
Select a door lock device from the **Select an Item** menu to configure actions for the door lock. The configuration screen for the door lock is displayed.

Actions & Events Screen - Door Lock Actions



Select a door lock event from the **Available Events** menu to set a system action for the selected event.

Actions & Events Screen - Door Lock Actions



Use the center panel to configure the following door lock action settings:

NOTE: Other configuration options may be provided depending on the selected mode.

- Use the **Mode** drop-down list to select the type of action that is recalled by the door lock event.
- If a compatible mode is selected, use the **Button Behavior** drop-down list to select the door lock behavior for recalling the selected action.
- If the **Scene** mode is selected, tap the check box next to **Enable Time of Day Actions** to enable actions based on the time of day for the door lock event.

Use the right screen panel to select the room and the action(s) that are triggered by the door lock event:

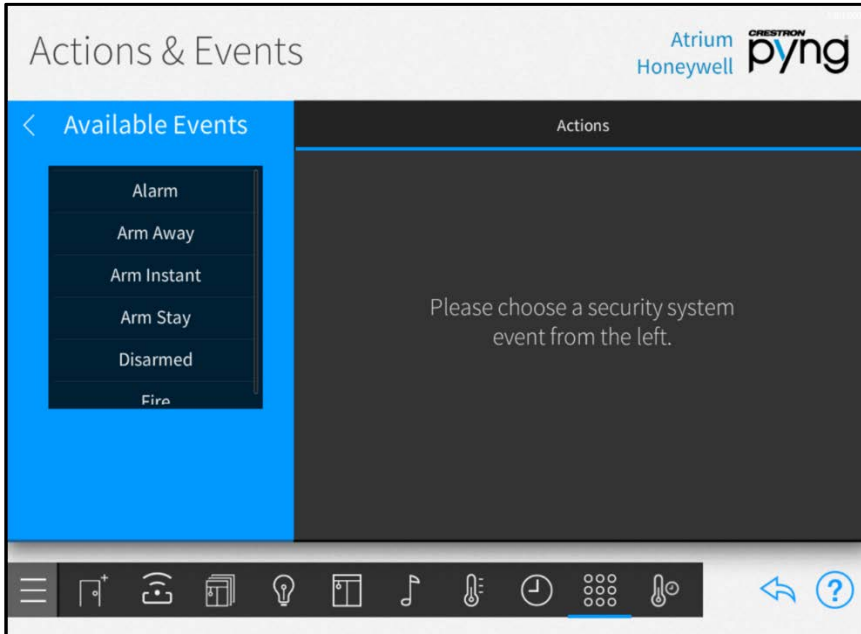
- Swipe up and down through the **Select Room Below** menu to select the room that contains the action(s) to be triggered.
- Tap on a room name to display a list of actions for the room. The type of action is chosen by using the **Mode** drop-down menu.
- Select the check box next to an action to add or remove that action from the door lock event. A checked box indicates that the action is scheduled to occur when the event is triggered.

NOTE: Only rooms that contain selectable actions appear on the **Select Room Below** menu. Any room with a selected action is shown with blue text on the **Select Room Below** menu.

Configure Security Systems

Select a security system device from the **Select an Item** menu to configure actions for the security system. The configuration screen for the security system is displayed.

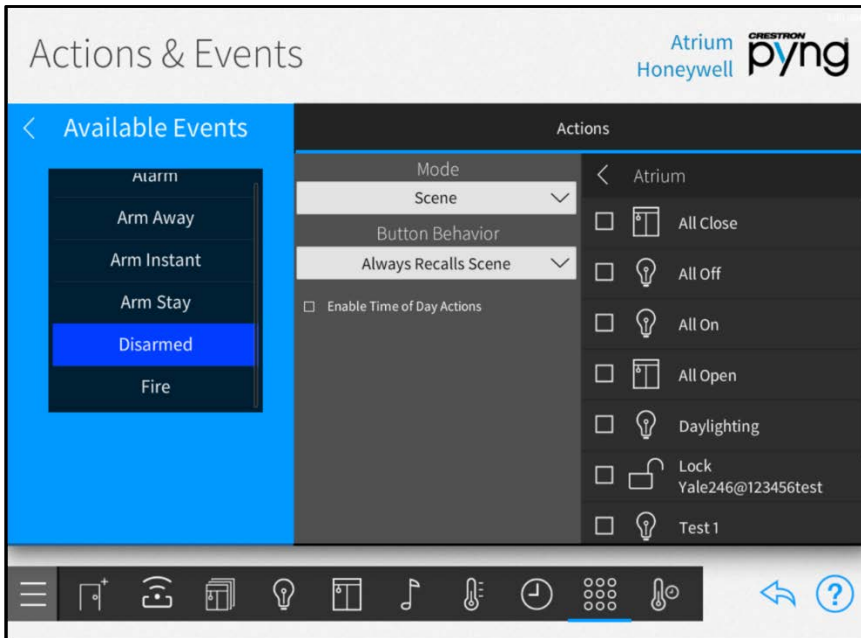
Actions & Events Screen - Security Actions



NOTE: Security systems must be connected to a PYNG-CONNECT-COM device before they may be discovered by the Crestron Pyng system. For more information, refer to the PYNG-CONNECT-COM DO Guide (Doc. 7697) at www.crestron.com/manuals.

Select a security system event from the **Available Events** menu to set a system action for the selected event.

Actions & Events Screen - Security Actions



Use the center panel to configure the following security system action settings:

NOTE: Other configuration options may be provided depending on the selected mode.

- Use the **Mode** drop-down list to select the type of action that is recalled by the security system event.
- If a compatible mode is selected, use the **Button Behavior** drop-down list to select the security system behavior for recalling the selected action.
- If the **Scene** mode is selected, tap the check box next to **Enable Time of Day Actions** to enable actions based on the time of day for the security system event.

Use the right screen panel to select the room and the action(s) that are triggered by the security system event:

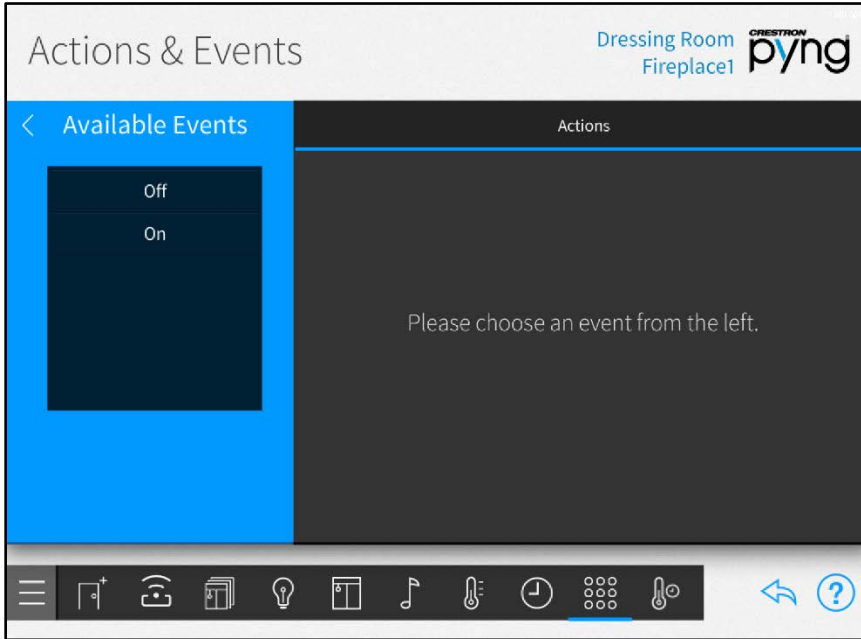
- Swipe up and down through the **Select Room Below** menu to select the room that contains the action(s) to be triggered.
- Tap on a room name to display a list of actions for the room. The type of action is chosen by using the **Mode** drop-down menu.
- Select the check box next to an action to add or remove that action from the security system event. A checked box indicates that the action is scheduled to occur when the event is triggered.

NOTE: Only rooms that contain selectable actions appear on the **Select Room Below** menu. Any room with a selected action is shown with blue text on the **Select Room Below** menu.

Configure Relay Devices

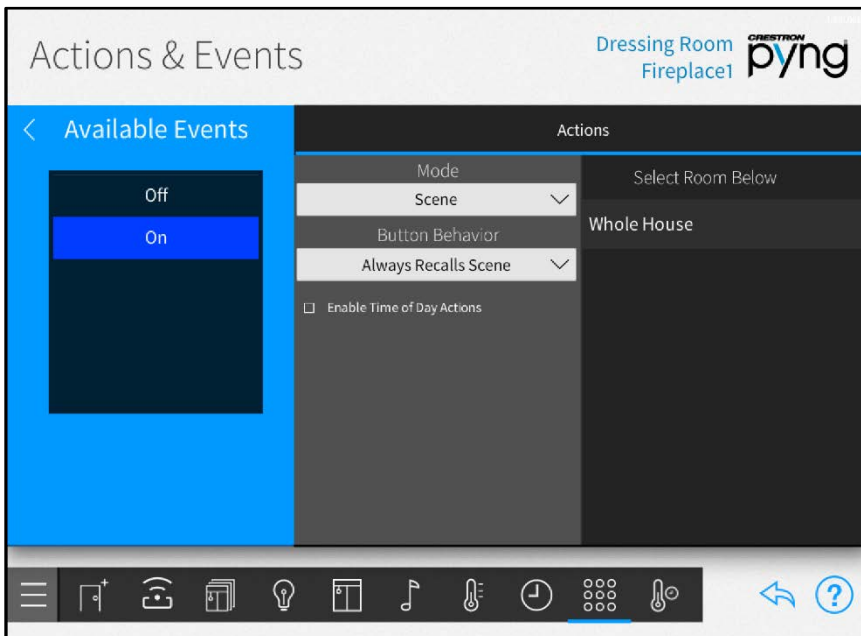
Select a relay device from the **Select an Item** menu to configure actions for the relay device. The configuration screen for the alarm is displayed.

Actions & Events Screen - Relay Actions



Select a relay event from the **Available Events** menu to set a system action for the selected event.

Actions & Events Screen - Relay Actions



Use the center panel to configure the following relay action settings:

NOTE: Other configuration options may be provided depending on the selected mode.

- Use the **Mode** drop-down list to select the type of action that is recalled by the relay event.
- If a compatible mode is selected, use the **Button Behavior** drop-down list to select the relay behavior for recalling the selected action.
- If the **Scene** mode is selected, tap the check box next to **Enable Time of Day Actions** to enable actions based on the time of day for the relay event.

Use the right screen panel to select the room and the action(s) that are triggered by the relay event:

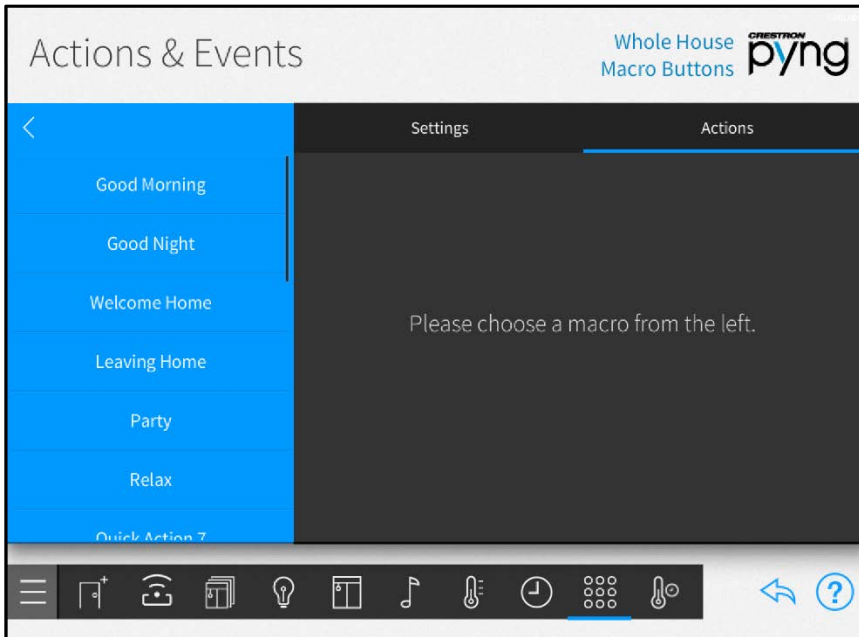
- Swipe up and down through the **Select Room Below** menu to select the room that contains the action(s) to be triggered.
- Tap on a room name to display a list of actions for the room. The type of action is chosen by using the **Mode** drop-down menu.
- Select the check box next to an action to add or remove that action from the alarm event. A checked box indicates that the action is scheduled to occur when the event is triggered.

NOTE: Only rooms that contain selectable actions appear on the **Select Room Below** menu. Any room with a selected action is shown with blue text on the **Select Room Below** menu.

Configure Macro Buttons

Select **Whole House** from the **Select a Room** menu, and then select **Macro Buttons** from the **Select an Item** menu to configure macro buttons (quick actions) for the entire system. The configuration screen for macro buttons is displayed.

Actions & Events Screen - Whole House Macro Buttons

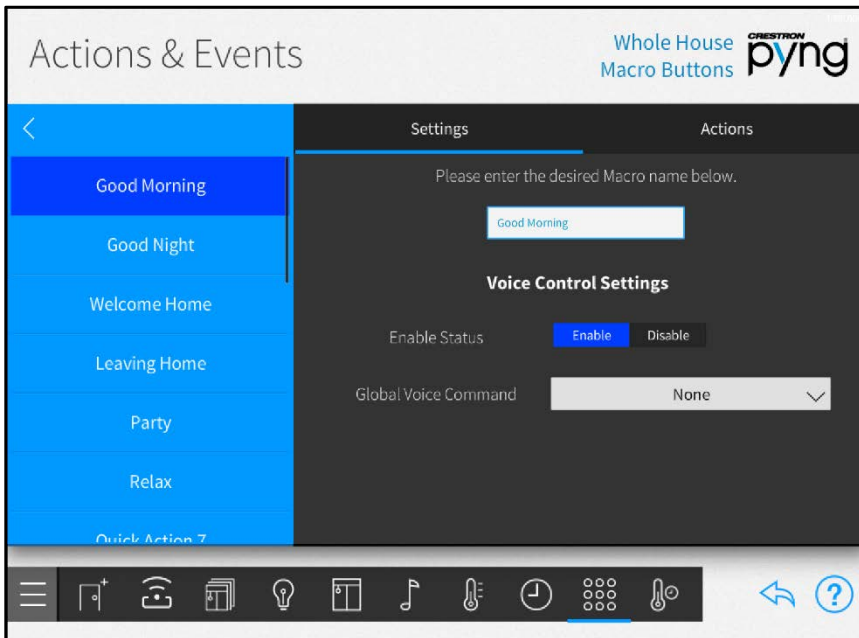


NOTE: Each Crestron Pyng system supports a maximum of 20 macro buttons.

Select a macro button from the left panel to configure settings for that macro button.

Tap the **Settings** tab to configure basic settings for the macro button.

Actions & Events Screen - Macro Settings



The following macro buttons settings may be configured using the **Settings** tab:

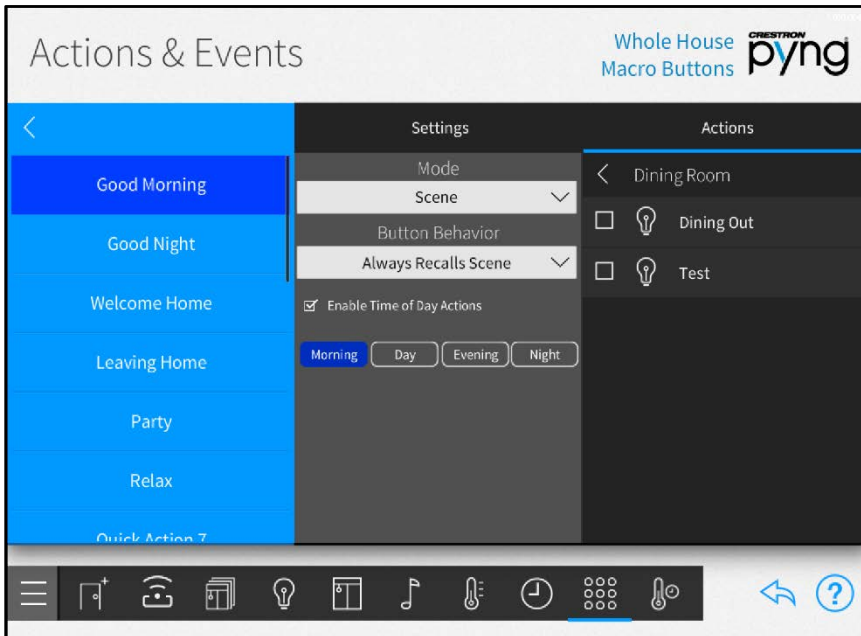
- Enter a new macro button name or edit the existing macro button name in the text box at the top of the screen.
- Tap **Enable** or **Disable** next to **Enable Status** to enable or disable controlling the macro with voice control, respectively.

NOTE: For more information on configuring voice control for the Crestron Pyng system, refer to "Voice Control Settings" on page 98.

- Use the drop-down menu next to **Global Voice Command** to select a global voice command for recalling the macro button (if voice control is enabled).

Tap the **Actions** tab to set a system action for the macro button.

Actions & Events Screen - Macro Actions



Use the center panel to configure the following macro button action settings:

NOTE: Other configuration options may be available depending on the selected mode.


- Use the **Mode** drop-down list to select the type of action that is recalled by the macro button.
- If a compatible mode is selected, use the **Button Behavior** drop-down list to select the macro button behavior for recalling the selected action.
- If the **Scene** mode is selected, tap the check box next to **Enable Time of Day Actions** to enable actions based on the time of day for the macro button.

Use the right screen panel to select the room and the action(s) that are triggered by the macro button:

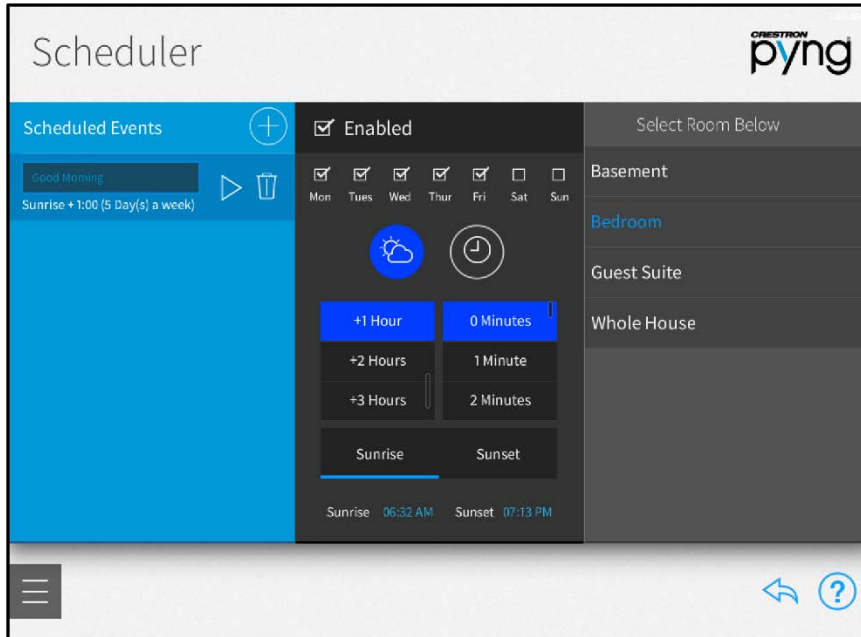
- Swipe up and down through the **Select Room Below** menu to select the room that contains the action(s) to be triggered.
- Tap on a room name to display a list of actions for the room. The type of action is chosen by using the **Mode** drop-down menu.
- Select the check box next to an action to add or remove that action from the macro button. A checked box indicates that the action is scheduled to occur when the macro button is triggered.

NOTE: Only rooms that contain selectable actions appear on the **Select Room Below** menu. Any room with a selected action is shown with blue text on the **Select Room Below** menu.

Scheduler

Tap the **Schedule Events** button on the **Configuration** screen or the Scheduler button  on the setup menu to display the **Scheduler** screen.

Scheduler Screen





Use the Scheduler screen to schedule events that trigger one or more scenes at specific times and on one or more specific days of the week.


Create a New Scheduled Event

To create a new scheduled event, tap the plus button (+) next to Scheduled Events, and then enter a user-defined name for the event. The new event is displayed in the Scheduled Events menu.

Configure a Scheduled Event


To configure an existing scheduled event:


- Tap the **Enabled** check box to enable the event and add it to the system schedule. New events are disabled by default.
- Tap the check box above each day of the week to select the days that the event should occur. A filled check box indicates that the event is scheduled to occur on the associated day.
- To schedule the event to occur at a specific time of day, tap the clock button  and then set the time using the provided spinner menus.
- To schedule the event to occur at a time relative to sunrise or sunset (calculated by date and time zone), tap the sun and cloud button . Then, select whether the event should occur at sunrise or sunset, and set when the event should occur relative to the sunrise or sunset time.


NOTE: To adjust the default times for sunrise and sunset, navigate to **Installer Settings > System Configuration > System Settings**, and then tap the wrench button  on the **Current Times of Day** panel. For more information, refer to "Current Time of Day" on page 81.

- Select a room from the **Select Room Below** menu, and then select the scenes within each room that will be triggered by the event.


NOTE: Only rooms that contain scenes display on the **Select Rooms Below** menu. Any room with a selected scene is shown with blue text on the **Select Rooms Below** menu.

Tap the play button  next to the event name to recall in real time the scenes that are scheduled to be triggered by the event.

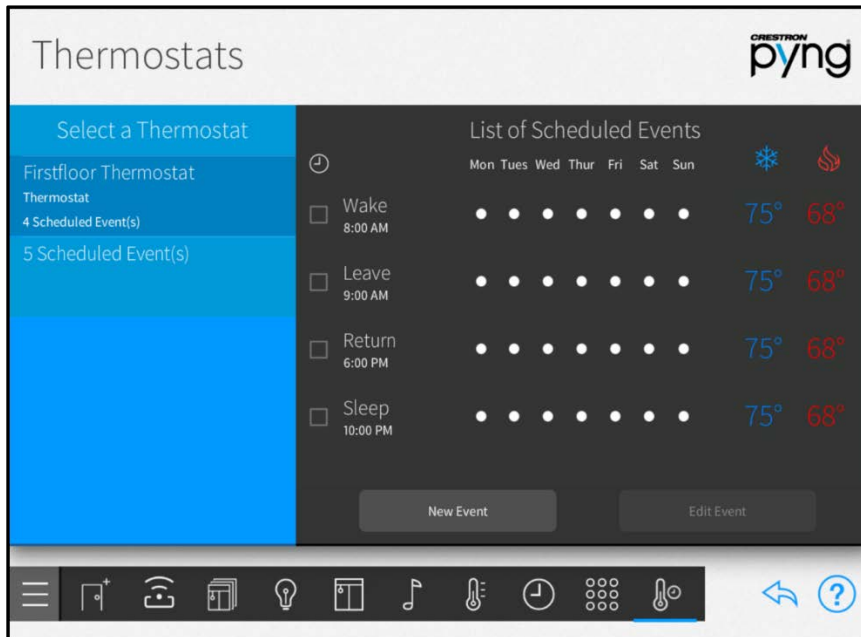
Tap the trashcan button  next to the event name to delete the event.

Tap the back arrow button  to return to the **Configuration** screen.

Thermostats

Tap the **Schedule Climate Control** button on the **Configuration** screen or the Thermostats button  on the setup menu to display the **Thermostats** screen.

Thermostats Screen



Use the **Thermostat** screen to view and schedule events for the thermostats in the Crestron Pyng system.

By default, each thermostat includes events 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.

The **List of Scheduled Events** lists the thermostat events that have been created for each thermostat. Each thermostat event provides the time and days that it is scheduled to occur, as well as its cooling and heating set points.

Create a New Thermostat Event

To create a new scheduled thermostat event:

1. Select a thermostat from the **Select a Thermostat** menu.
2. Tap **New Event**. The **Edit Event** dialog box is displayed.


Edit Event Dialog Box



3. Configure the following event settings:

- Enter a descriptive name for the event in the text box at the top of the dialog box using the on-screen keyboard.
- Tap the check box next to **Enabled** to enable the event and add it to the thermostat schedule. New events are disabled by default.
- Set the time that the thermostat event should occur using the provided spinner menus.
- Tap the check box above each day of the week to select the days that the thermostat event should occur. A filled check box indicates that the event is scheduled to occur on the associated day.
- Select the temperature set points for cooling ❄️, heating 🔥, and auto 🌞❄️ modes using the appropriate spinner menu.


4. Tap **OK** to save the new thermostat event.


Tap **Cancel** to cancel any changes. Tap the trashcan button  to delete the event.

Configure a Thermostat Event


To configure an existing thermostat event:

1. Select a thermostat from the **Select a Thermostat** menu.
2. Select a thermostat event from the **List of Scheduled Events**.
3. Tap **Edit Event** to display the **Edit Event** dialog box.
4. Use the settings described in "Creating a New Scheduled Thermostat Event" on page 74 to configure the event.
5. Tap **OK** to save the thermostat event or tap **Cancel** to cancel any changes.

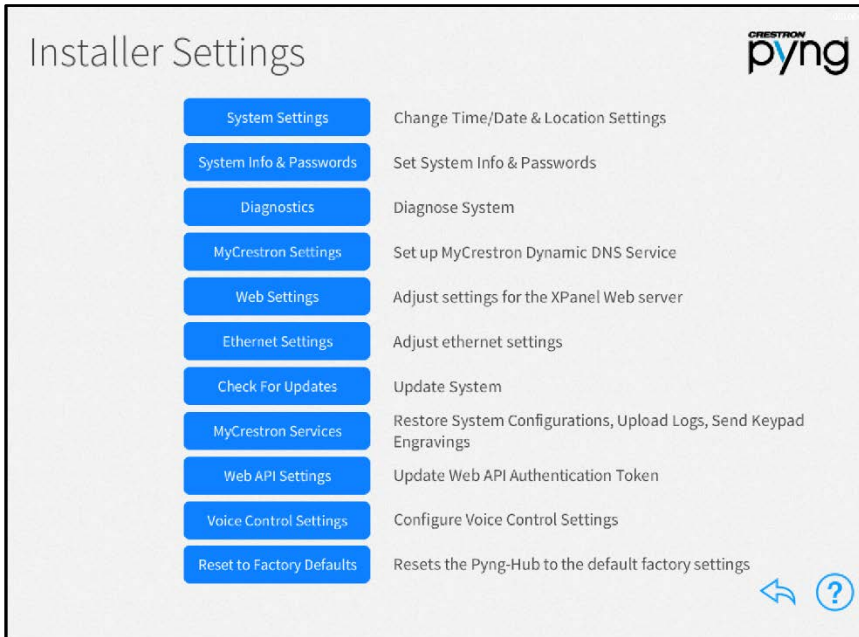
Tap the trashcan button  to delete the thermostat event.

Tap the back arrow button  to return to the **Configuration** screen.


Installer Settings


Tap the gear button  on the bottom right of the **Setup** screen to display the **Installer Settings** screen.

Installer Settings Screen



Use the **Installer Settings** screen to configure various settings for the Crestron Pyng system and the PYNG-HUB.

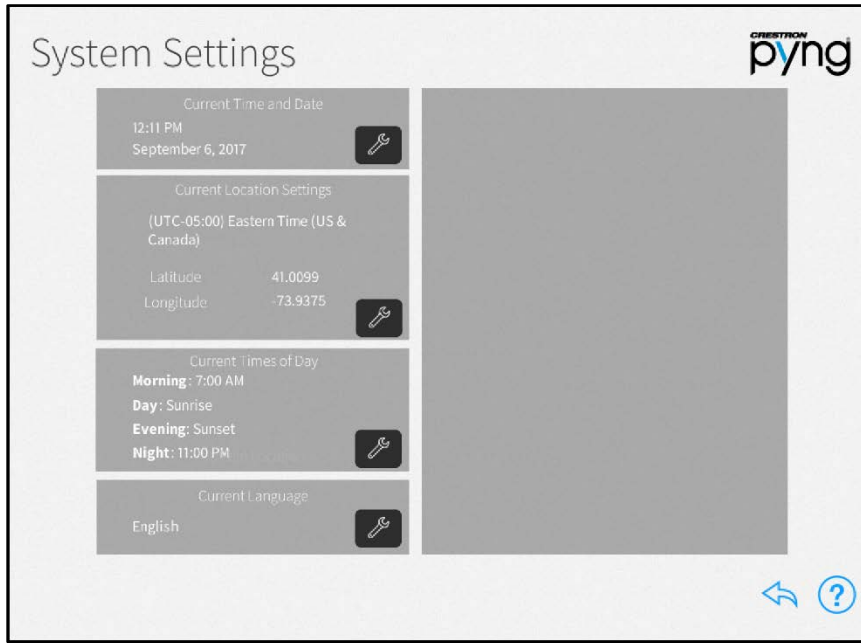
Tap the help button  on any of the **Installer Settings** screens to display dialog boxes that explain the screen functions and features and provide links to tutorial videos. (The iPad or setup device must be connected to the network to access videos.)

Tap the back arrow button  to return to the main **Setup** screen.

System Settings


Tap **System Settings** on the **Installer Settings** screen to display the **System Settings** screen.

Installer Settings - System Settings Screen

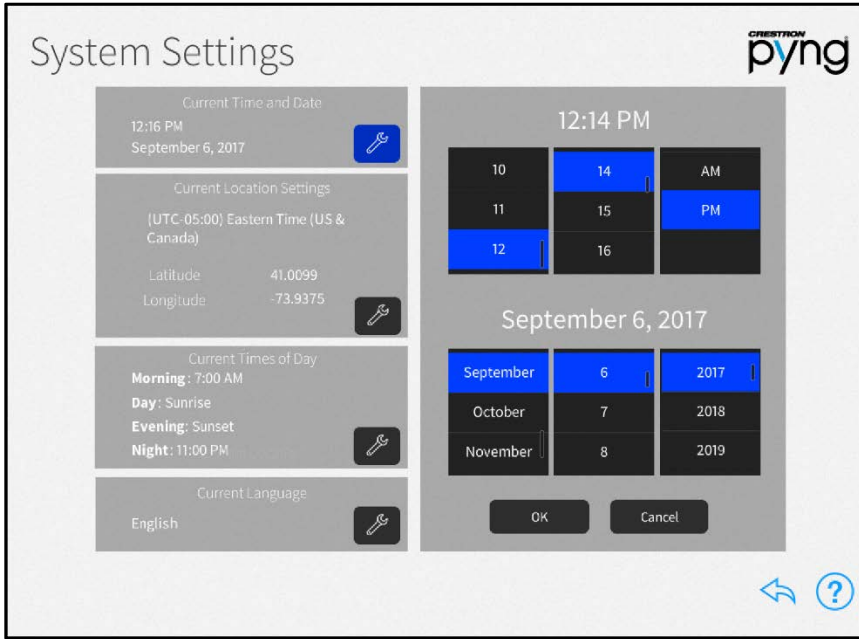


Use the **System Settings** screen to configure the date and time, the location settings, the preset times of day used for events, and the system language.

Current Time and Date

On the **System Settings** screen, tap the wrench button  next to **Current Time and Date** to display selections for editing the date and time.


System Settings Screen - Current Time and Date



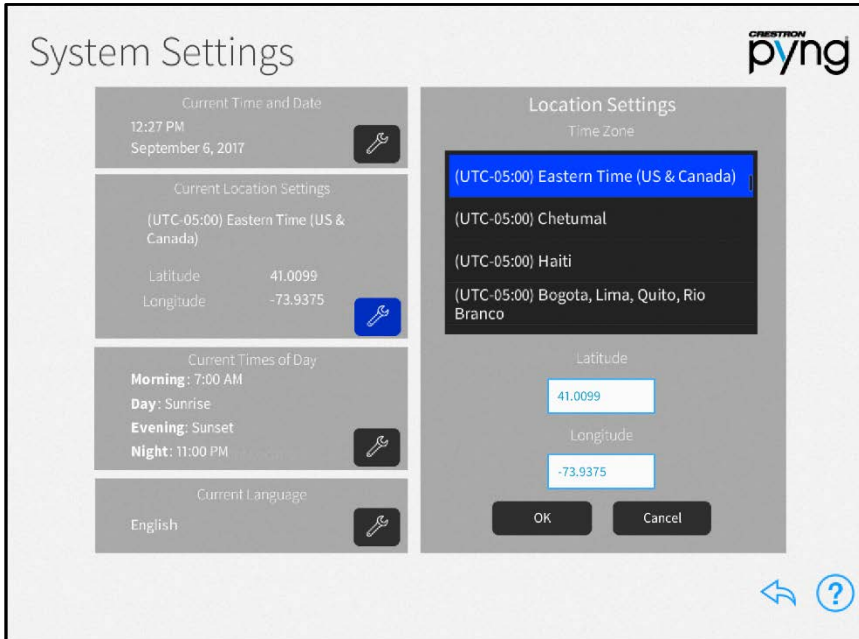
- Set the time (hour, minute, and **AM** or **PM**) using the appropriate spinner menus that are provided under the listed time.
- Set the date (month, day, and year) using the appropriate spinner menus that are provided under the listed date.

Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Current Location Settings

On the **System Settings** screen, tap the wrench button  next to **Current Location Settings** to display selections for editing location settings.

System Settings Screen - Current Location Settings




NOTE: If configuring the system with an iPad, tap **Synchronize with iPad** to synchronize the time zone, longitude, and latitude with the iPad device's location services.

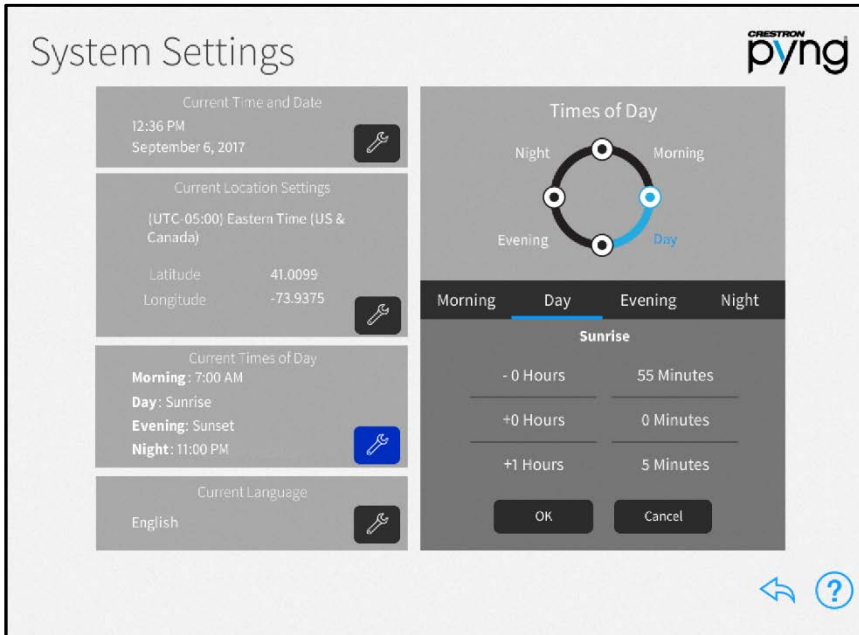
- Select the time zone for the system using the menu provided under **Time Zone**.
- Enter the system latitude in the **Latitude** field.
- Enter the system longitude in the **Longitude** field.

Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Current Times of Day

On the **System Settings** screen, tap the wrench button  next to **Current Times of Day** to display selections for editing the times of day recognized by the Crestron Pyng system.

System Settings Screen - Current Times of Day Settings



Times of day are used to trigger different actions and events within the system when the preset clock time is reached.

Tap the tab for each time of day to display the following configuration options:


- **Morning:** Set the time (hour, minute, and **AM** or **PM**) for the Morning preset, which is when the homeowner wakes using the provided spinner menus.
- **Day:** Set how long before or after sunrise (calculated by date and time zone) the Day preset occurs using the provided spinner menus.

NOTE: In some cases (such as in the summer months), the time set for the Day preset may occur before the time set for the Morning preset. In these cases, any actions or events set for the Morning preset do not occur.

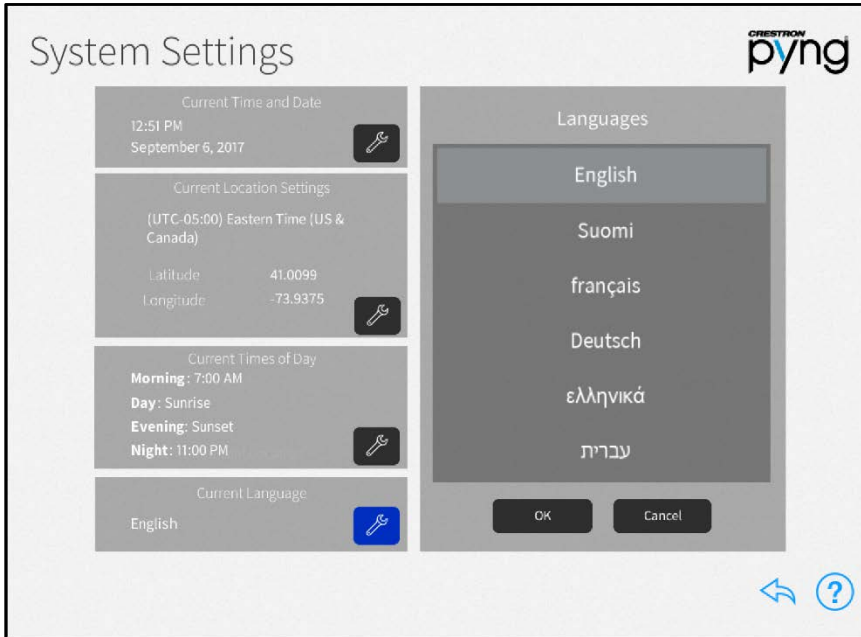
- **Evening:** Set how long before or after sunset (calculated by date and time zone) the Evening preset occurs using the provided spinner menus.
- **Night:** Set the time (hour, minute, and **AM** or **PM**) for the Night preset, which is when the homeowner goes to sleep, using the provided spinner menus.

Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Current Language

On the **System Settings** screen, tap the wrench button  next to **Current Language** to edit the language displayed by the system.

System Settings Screen - Current Language



Select the system language from the menu provided under **Languages**.

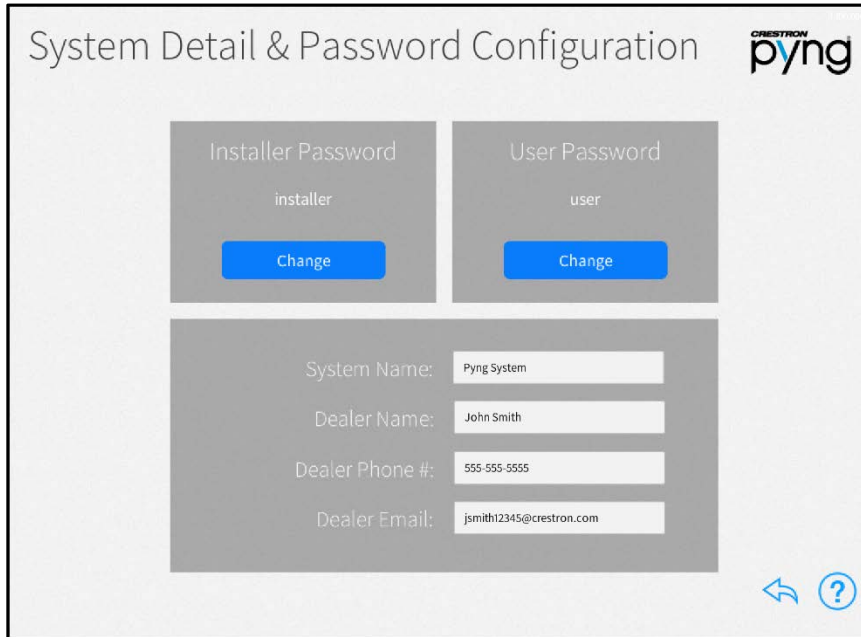
Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Tap the back arrow button  to return to the **Installer Settings** screen.

System Detail & Password Configuration

Tap **System Info & Passwords** on the **Installer Settings** screen to display the **System Detail & Password Configuration** screen.

System Detail & Password Configuration Screen



Use the **System Detail & Password Configuration** screen to update the system information and to change the user and installer passwords used to access the configuration screens.

The following settings may be configured:

- **Installer Password:** Tap **Change** to set a new installer password. Enter a new password using the pop-up dialog box that is displayed, and then tap **OK**.

CAUTION: Once an installer password is set, installer configuration mode may not be accessed without entering the password. If the installer password is lost, all Crestron Pyng system passwords must be reset by issuing the `resetpyngpasswords` command via the Text Console tool in Crestron Toolbox.


- **User Password:** Tap **Change** to set a new user password. Enter a new password using the pop-up dialog box that is displayed, and then tap **OK**.

NOTE: The installer password and user password may not be the same.

- **System Name:** Enter a descriptive system name (for example, "Smith Residence").
- **Dealer Name:** Enter the Crestron dealer responsible for the system installation.
- **Dealer Phone #:** Enter the phone number of the Crestron dealer responsible for the system installation.

- **Dealer Email:** Enter the email address of the Crestron dealer responsible for the system installation.

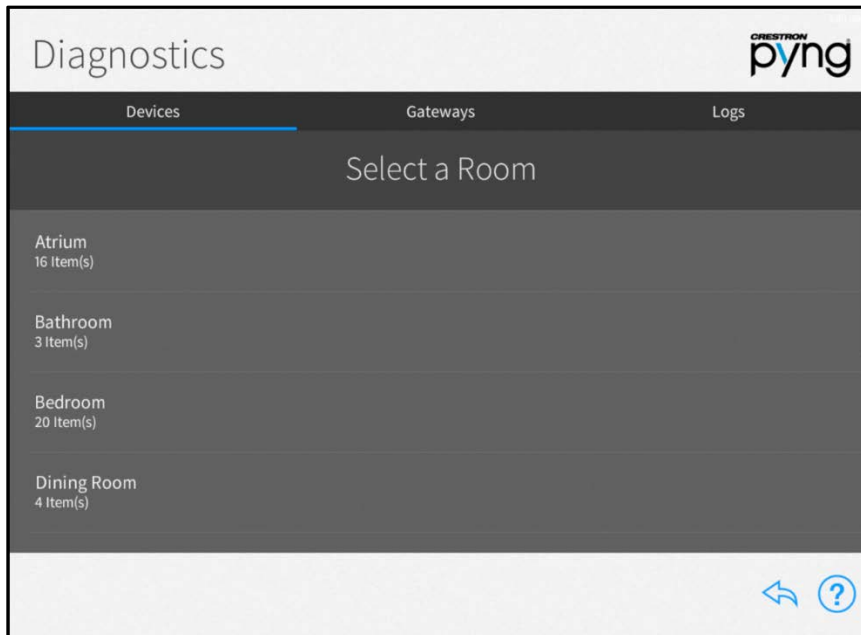
NOTE: Ensure that the dealer information is kept up to date, as this information is needed to place custom engraving orders through the Crestron Pyng system.

Tap the back arrow button  to return to the **Installer Settings** screen.

Diagnostics

Tap **Diagnostics** on the **Installer Settings** screen to display the **Diagnostics** screen.

Diagnostics Screen - Devices Tab



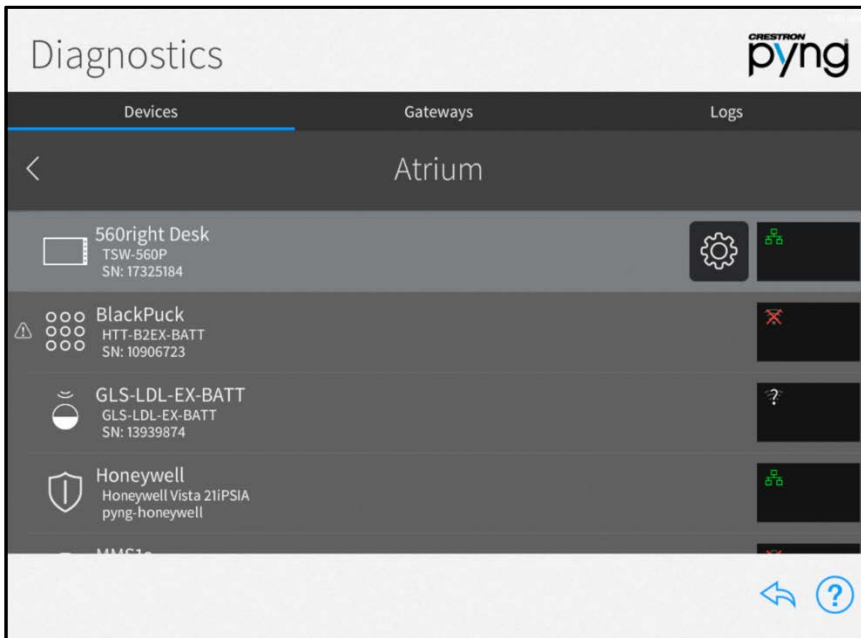
Use the **Diagnostics** screen to troubleshoot devices and gateways connected to the system and to view system message logs.

Devices










Tap the **Devices** tab to view all of the network devices that are paired with the Crestron Pyng system, organized by room. Each device reports its network status, firmware status, whether it is included in a scene, and whether it is affected by a scheduled event.

Select a room from the list to view the status of the devices configured for the room.

Diagnostics Screen - Atrium





The following status information is provided for each device in the room:

- If the device is online and detected by the system, a green wireless network icon  or wired network icon  is shown in the box to the right of the device name.
- If the device is offline or not detected by the system, a network icon with a red x ( or ) is shown.
- If a network connection cannot be determined or if the device is being scanned, a network icon with a question mark over the icon  is shown.
- If the device is part of a scene, a white scene icon  is shown.
- If the device is running an outdated firmware version that is not supported by the system, a red computer chip icon  is shown.
- If the device is battery-operated and has low battery power, a low battery icon  is shown.
- If the system detects an issue with the device, a caution icon  is shown.

NOTE: Devices that are not connected to the network, such as relay-controlled devices and uncontrolled audio sources, do not display any network connection information.

Tap the gear button  next to a device to view and modify device settings.

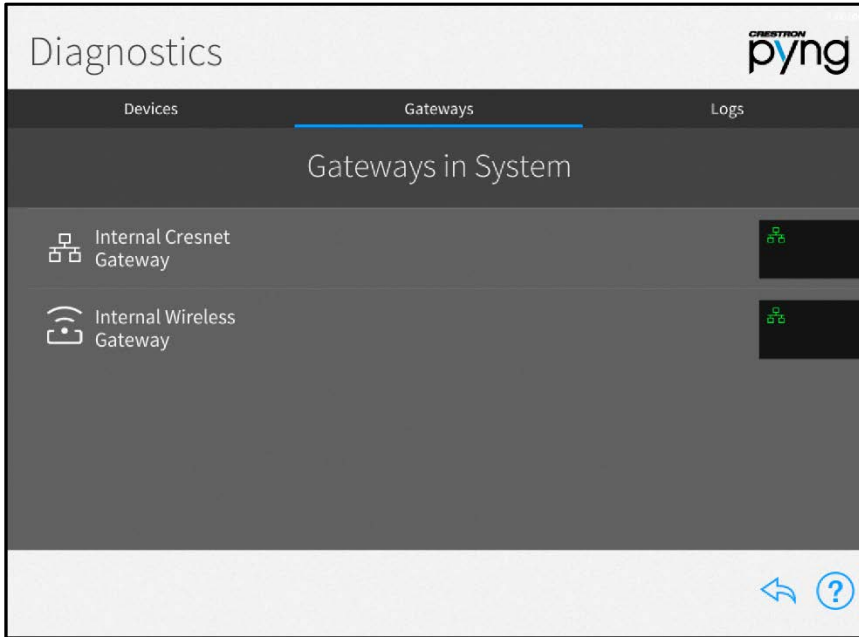
If a device is configured as part of a scene, tap the scene button  next to the device to view the scenes that include the device.

If an issue is found with a device, tap the warning button  next to the device to view more information about the issue.





Gateways


Tap the **Gateways** tab to view all of the gateways that are paired with the Crestron Pyng system. The **Gateways** tab also provides an option for viewing the system of paired Sonos devices. Each gateway reports its network and firmware status.


Diagnostics Screen - Gateways Tab



The following status information is provided for each gateway:

- If the gateway is online and detected by the system, a green network icon  is shown in the box to the right of the device name.
- If the gateway is offline or not detected by the system, a network icon with a red x  is shown.
- If the gateway is running an outdated firmware version that is not supported by the system, a red computer chip icon  is shown.
- If the system detects an issue with the gateway, a caution icon  is shown.

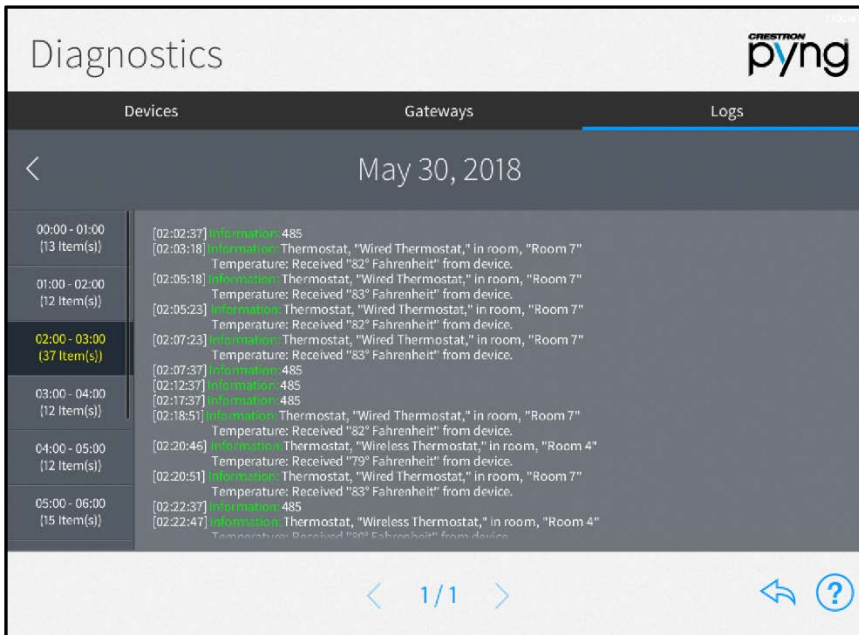
Tap the gear button  next to a gateway to view and modify gateway settings and to view all devices paired to the gateway. For more information on configuring gateway settings, refer to "Managing Gateways" on page 36.

If an issue is found with a gateway, tap the warning button  next to the device to view more information about the issue.

Logs

Tap the **Logs** tab on the top of the screen to view the message logs for the entire system, organized by day and time. Each item in the message log includes a time stamp, a recorded event description, and a message level indicating whether the item is general information or an error.

Diagnostics Screen - Logs Tab



NOTE: A microSD card must be loaded into the **MEMORY** slot on the rear of the PYNG-HUB to store log files.

The message logs display all of the actions that have occurred in the Crestron Pyng system during a specified date and time range.

To navigate the message logs:

- Select a date from the **Select a Log** menu.
- Tap the left and right arrow buttons (< and >) at the top of the screen to move forward and backward through logs for each day (starting with the current day).
- Swipe up or down through the list of times on the far left of the screen to view the logs for a specific time range (broken down into one-hour intervals).
- If more than one page of the log is available for the selected time range, use the left and right arrow buttons (< and >) at the bottom of the page to move forward or backward through the log pages.

Tap the back arrow button (←) to return to the **Installer Settings** screen.

MyCrestron Settings

Tap **MyCrestron Settings** on the **Installer Settings** screen to display the **MyCrestron Settings** screen.

MyCrestron Settings Screen

MyCrestron Settings

To enable MyCrestron Dynamic DNS service, visit www.MyCrestron.com to setup your domain. Then enter the domain and password in the fields below.

Domain

Password

Register System

Current Status

Current IP Address: 198.133.173.190

IP Address Last Checked: 9/7/2017 12:43:51 PM

System Last Successfully Registered

Use the **MyCrestron Settings** screen to enable remote access to the Crestron Pyng system through the MyCrestron Dynamic DNS service.

NOTE: A MyCrestron domain name must be registered at www.mycrestron.com prior to registering the system with MyCrestron.


To register the Crestron Pyng system with a MyCrestron account:

1. Enter the MyCrestron account domain name in the **Domain** text box.
2. Enter the password for the MyCrestron account in the **Password** field.
3. Tap Register System.

If the registration is successful, a success message is displayed, and the **System Last Successfully Registered** date updates in the **Current Status** panel.

The **Current Status** panel provides the following information:

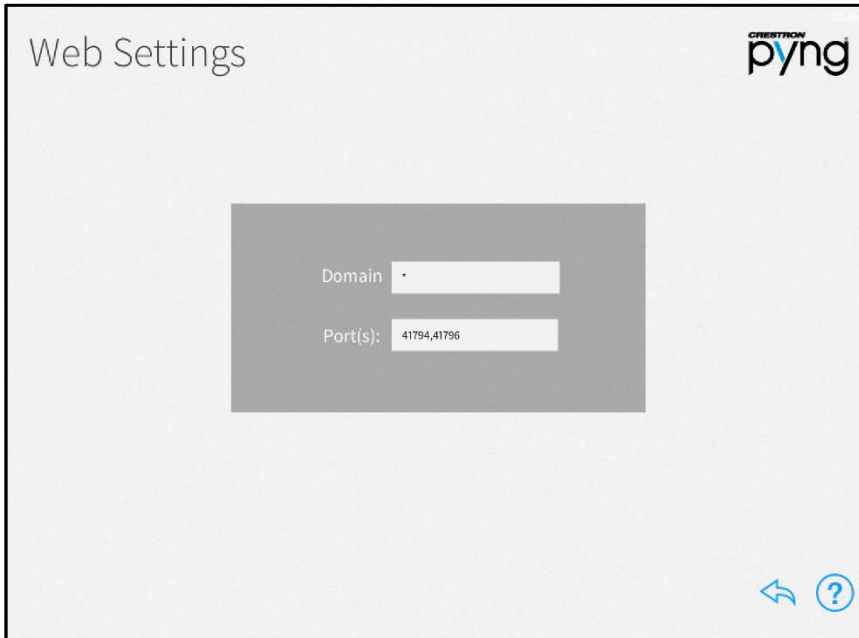
- **Current IP Address:** The IP address associated with the MyCrestron account domain name
- **IP Address Last Checked:** The date and time that the MyCrestron account IP address was last checked
- **System Last Successfully Registered:** The date and time that the Crestron Pyng system was last successfully registered to a MyCrestron account

Tap the back arrow button  to return to the **Installer Settings** screen.

Web Settings

Tap **Web Settings** on the **Installer Settings** screen to display the **Web Settings** screen.

Web Settings Screen



Use the **Web Settings** screen to enter a domain and port for accessing the PYNG-HUB's built-in web XPanel interface. The following XPanel settings may be edited:

- **Domain:** Enter the XPanel web domain.
- **Port(s):** Enter the XPanel web port(s).

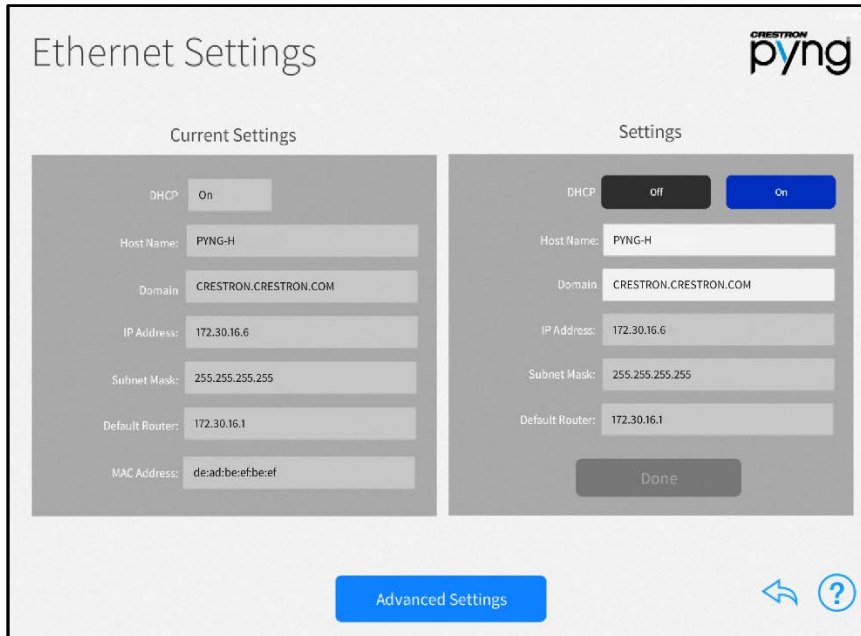
NOTE: For most applications, set **Domain** to "*" and set **Port(s)** to "41794,41796". For more information on advanced web XPanel configurations, refer to OLH article 5793 at www.crestron.com/onlinehelp.

Tap the back arrow button  to return to the **Installer Settings** screen.

Ethernet Settings

Tap **Ethernet Settings** on the **Installer Settings** screen to display the **Ethernet Settings** screen.

Ethernet Settings Screen



Use the **Ethernet Settings** screen to view and modify Ethernet settings for the PYNG-HUB.

The following Ethernet settings may be viewed in the **Current Settings** panel:

- **DHCP:** Reports whether DHCP (Dynamic Host Configuration Protocol) is turned on or off
- **Host Name:** The PYNG-HUB hostname
- **Domain:** The PYNG-HUB domain name
- **IP Address:** The PYNG-HUB IP address
- **Subnet Mask:** The PYNG-HUB subnet mask address
- **Default Router:** The default gateway router address
- **MAC Address:** The PYNG-HUB unique MAC (media access control) address

The following Ethernet settings may be edited in the **Settings** panel.

- **DHCP:** Tap **On** to turn DHCP on, or tap **Off** to turn DHCP off.

NOTE: If DHCP is turned on, the device IP address, the subnet mask, and the default router settings may not be changed manually.

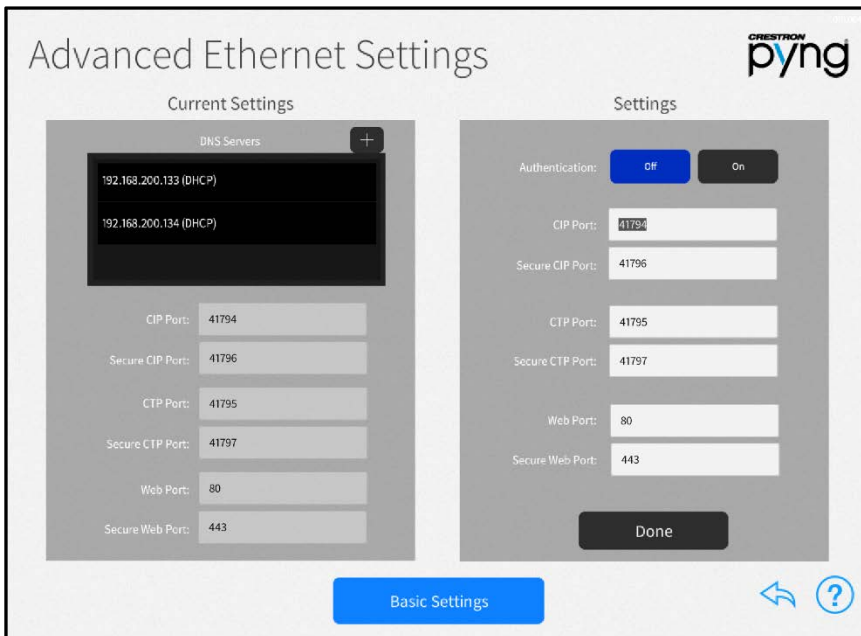
- **Host Name:** Enter the PYNG-HUB hostname.

- **Domain:** Enter the PYNG-HUB domain name used for connection.
- **IP Address:** If DHCP is turned off, enter the PYNG-HUB IP address.
- **Subnet Mask:** If DHCP is turned off, enter the PYNG-HUB subnet mask address.
- **Default Router:** If DHCP is turned off, enter the default gateway router IP address.

After making any changes to the Ethernet settings, tap **Apply**. A dialog box is displayed confirming whether the changes should be submitted. Tap **OK** to save the changes and to reboot the device using the new Ethernet settings. Tap **Cancel** to cancel the changes.

Tap **Advanced Settings** at the bottom of the screen to display the **Advanced Ethernet Settings** screen.

Advanced Ethernet Settings Screen



Use the **Advanced Ethernet Settings** screen to view and modify advanced Ethernet settings. This screen is also used to configure authentication for the device.

The following Ethernet settings may be viewed in the **Current Settings** panel.

- **DNS Servers:** The DNS (Domain Name Servers) servers that are used to generate IP addresses for the PYNG-HUB
 - Tap the plus button (+) at the top of the **DNS Servers** menu to display a dialog box for entering a new DNS server IP address.
 - Enter the new DNS server address in the provided text field
 - Tap **OK** to save the new DNS server or tap **Cancel** to cancel the addition.

- **CIP Port:** The CIP (Crestron Internet Protocol) port number for the CIP routing protocol
- **Secure CIP Port:** The secure CIP port number for the CIP routing protocol
- **CTP Port:** The CTP (Crestron Toolbox Port) number for the CTP routing protocol
- **Secure CTP Port:** The secure CTP number for the CTP routing protocol
- **Web Port:** The web port number for the hypertext transfer protocol
- **Secure Web Port:** The secure web port number for the hypertext transfer protocol

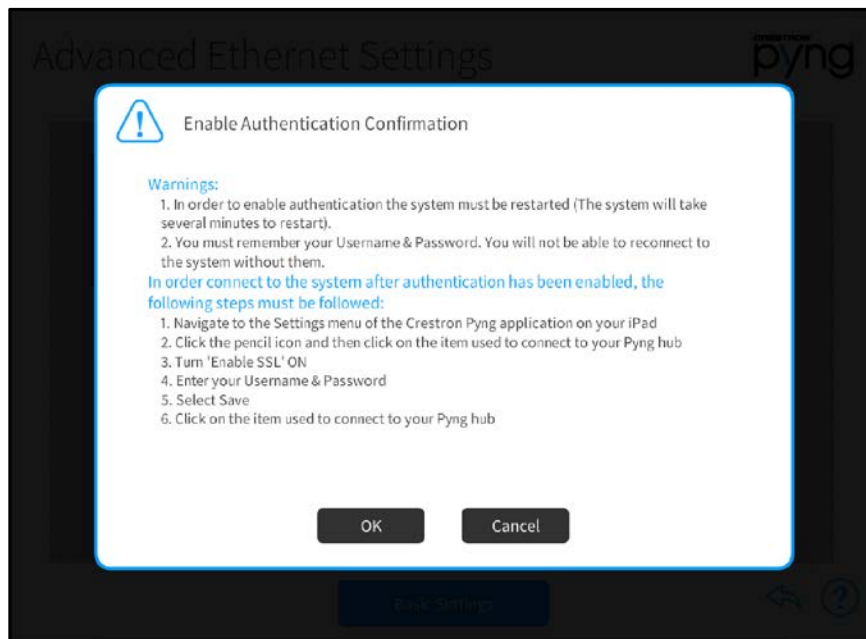
The following Ethernet settings may be edited in the **Settings** panel.

- **Authentication:** Tap **On** to turn device authentication on, or tap **Off** to turn device authentication off.

If authentication is turned on, an **Enable Authentication** dialog box is displayed.

- Enter a username and password in the appropriate fields, and then reenter the password. Tap **OK** to proceed.
- A pop-up dialog box is displayed that provides warnings about authentication and steps for connecting to the system after authentication is enabled.

Enable Authentication Confirmation Dialog Box




- Tap **OK** to proceed or **Cancel** to cancel enabling authentication.

CAUTION: Once authentication is enabled, do not lose the username and password required for authentication, as the Crestron Pyng system may not be accessed without these credentials. If the authentication credentials are lost, the PYNG-HUB must be restored to factory defaults.

- **CIP Port:** Enter the CIP port number for the CIP routing protocol.
- **Secure CIP Port:** Enter the secure CIP port number for the CIP routing protocol.
- **CTP Port:** Enter the CTP port number for the CTP routing protocol.
- **Secure CTP Port:** Enter the secure CTP port number for the CTP routing protocol.
- **Web Port:** Enter the web port number for the hypertext transfer protocol.
- **Secure Web Port:** Enter the secure web port number for the hypertext transfer protocol.

After making any changes to the advanced Ethernet settings, tap **Apply**. A dialog box is displayed confirming whether the changes should be submitted. Tap **OK** to save the changes and to reboot the device using the new advanced Ethernet settings. Tap **Cancel** to cancel the changes.

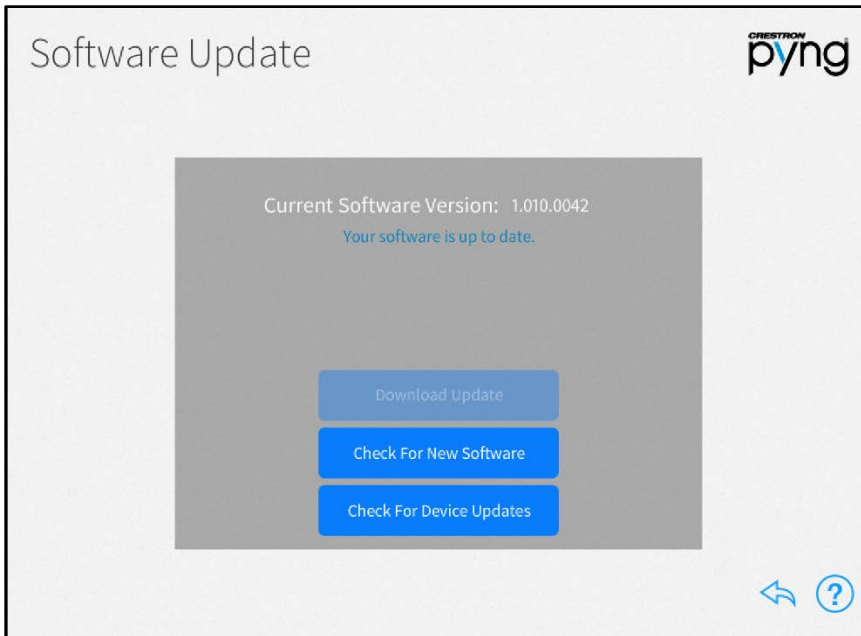
Tap **Basic Settings** to return to the main **Ethernet Settings** screen.

Tap the back arrow button  to return to the **Installer Settings** screen.

Software Update

Tap **Check For Updates** on the **Installer Settings** screen to display the **Software Update** screen.

Software Update Screen




Use the **Software Update** screen to check for and download software updates for the Crestron Pyng system and for connected devices. System updates must be initiated manually.

The system scans the cloud for software updates and shows a pop-up notification on the user interface and setup pages when an update is available. Software downloads may be initiated from this notification or from the **Software Update** screen.

Tap **Download Update** to update the system software if an update is available. Once the software downloads, tap **Update Software** to begin the software update.

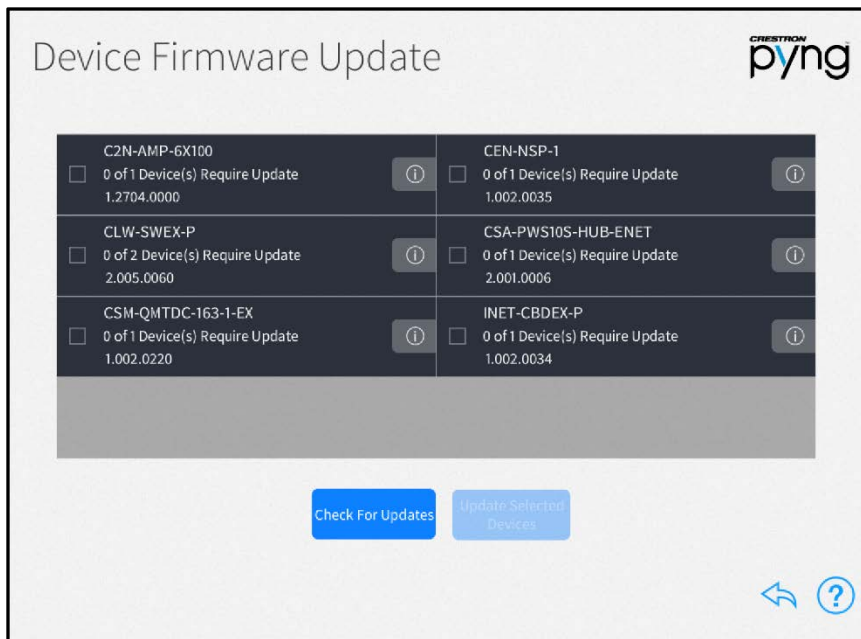
NOTE: A software update takes up to 30 minutes to complete, and the PYNG-HUB reboots several times throughout the update process. Therefore, updates should be performed when the system is not in use.

If a software update is available, tap the information button  to view release notes for the update.

Tap **Check For New Software** to scan the cloud manually for software updates.


Tap **Check For Device Updates** to discover and install firmware updates for network devices paired with the system. The **Device Firmware Update** screen is displayed.

Device Firmware Update Screen




The **Device Firmware Update** screen scans the Crestron Pyng system for network devices, and searches for any firmware updates if a network connection is established.

Once the scan is complete, the **Device Firmware Update** screen presents a list of devices with recommended firmware updates. Tap the check box next to a device to select the device to receive a firmware update. Then, tap **Update Selected Drivers** to perform firmware updates for the selected devices.

Tap the information button  next to a device to view release notes for the device firmware update.

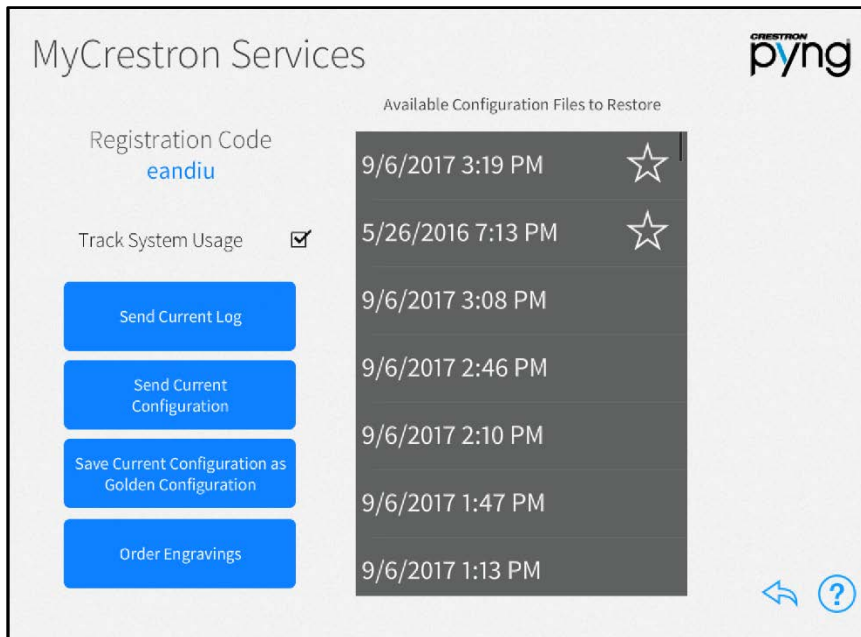
Tap **Check For Updates** to rescan the update server for new device firmware updates.

Tap the back arrow button  to return to the **Installer Settings** screen.

MyCrestron Services

Tap **MyCrestron Monitoring Services** on the **Installer Settings** screen to display the **MyCrestron Services** screen.

MyCrestron Services Screen



Use the MyCrestron Services screen to manage saved configuration files, to send message logs to the cloud, and to order custom engravings. A registration code is also provided for registering the Crestron Pyng system with a MyCrestron account.

For more information on registering the Crestron Pyng system with a MyCrestron account, refer to "MyCrestron Settings" on page 88.

The following settings may be configured:

- Tap the check box next to **Track System Usage** to enable or disable tracking the Crestron Pyng system usage through MyCrestron.
- Tap **Send Current Log** to send the current message log file to MyCrestron. Tap **OK** in the dialog box that is displayed to send the current log file, or tap **Cancel** to cancel sending the log file.

- Tap **Send Current Configuration** to send the current system configuration settings to MyCrestron. Tap **OK** in the dialog box that is displayed to send the current configuration, or tap **Cancel** to cancel sending the configuration.
- Tap **Save Current Configuration as Golden Configuration** to save the current configuration as a golden configuration. Tap **OK** in the dialog box that is displayed to save the current configuration or tap **Cancel** to cancel saving the configuration.

NOTE: Golden configurations represent known, working system states that may always be restored safely, and are indicated by a star icon in the **Available Configuration Files to Restore** menu.

- Tap **Order Engravings** to order any custom engravings created in the system (after the system has been linked with a MyCrestron account). Tap **OK** in the dialog box that is displayed to order the engravings or tap **Cancel** to cancel the order.

NOTES:

- An email that contains all of the information needed to order the engravings is generated and sent to the integrator. This information is generated based on the button layouts configured during the Actions & Events step.
- The dealer information must be entered correctly and up to date in order to ensure that the order is processed correctly. For more information, refer to "System Detail & Password Configuration" on page 83.

-
- Select a configuration file from the **Available Configuration Files to Restore** menu to restore the system to the selected configuration. Golden configurations are indicated by a star icon.

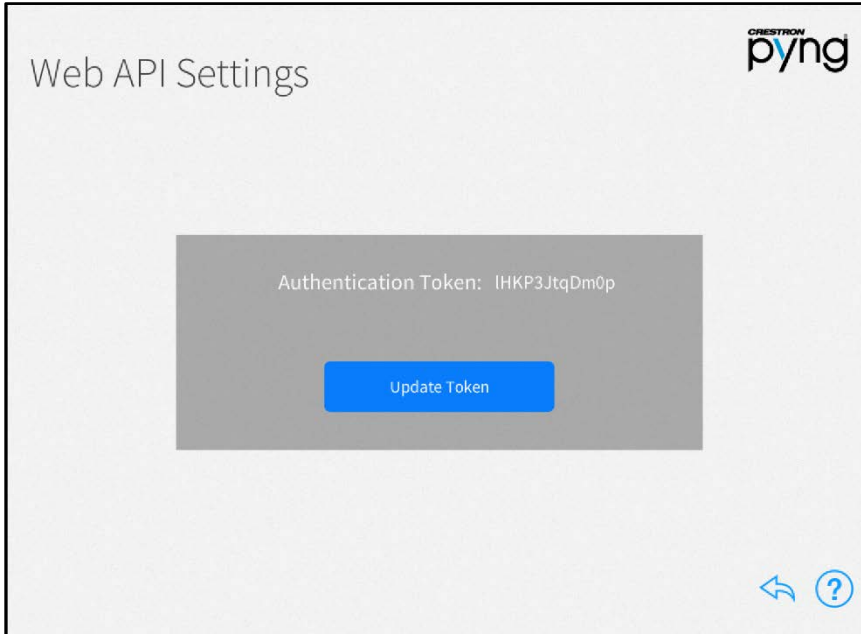
NOTE: The Crestron Pyng system records the system configuration settings periodically and saves them in configuration files, which are sorted by time and date. If an issue arises with the system, the system may be restored to an earlier working configuration. Golden Configurations always appear the top of the **Available Configuration Files to Restore** list.

Tap the back arrow button  to return to the **Installer Settings** screen.

Web API Settings


Tap **Web API Settings** on the **Installer Settings** screen to display the **Web API Settings** screen.

Web API Settings Screen



Use the **Web API Settings** screen to view and update the Web API (Application Programming Interface) authentication token used to access the Crestron Pyng system's REST API interface.

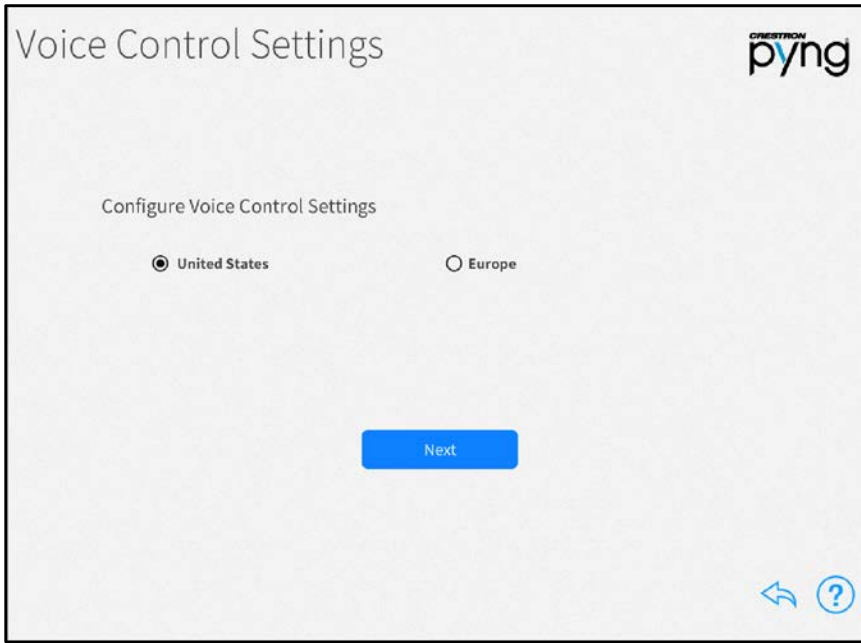
Tap **Update Token** to display a dialog box asking whether the authentication token should be updated. Tap **OK** to update to authentication token or tap **Cancel** to cancel the update.

Tap the back arrow button  to return to the **Installer Settings** screen.

Voice Control Settings

Tap **Voice Control Settings** on the **Installer Settings** screen to display the **Voice Control Settings** screen.

Voice Control Settings Screen

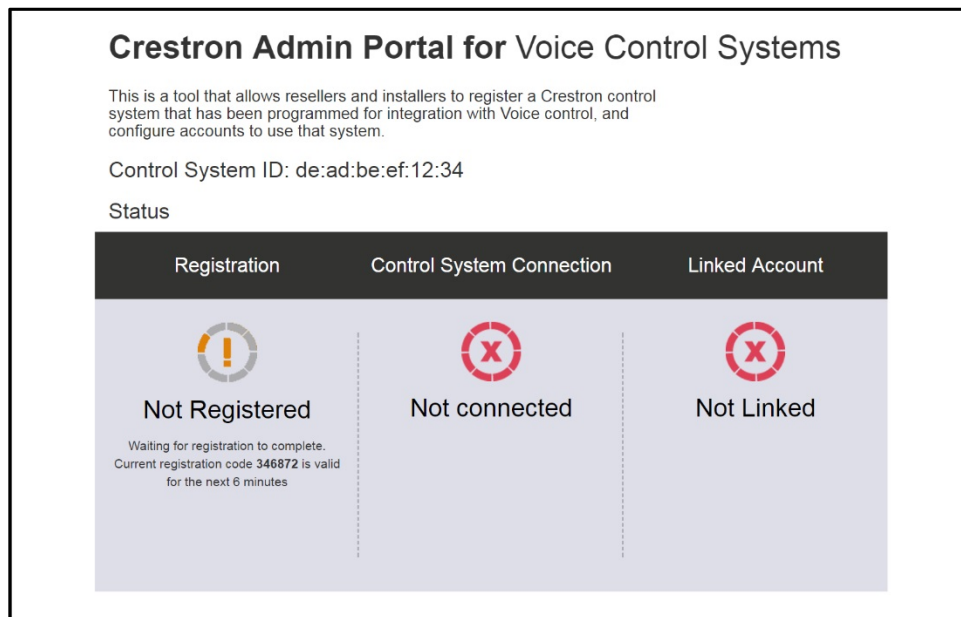


Use the **Voice Control Settings** page to associate the Crestron Pyng system with an Amazon® software account and the Alexa™ voice control device for voice control services.

To configure voice control settings for the Crestron Pyng system:

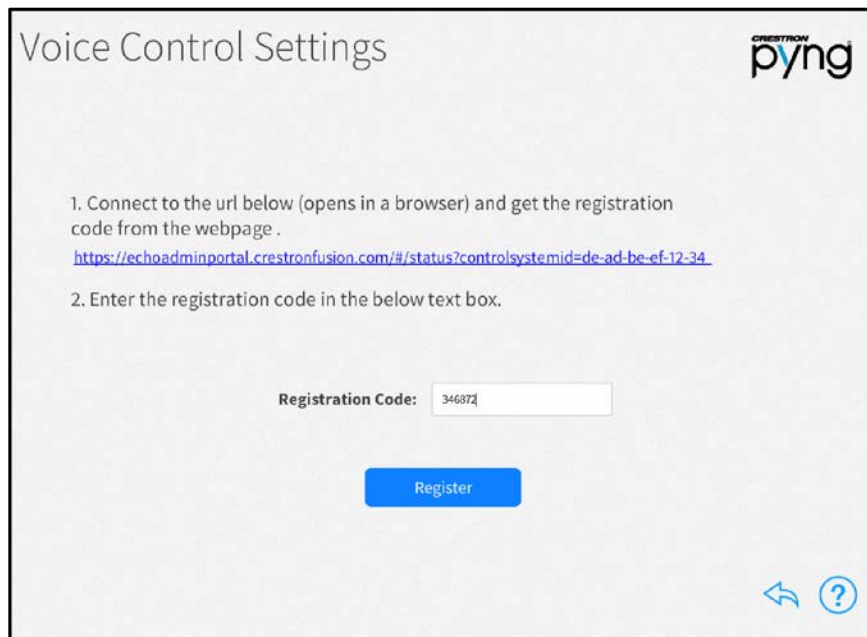
1. Select the region associated with the Crestron Pyng system (**United States** or **Europe**).
2. Tap **Next**.
3. After a region is selected, tap the URL provided on the screen to open the Crestron Admin Portal for Voice Control Systems for the selected region.

Crestron Admin Portal for Voice Control Systems Page



4. If the device is not already registered, record the six-digit registration code provided under the **Registration** section.
5. Enter the registration code obtained in the above step in the **Registration Code** field on the **Voice Control Settings** screen.

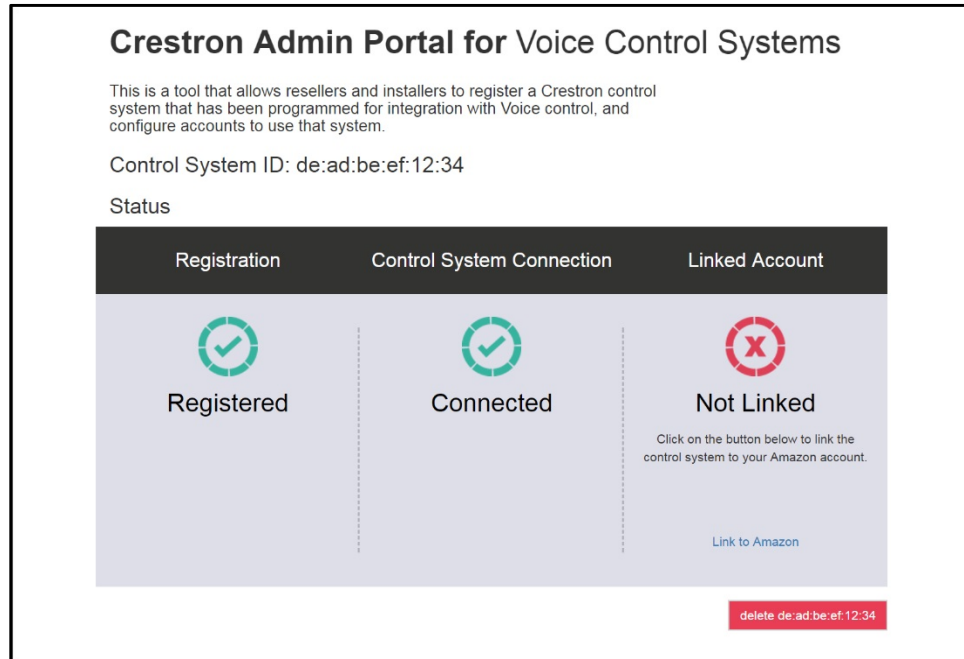
Voice Control Settings Screen - Registration Code



6. Tap **Register**. If the registration credentials are valid, a dialog box is displayed stating that the registration was successful. Tap **OK** to continue.

7. A second dialog box is displayed stating that the homeowner's Amazon account must be linked to the Crestron Pyng system. Tap the **Registration Portal** link to display the **Crestron Admin Portal for Voice Control Systems** page in the web browser.

Crestron Admin Portal for Voice Control Systems Page



NOTE: To unlink the PYNG-HUB from the voice services provider, tap the red button at the bottom right of the page. The registration process must be completed again to relink the PYNG-HUB with the voice services provider.

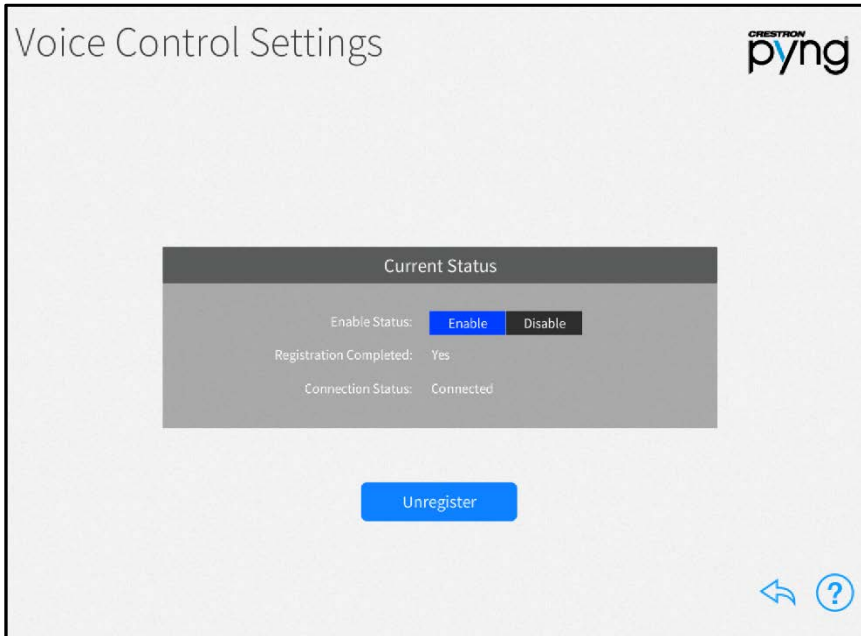
8. Tap **Link to Amazon** at the bottom of the **Linked Account** section. A dialog box for entering Amazon credentials is displayed.
9. Enter the credentials for the Amazon account.

NOTE: A dialog box is displayed asking whether the linked account is an Amazon @Work account. Tap No if the linked Amazon account is for a residential application.

If the registration process is successful, the **Linked Account** status changes to **Linked**.

Once the Crestron Pyng system is registered with an Amazon account, the **Voice Control Settings** screen provides selections for viewing and configuring voice control settings.

Voice Control Settings Screen - Current Status




The following settings may be viewed and configured:

- **Enable Status:** Tap **Enable** or **Disable** to enable or disable voice control, respectively, for the system.
 - If **Enable** is selected, the system connects to and processes commands from the voice recognition service.
 - If **Disable** is selected, the system disconnects from the voice control service, and voice control commands will no longer be processed.
- **Registration Completed:** Indicates whether or not the system is registered with the voice recognition service
- **Connection Status:** Indicates the connection state between the system and the voice control service (If the system is enabled but unable to connect to the service, additional details are provided in the message logs.)

NOTE: If the system is unable to connect to the voice control service (**Connection Status** does not display as "Connected"), navigate to the registration portal and delete the control system from the portal. If the system is registered and connected, but voice commands are not working, ensure that Crestron is enabled on the voice service provider's app.

Tap **Unregister** to clear the registration credentials from the system and the voice control administration portal. Tap **OK** in the dialog box that is displayed to unregister from voice control services, or tap **Cancel** to cancel unregistering the system.

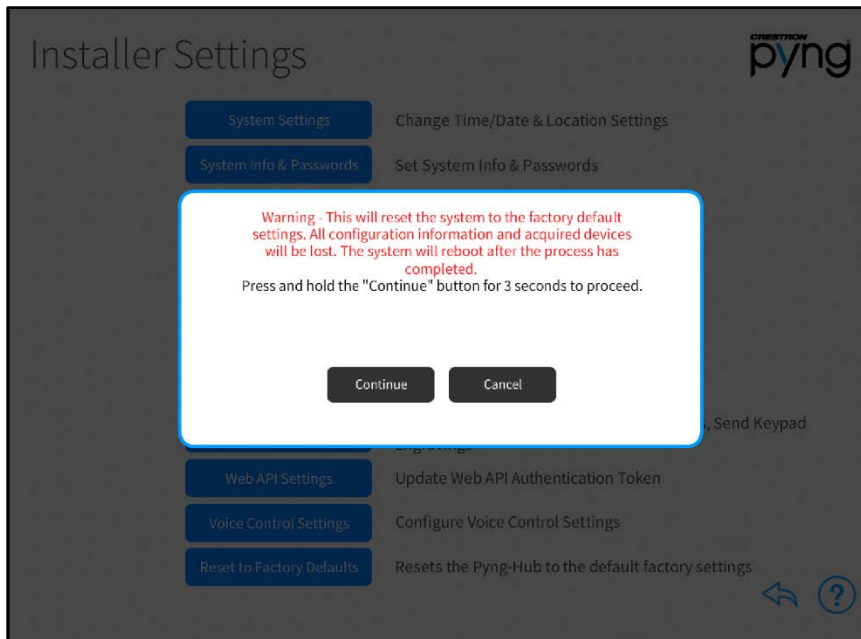
NOTE: To enable or disable control of a specific room or load, navigate to the **Voice Control** tab in the configuration settings for the room or load. Loads without a **Voice Control** tab are not compatible with voice control.

Tap the back arrow button  to return to the **Installer Settings** screen.

Reset to Factory Defaults

Tap **Reset to Factory Defaults** on the **Installer Settings** screen to display a dialog box used to restore the PYNG-HUB to its factory default settings.

Installer Settings Screen - Reset to Factory Defaults



The dialog box contains a warning stating that all configured settings and devices are lost following a factory restore, and provides instructions for restoring the PYNG-HUB.

To restore the PYNG-HUB, press and hold the **Continue** button for three seconds. The device reboots after the restore process completes.

Tap **Cancel** to cancel the factory restore and to return to the **Installer Settings - System Configuration** screen.

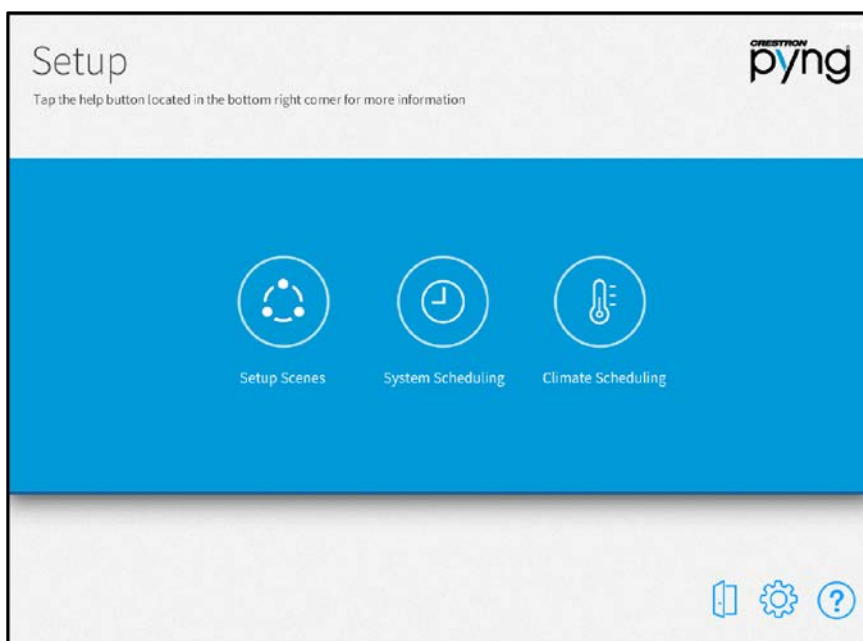
User Configuration

The user setup screens provide the homeowner with advanced options to customize their Crestron Pyng system.


To access the user setup screens while in user control mode:


1. On the home screen, select **Settings** from the collapsible side menu.
2. Enter the user password when prompted, and then tap **OK**.
3. Tap **Configure System**.
4. Enter the user password again when prompted, and then tap **OK**. The main **Setup** screen is displayed.


User Setup Screen



The following sections describe the different settings that may be configured through the user setup screens.

Tap the help button  on any of the user setup screens to display dialog boxes that explain the screen functions and features and provide links to tutorial videos.

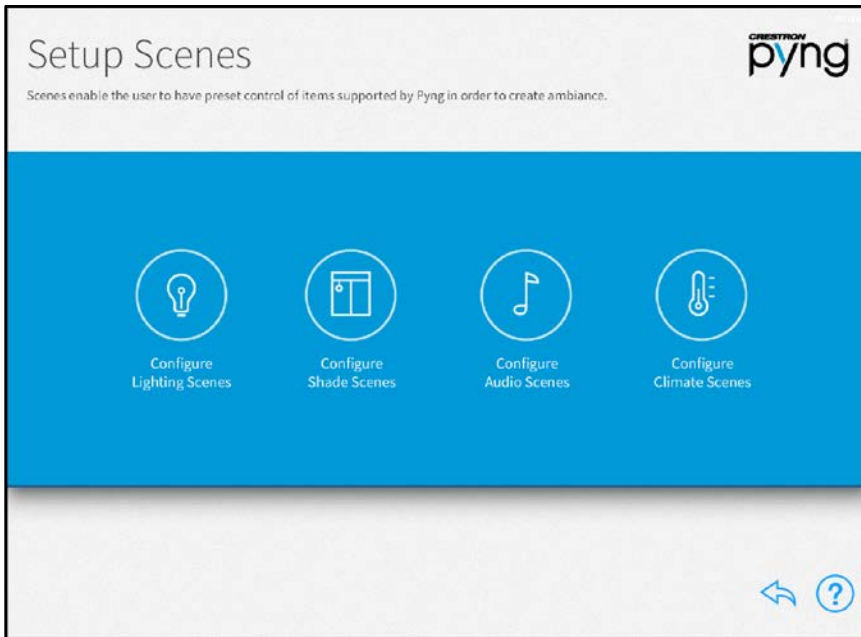
Tap the gear button  to display the **User Settings** screen to configure advanced Crestron Pyng system settings. For more information on the **User Settings** screen, refer to "User Settings" starting on page 107.

Tap the door button  to leave the user setup screens and to enter user control mode. For more information of user control mode, refer to "Operation" starting on page 121.

Setup Scenes

Tap the **Setup Scenes** button on the user **Setup** screen to display the **Setup Screens** screen.

Setup Scenes Screen




Use the **Setup Scenes** screen to create and configure scenes for the Crestron Pyng system, including lighting scenes, shade scenes, audio scenes, and climate scenes.

Scenes are preset configurations for different device types that create a specific ambiance when recalled. Scenes may be recalled from keypads, from touch screens, and from scheduled events.

Scenes are created and configured the same way in the user setup screens as they are in the installer setup screens. For more information on creating specific scenes, refer to the following sections:

- For lighting scenes, refer to "Light Scenes" starting on page 42.
- For shade scenes, refer to "Shade Scenes" starting on page 46.
- For audio scenes, refer to "Audio Scenes" starting on page 50.
- For climate scenes, refer to "Climate Scenes" starting on page 52.

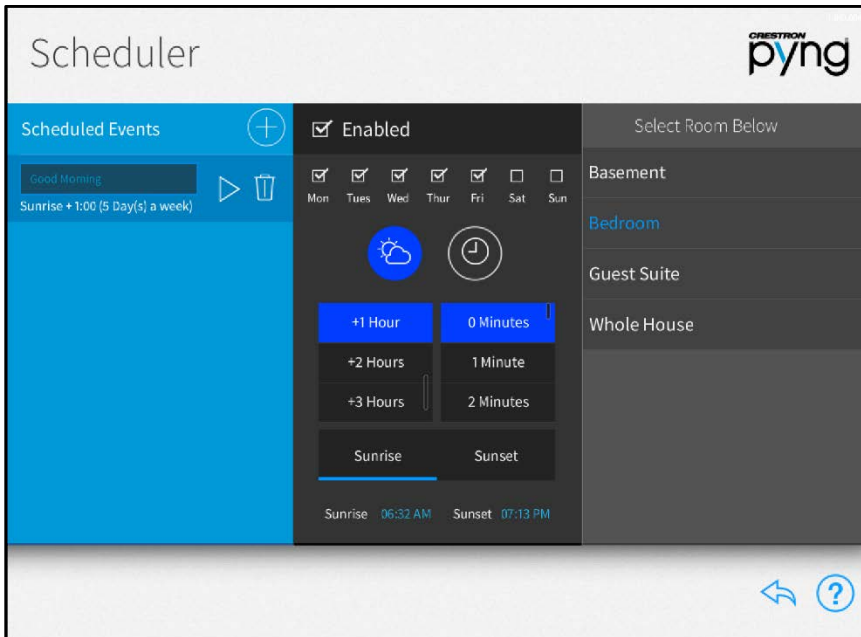
NOTE: Each room may contain a maximum of 24 scenes for each scene type. (For example, a room may contain up to 24 lighting scenes, up to 24 shade scenes, and so forth.)

Tap the back arrow button  to return to the main **Setup** screen.

Scheduler (User)


Tap the **System Scheduling** button on the user **Setup** screen to display the **Scheduler** screen.

Scheduler Screen



Use the Scheduler screen to schedule events that trigger one or more scenes at specific times and on one or more specific days of the week.

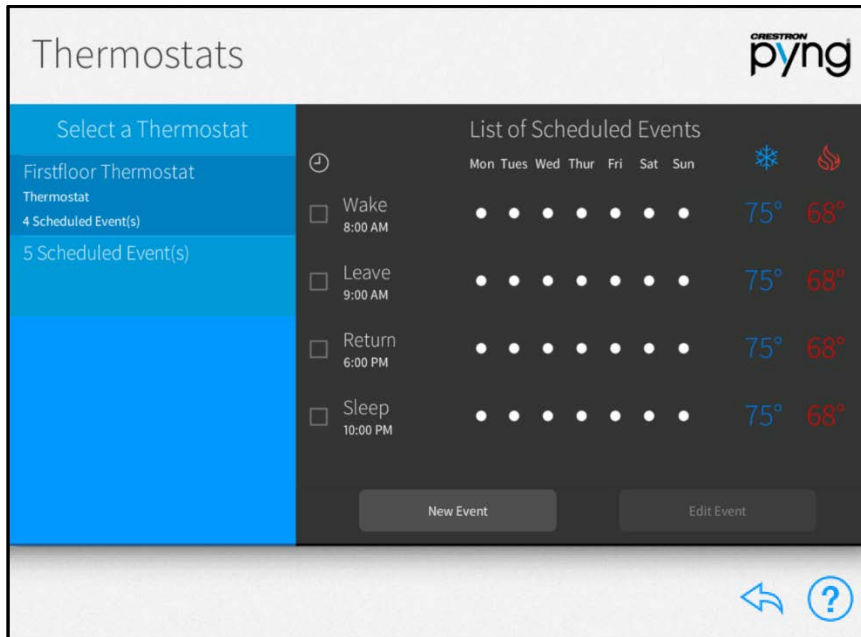
Events are created and scheduled the same way in the user setup screens as they are in the installer setup screens. For more information on scheduling events, refer to "Scheduler" on page 72.

Tap the back arrow button  to return to the main **Setup** screen.

Thermostats (User)

Tap the **Climate Scheduling** button on the user **Setup** screen to display the **Thermostats** screen.


Thermostats Screen




Use the **Thermostat** screen to schedule events for the thermostats in the Crestron Pyng system.

By default, each thermostat includes events 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.

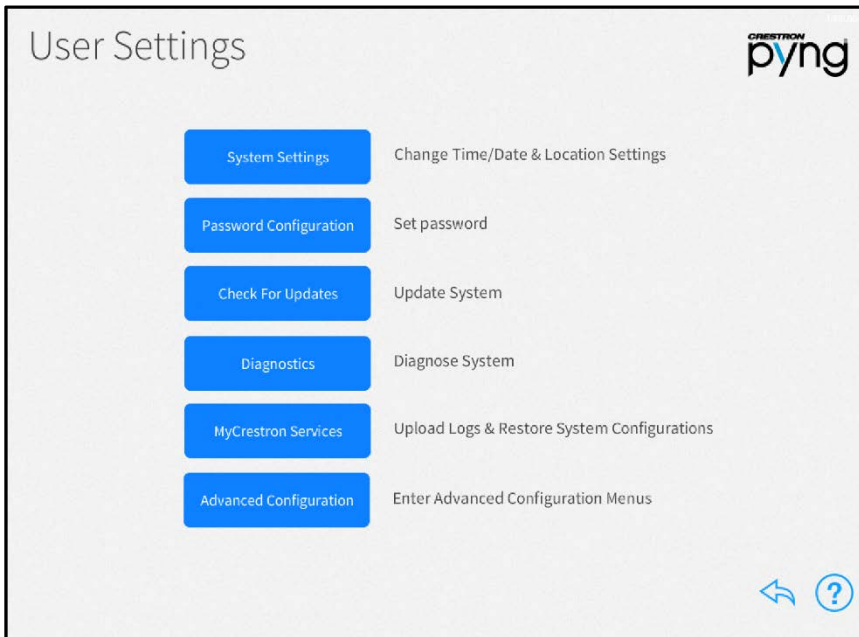
Thermostat events are created and scheduled the same way in the user setup screens as they are in the installer setup screens. For more information on scheduling events, refer to "Thermostats" on page 74.

Tap the back arrow button  to return to the main **Setup** screen.

User Settings


Tap the gear button  on the bottom right of the user **Setup** screen to display the **User Settings** screen.


User Settings Screen



Use the **User Settings** screen to configure various settings for the Crestron Pyng system and the PYNG-HUB:

- Tap **System Settings** configure the time and date, location settings, time of day settings, and the system language.
- Tap **Password Configuration** to change the user password.
- Tap **Check for Updates** to check for and download software updates for the Crestron Pyng system and for connected devices.
- Tap **Diagnostics** to configure various settings for the Crestron Pyng system and the PYNG-HUB.
- Tap **MyCrestron Services** to obtain a registration code for registering the PYNG-HUB with a MyCrestron domain and to access various MyCrestron services.
- Tap **Advanced Configuration** to access the installer setup screens. An installer password is required.

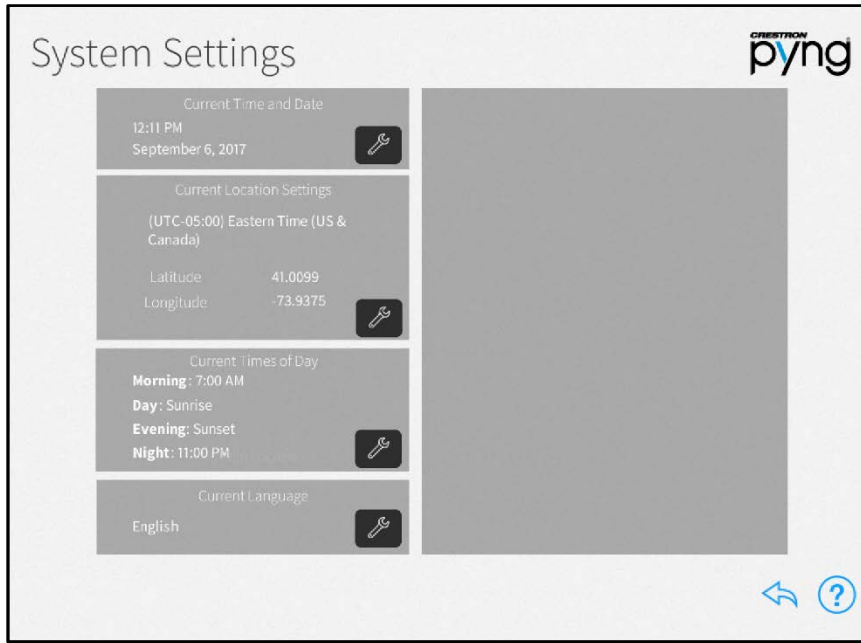
Tap the help button  on any of the **User Settings** screens to display dialog boxes that explain the screen functions and features and provide links to tutorial videos. (The iPad or setup device must be connected to the network to access videos.)

Tap the back arrow button  to return to the main **Setup** screen.

System Settings


Tap **System Settings** on the **User Settings** screen to display the **System Settings** screen.

User Settings - System Settings Screen

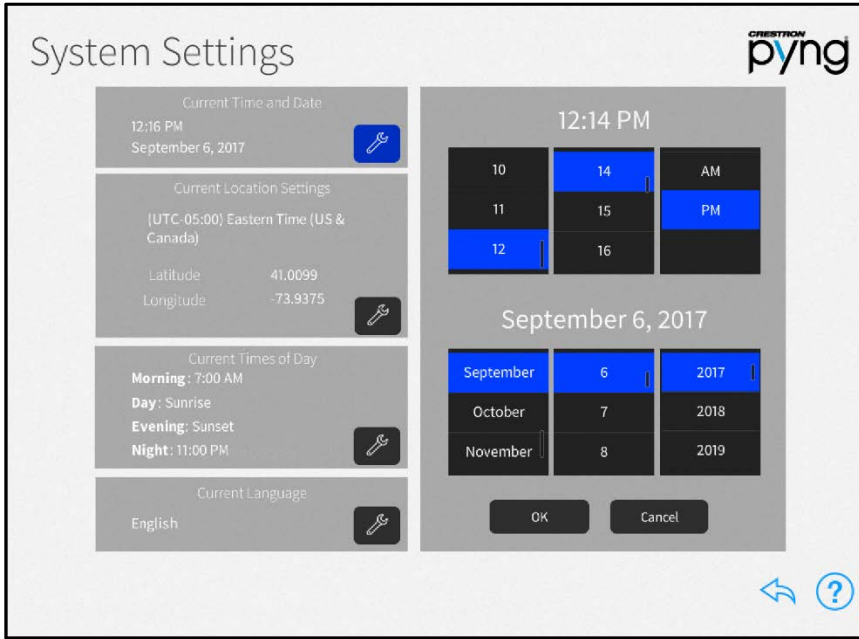


Use the **System Settings** screen to configure the date and time, the location settings, the preset times of day used for events, and the system language.

Current Time and Date

On the **System Settings** screen, tap the wrench button  next to **Current Time and Date** to display selections for editing the date and time.


System Settings Screen - Current Time and Date



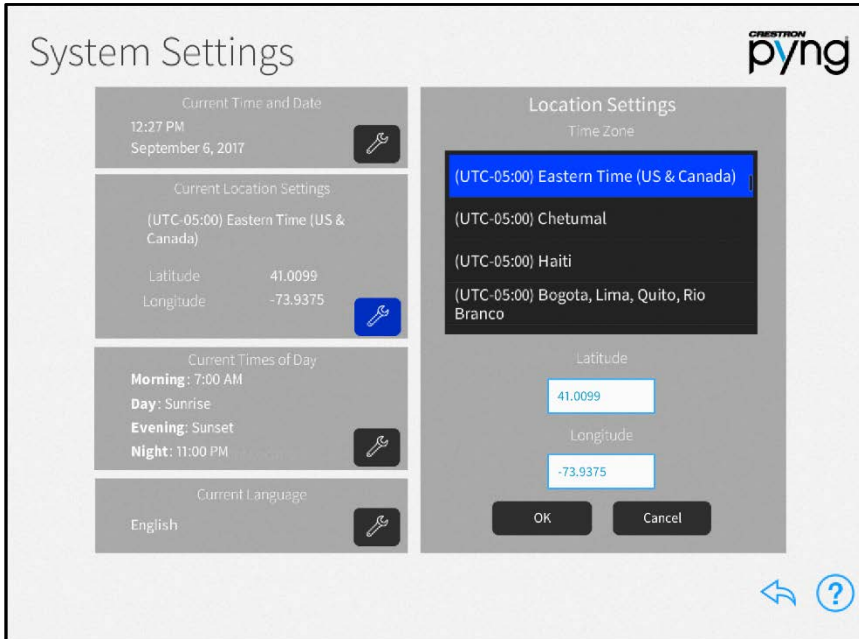
- Set the time (hour, minute, and **AM** or **PM**) using the appropriate spinner menus that are provided under the listed time.
- Set the date (month, day, and year) using the appropriate spinner menus that are provided under the listed date.

Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Current Location Settings

On the **System Settings** screen, tap the wrench button  next to **Current Location Settings** to display selections for editing location settings.

System Settings Screen - Current Location Settings




NOTE: If configuring the system with an iPad, tap Synchronize with iPad to synchronize the time zone, longitude, and latitude with the iPad device's location services.

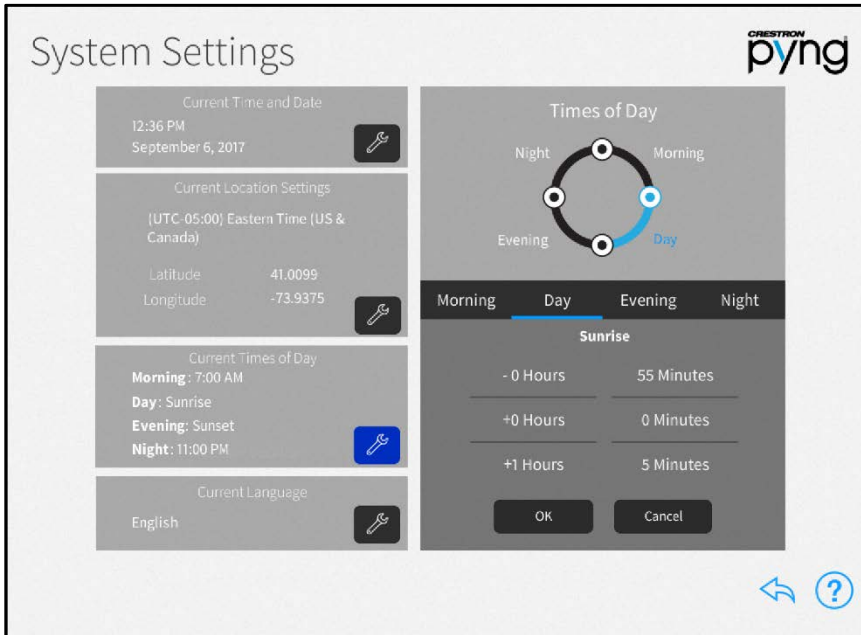
- Select the time zone for the system using the menu provided under **Time Zone**.
- Enter the system latitude in the **Latitude** field.
- Enter the system longitude in the **Longitude** field.

Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Current Times of Day

On the **System Settings** screen, tap the wrench button  next to **Current Times of Day** to display selections for editing the times of day recognized by the Crestron Pyng system.

System Settings Screen - Current Times of Day Settings



Times of day are used to trigger different actions and events within the system when the preset clock time is reached.

Tap the tab for each time of day to display the following configuration options:


- **Morning:** Set the time (hour, minute, and **AM** or **PM**) for the Morning preset, which is when the homeowner wakes using the provided spinner menus.
- **Day:** Set how long before or after sunrise (calculated by date and time zone) the Day preset occurs using the provided spinner menus.

NOTE: In some cases (such as in the summer months), the time set for the Day preset may occur before the time set for the Morning preset. In these cases, any actions or events set for the Morning preset do not occur.

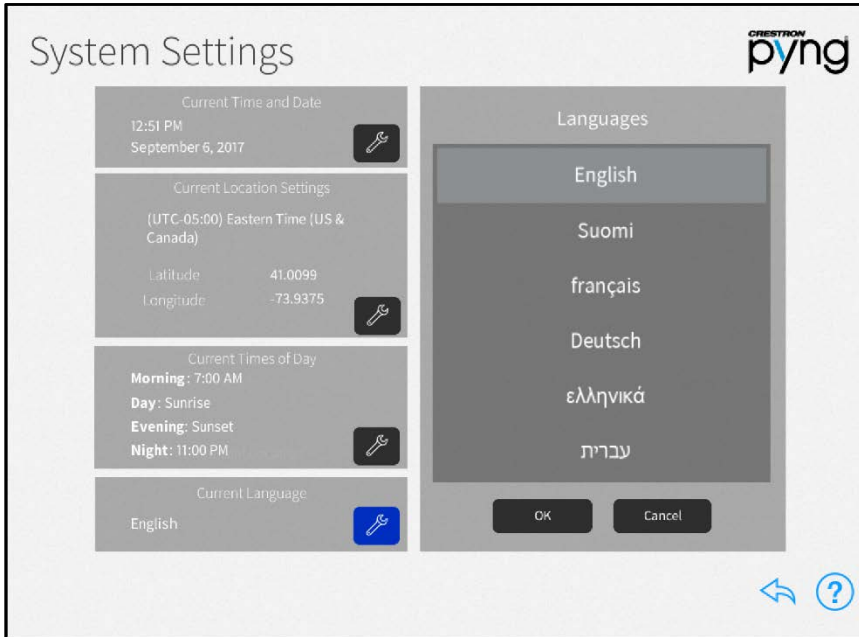
- **Evening:** Set how long before or after sunset (calculated by date and time zone) the Evening preset occurs using the provided spinner menus.
- **Night:** Set the time (hour, minute, and **AM** or **PM**) for the Night preset, which is when the homeowner goes to sleep, using the provided spinner menus.

Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Current Language


On the **System Settings** screen, tap the wrench button  next to **Current Language** to edit the language displayed by the system.

System Settings Screen - Current Language



Select the system language from the menu provided under **Languages**.

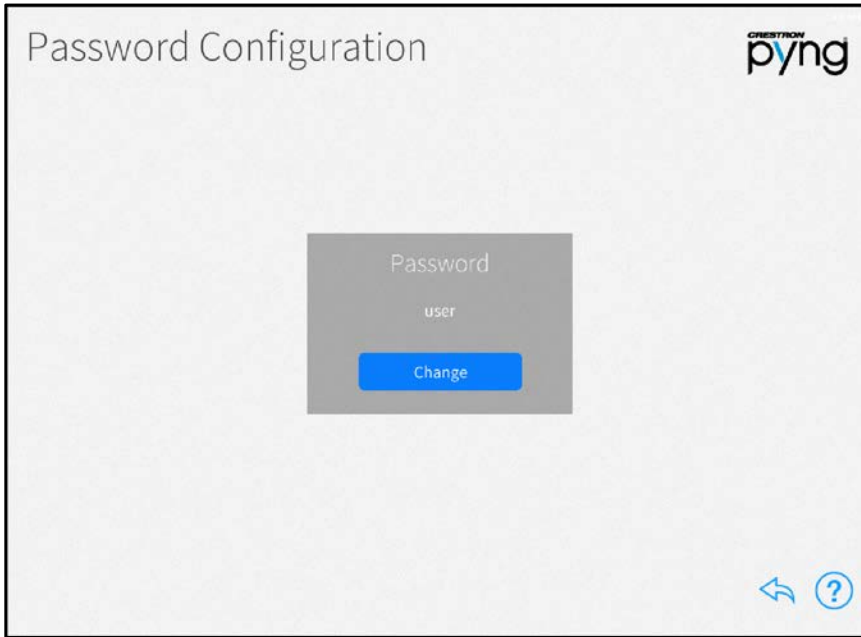
Tap **OK** to save any changes. Tap **Cancel** to cancel any changes.

Tap the back arrow button  to return to the **User Settings** screen.

Password Configuration


Tap **Password Configuration** on the **User Settings** screen to display the **Password Configuration** screen.

Password Configuration Screen



Use the **Password Configuration** screen to change the password that is required to access the user setup screens.

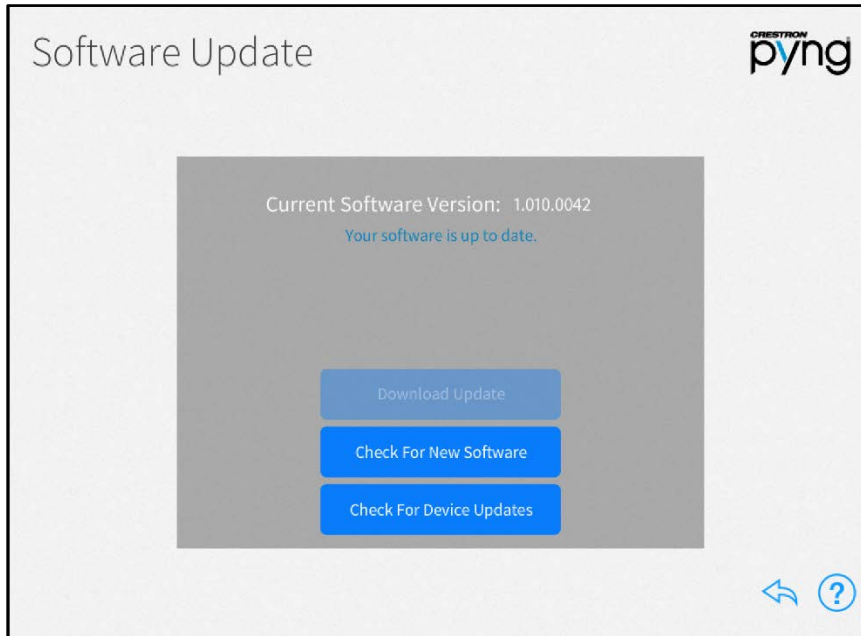
Tap **Change** under **Password** to set a new user password. Enter a new password using the pop-up dialog box that is displayed, and then tap **OK**.

Tap the back arrow button  to return to the **User Settings** screen.

Software Update (User)

Tap **Check For Updates** on the **User Settings** screen to display the **Software Update** screen.

Software Update Screen




Use the **Software Update** screen to check for and download software updates for the Crestron Pyng system and for connected devices. System updates must be initiated manually.

The system scans the cloud for software updates and shows a pop-up notification on the user interface and setup pages when an update is available. Software downloads may be initiated from this notification or from the **Software Update** screen.

Tap **Download Update** to update the system software if an update is available. Once the software downloads, tap **Update Software** to begin the software update.

NOTE: A software update takes up to 30 minutes to complete, and the PYNG-HUB reboots several times throughout the update process. Therefore, updates should be performed when the system is not in use.

If a software update is available, tap the information button  to view release notes for the update.

Tap **Check For New Software** to scan the cloud manually for software updates.


Tap **Check For Device Updates** to discover and install firmware updates for network devices paired with the system. The **Device Firmware Update** screen is displayed.

Device Firmware Update Screen



The **Device Firmware Update** screen scans the Crestron Pyng system for network devices, and searches for any firmware updates if a network connection is established.

Once the scan is complete, the **Device Firmware Update** screen presents a list of devices with recommended firmware updates. Tap the check box next to a device to select the device to receive a firmware update. Then, tap **Update Selected Drivers** to perform firmware updates for the selected devices.

Tap the information button  next to a device to view release notes for the device firmware update.

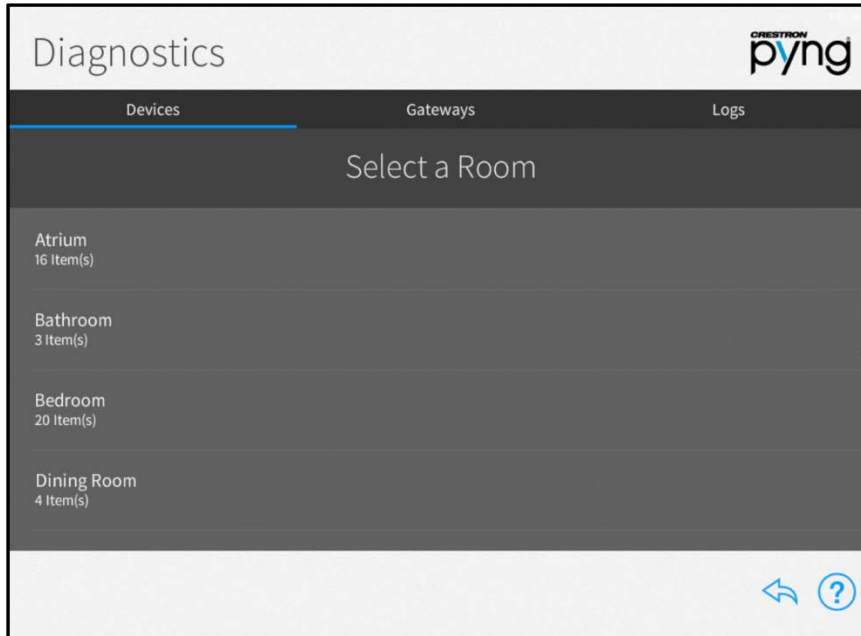
Tap **Check For Updates** to rescan the update server for new device firmware updates.

Tap the back arrow button  to return to the **User Settings** screen.

Diagnostics (User)

Tap **Diagnostics** on the **User Settings** screen to display the **Diagnostics** screen.

Diagnostics Screen - Devices Tab



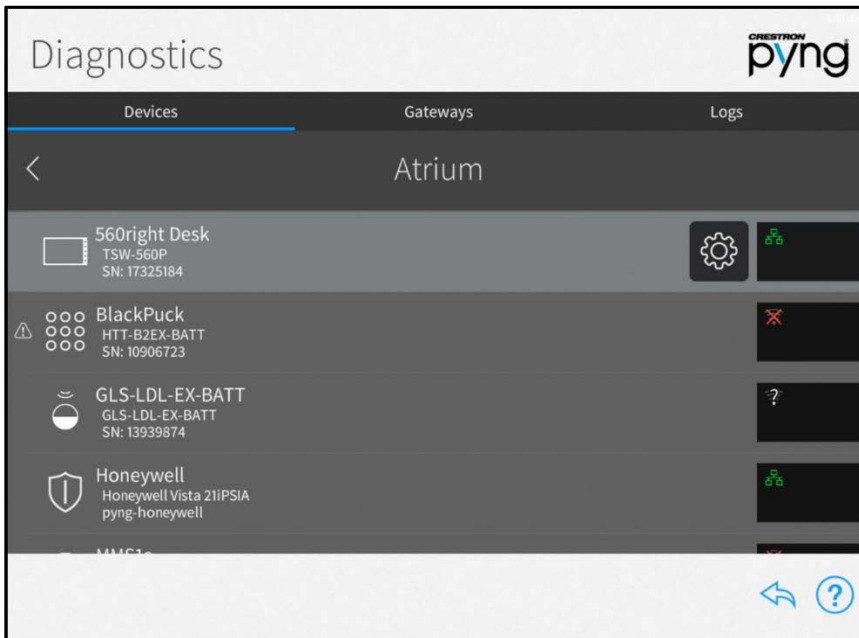
Use the **Diagnostics** screen to troubleshoot devices and gateways connected to the system and to view system message logs.

Devices










Tap the **Devices** tab to view all of the network devices that are paired with the Crestron Pyng system, organized by room. Each device reports its network status, firmware status, whether it is included in a scene, and whether it is affected by a scheduled event.

Select a room from the list to view the status of the devices configured for the room.

Diagnostics Screen - Atrium





The following status information is provided for each device in the room:

- If the device is online and detected by the system, a green wireless network icon  or wired network icon  is shown in the box to the right of the device name.
- If the device is offline or not detected by the system, a network icon with a red x ( or ) is shown.
- If a network connection cannot be determined or if the device is being scanned, a network icon with a question mark over the icon  is shown.
- If the device is part of a scene, a white scene icon  is shown.
- If the device is running an outdated firmware version that is not supported by the system, a red computer chip icon  is shown.
- If the device is battery-operated and has low battery power, a low battery icon  is shown.
- If the system detects an issue with the device, a caution icon  is shown.

NOTE: Devices that are not connected to the network, such as relay-controlled devices and uncontrolled audio sources, do not display any network connection information.

Tap the gear button  next to a device to view and modify device settings.

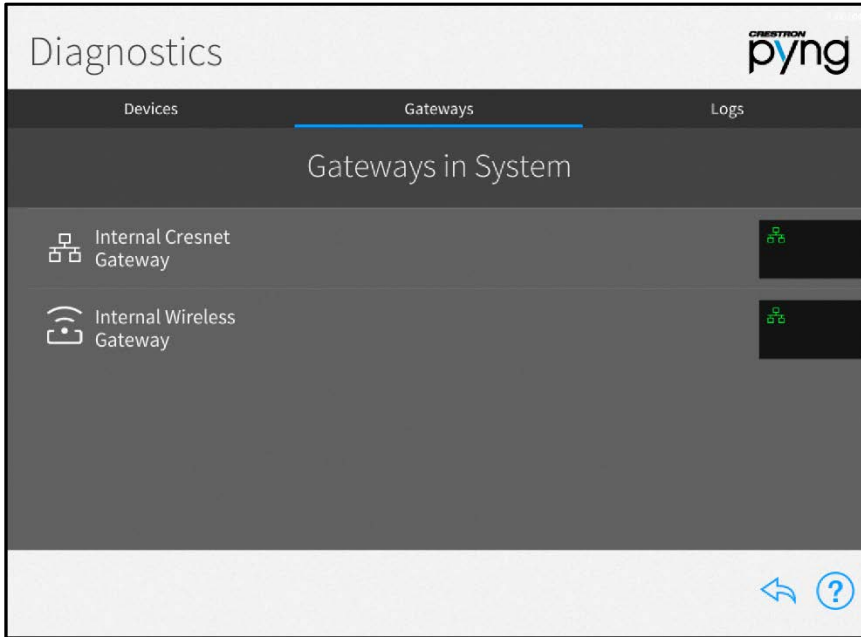
If a device is configured as part of a scene, tap the scene button  next to the device to view the scenes that include the device.

If an issue is found with a device, tap the warning button  next to the device to view more information about the issue.





Gateways


Tap the **Gateways** tab to view all of the gateways that are paired with the Crestron Pyng system. The **Gateways** tab also provides an option for viewing the system of paired Sonos devices. Each gateway reports its network and firmware status.


Diagnostics Screen - Gateways Tab



The following status information is provided for each gateway:

- If the gateway is online and detected by the system, a green network icon  is shown in the box to the right of the device name.
- If the gateway is offline or not detected by the system, a network icon with a red x  is shown.
- If the gateway is running an outdated firmware version that is not supported by the system, a red computer chip icon  is shown.
- If the system detects an issue with the gateway, a caution icon  is shown.

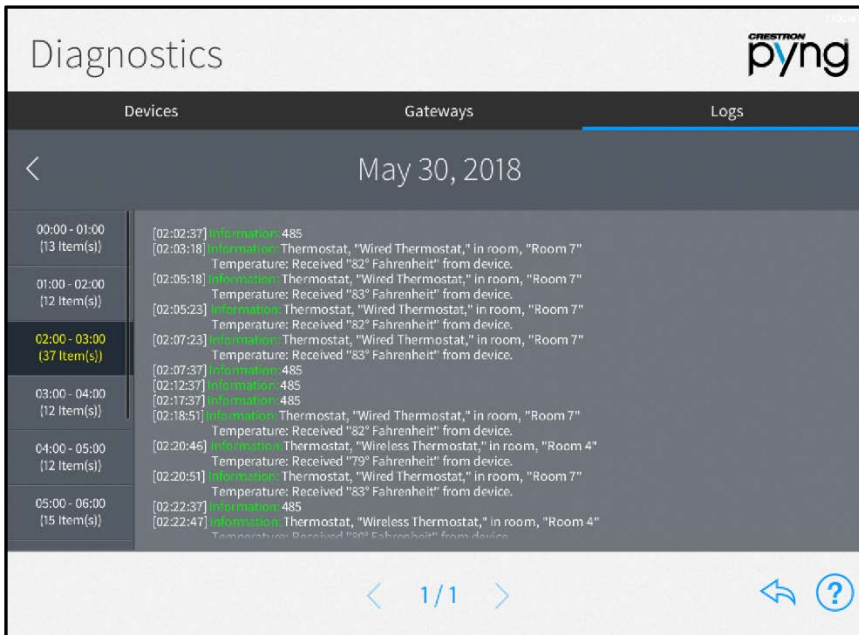
Tap the gear button  next to a gateway to view and modify gateway settings and to view all devices paired to the gateway. For more information on configuring gateway settings, refer to "Managing Gateways" on page 36.

If an issue is found with a gateway, tap the warning button  next to the device to view more information about the issue.

Logs

Tap the **Logs** tab on the top of the screen to view the message logs for the entire system, organized by day and time. Each item in the message log includes a time stamp, a recorded event description, and a message level indicating whether the item is general information or an error.

Diagnostics Screen - Logs Tab



NOTE: A microSD card must be loaded into the **MEMORY** slot on the rear of the PYNG-HUB to store log files.

The message logs display all of the actions that have occurred in the Crestron Pyng system during a specified date and time range.

To navigate the message logs:

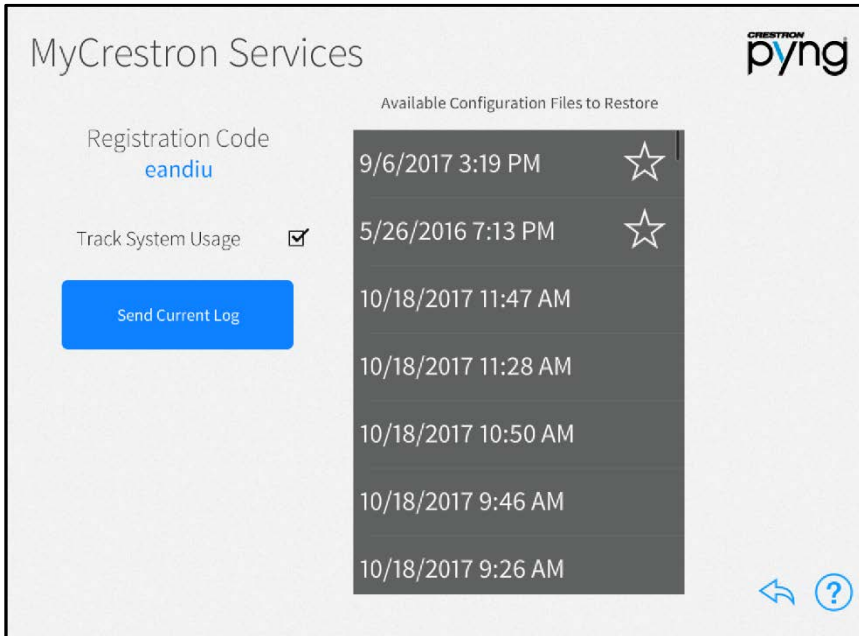
- Select a date from the **Select a Log** menu.
- Tap the left and right arrow buttons (< and >) at the top of the screen to move forward and backward through logs for each day (starting with the current day).
- Swipe up or down through the list of times on the far left of the screen to view the logs for a specific time range (broken down into one-hour intervals).
- If more than one page of the log is available for the selected time range, use the left and right arrow buttons (< and >) at the bottom of the page to move forward or backward through the log pages.

Tap the back arrow button (←) to return to the **User Settings** screen.

MyCrestron Services

Tap **MyCrestron Monitoring Service** on the **User Settings** screen to display the **MyCrestron Services** screen.

MyCrestron Services Screen



Use the MyCrestron Services screen to manage saved configuration files and to send message logs to the cloud. A registration code is also provided for registering the Crestron Pyng system with a MyCrestron account.

The following settings may be configured:

- Tap the check box next to **Track System Usage** to enable or disable tracking the Crestron Pyng system usage through MyCrestron.
- Tap **Send Current Log** to send the current message log file to MyCrestron.
- Select a configuration file from the **Available Configuration Files to Restore** menu to restore the system to the selected configuration.

NOTES:

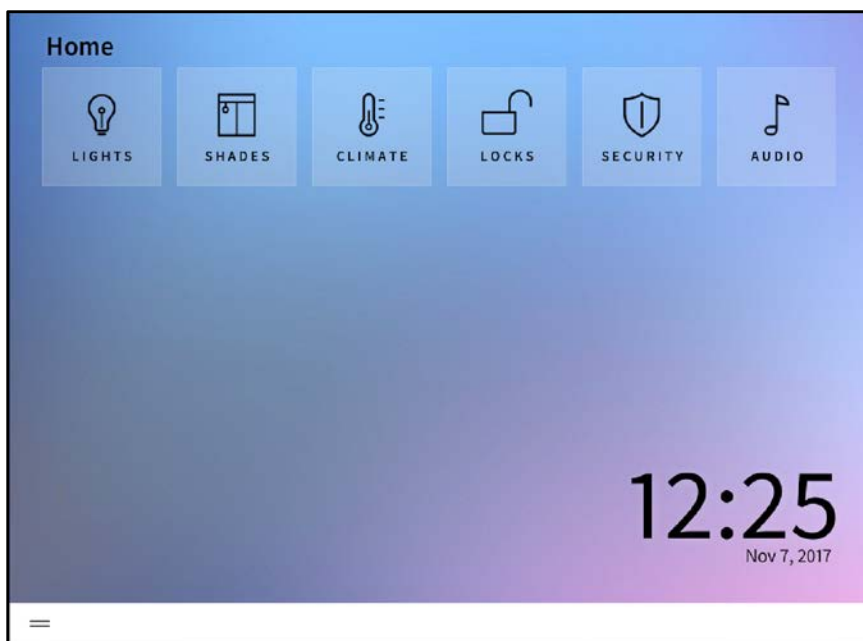
- The Crestron Pyng system records the system configuration settings periodically and saves them in configuration files, which are sorted by time and date. If an issue arises with the system, the system may be restored to an earlier working configuration.
- Golden configurations represent known, working system states that may always be restored safely, and are indicated by a star icon in the **Available Configuration Files to Restore** list. They always appear at the top of the **Available Configuration Files to Restore** list.

Tap the back arrow button  to return to the **User Settings** screen.

Operation

On the **Setup** screen, tap the door button  to leave installer configuration mode and to enter user control mode. The **Home** screen is displayed.








Home Screen



The **Home** screen is the primary screen that the homeowner uses to access and create scenes, to play quick actions, and to edit basic configuration settings for the Crestron Pyng system. The **Home** screen also shows the time and date, as well as a weather widget (if enabled).


Depending on the devices and scenes that are configured for the Crestron Pyng system, the following selections may be selected from the home screen:


Home Screen Selections

BUTTON	DEVICE GROUP
	Lighting
	Shades
	Climate
	Locks
	Security
	Audio
	Cameras


Each device group screen is described in the sections that follow.

NOTE: If a scene or event has not been configured for a device group, the corresponding device group selection does not appear on the home screen even if it has been enabled in the user configuration settings.

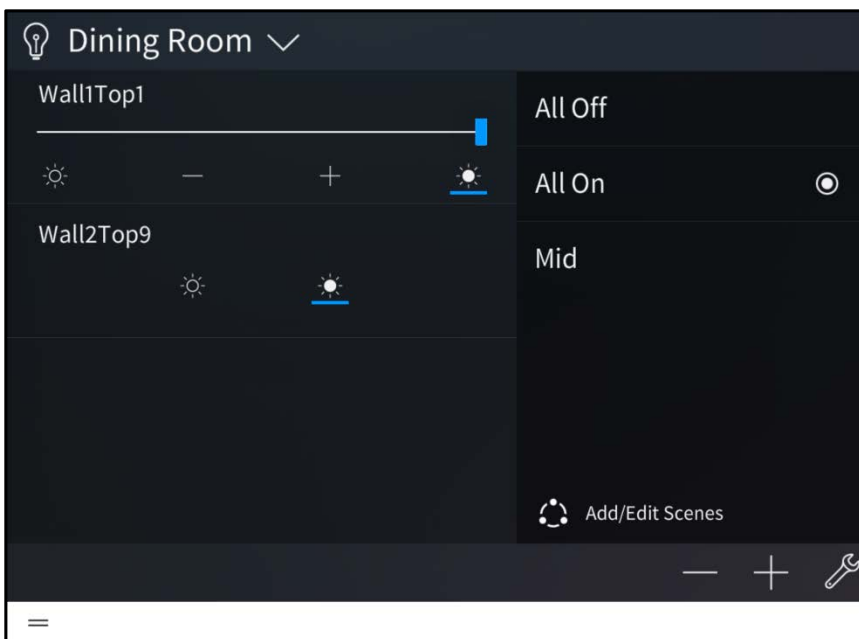
Tap the menu button  to show or hide the collapsible side menu. For more information, refer to "User Menu" on page 144.

Tap the lightning bolt button , if enabled, to access a side menu for selecting quick actions (macro buttons). For more information, refer to "Quick Actions" on page 151.

Lights

Tap the **Lights** button  on the **Home** screen or select **Lights** from the **Devices** section of the user menu to display the lights screen.



Dining Room Screen - Lights




Use the lights screen to select and play any lighting scene or load in the Crestron Pyng system. The lights screen also allows the homeowner to add and edit lighting scenes. This process is similar to creating lighting scenes in the setup pages.

Use the drop-down menu on the top left of the screen to select a room that contains a lighting scene. Only rooms with lighting scenes or loads may be selected from the menu.

Any lighting loads configured for the room appear in the left screen panel.

- Tap the filled sun button  to raise a lighting load to its maximum brightness.
- Tap the empty sun button  to turn a lighting load off.
- Tap the plus button (+) or minus button (-) to raise or lower the brightness level incrementally for lighting loads with dimmers.
- Use the slider to adjust the brightness level manually for lighting loads with dimmers.

Any lighting scenes configured for a room appear in the right screen panel. Tap on the scene name to recall that scene.

Tap the wrench button  to configure the lights screen settings. After entering the user password (if required), the **Configuration** screen for the lights screen is displayed.

The following light screen settings may be configured:

- Tap the **Room List** tab to select the rooms that may be controlled from the lights screen. Tap the check box next to a room to enable or disable controlling the room from the lights screen.
- Tap the **Default** tab to select the default room for the lights screen. The default room is displayed automatically when the lights screen is accessed.

Tap the back arrow button  to return to the lights screen.

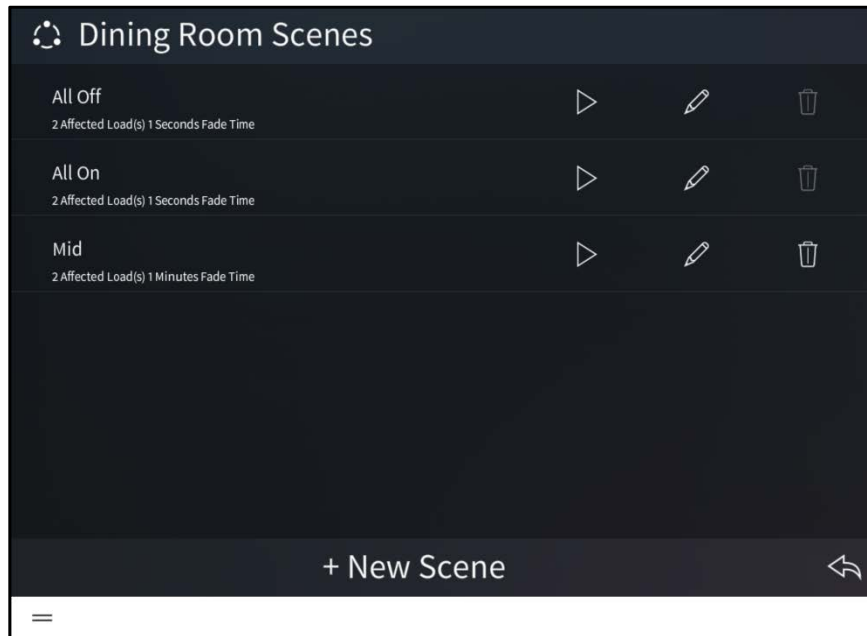
Tap **Home** in the user menu to return to the **Home** screen.

Create a User Lighting Scene

To create a new lighting scene in user control mode:

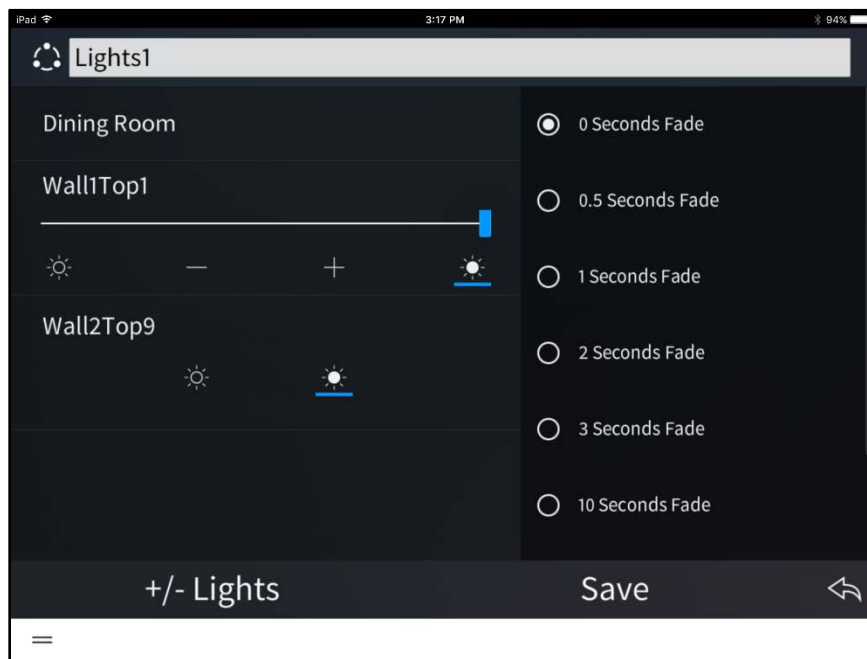
1. Select a room from the drop-down menu on the top left of the screen.
2. Tap **Add/Edit Scenes**. All lighting scenes configured for the room are displayed.

Dining Room Scenes Screen - Lights





3. Tap **+ New Scene**.
4. Enter a descriptive name for the new lighting scene, and then tap **OK**. The configuration screen for the lighting scene is displayed.

Lighting Scene Configuration Screen



NOTE: All lighting loads for a room are added to a new lighting scene at their current brightness levels.

The following settings may be configured for the lighting scene:

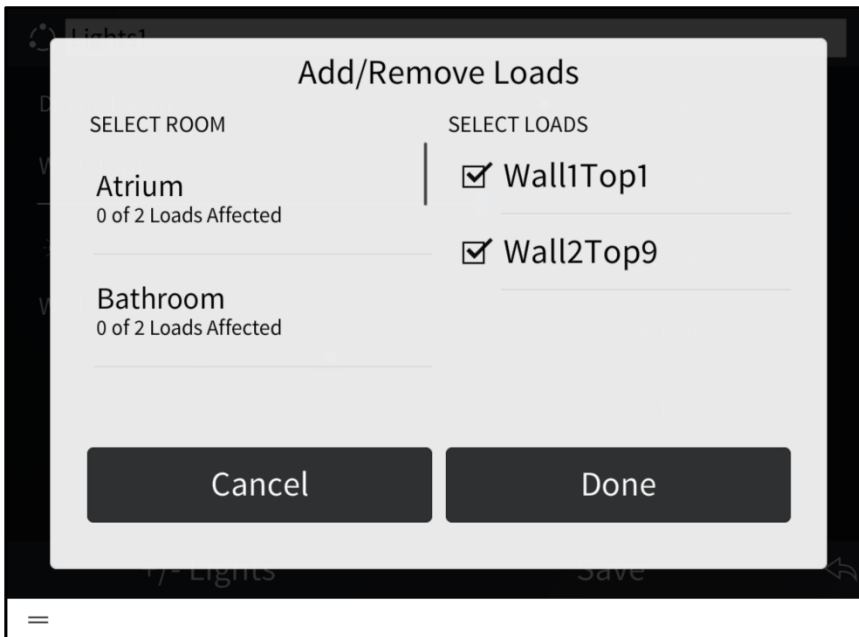
- Use the text box at the top of the screen to edit the name for the lighting scene.
- Adjust the lighting loads configured for the room:
 - Tap the filled sun button  to raise a lighting load to its maximum brightness.
 - Tap the empty sun button  to turn a lighting load off.
 - Tap the plus button (+) or minus button (-) to raise or lower the brightness level incrementally for lighting loads with dimmers.
 - Use the slider to adjust the brightness level manually for lighting loads with dimmers.

NOTE: Lighting loads may also be adjusted using the dimmers or switches configured to control the lighting load. Lighting loads adjust in real time.

- Select the duration, in seconds, that a lighting scene fades in after being recalled and fades out after the scene ends.

To add or remove lighting loads from a scene, tap +/- **Lights**. The **Add/Remove Loads** dialog box is displayed.


Add/Remove Loads Dialog Box



To add or remove a lighting load:

1. Swipe up or down through the list of rooms, and then tap a room to select it.
2. Tap the check box next to a lighting load within the chosen room to add or remove the load. A filled check box indicates that load has been added to the scene.
3. Tap **Done** to save the changes or **Cancel** to discard the changes.

Any lighting loads added to the scene may be adjusted in the scene configuration dialog box.

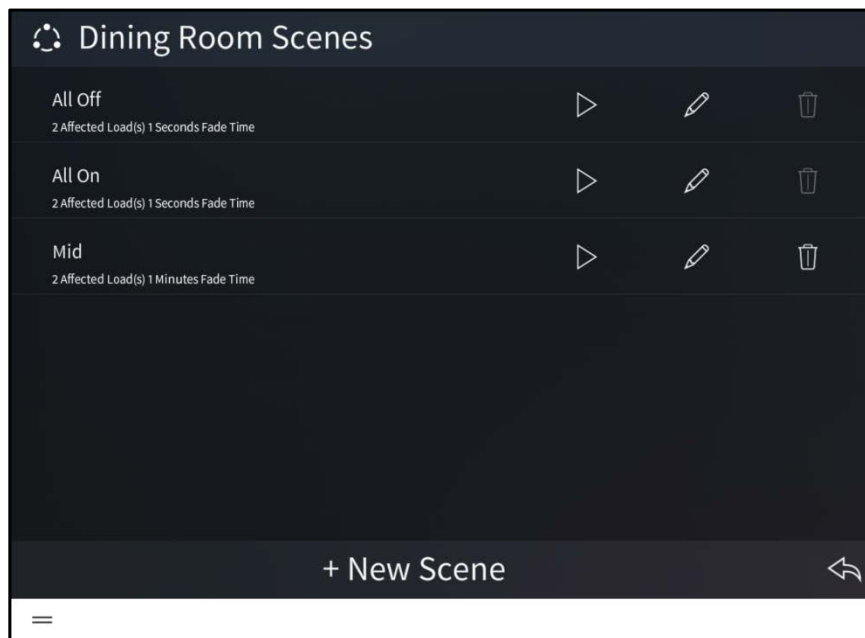
In the scene configuration dialog box, tap **Save** to save any changes to the lighting scene. Tap the back arrow button  to return to the lights screen.

Configure a User Lighting Scene


To configure an existing lighting scene:


1. Select a room from the drop-down menu on the top left of the screen.
2. Tap **Add/Edit Scenes**. All lighting scenes configured for the room are displayed.

Dining Room Scenes Screen - Lights



The following configuration options are provided:

Tap the play button  to recall the lightning scene with its current settings in real time.


Tap the pencil button  to view and configure device behavior for the lighting scene. A dialog box for editing scene settings is displayed. Use the settings described in "Create a User Lighting Scene" on page 123 to configure the lighting scene.

Tap the trashcan button  to delete the lighting scene.

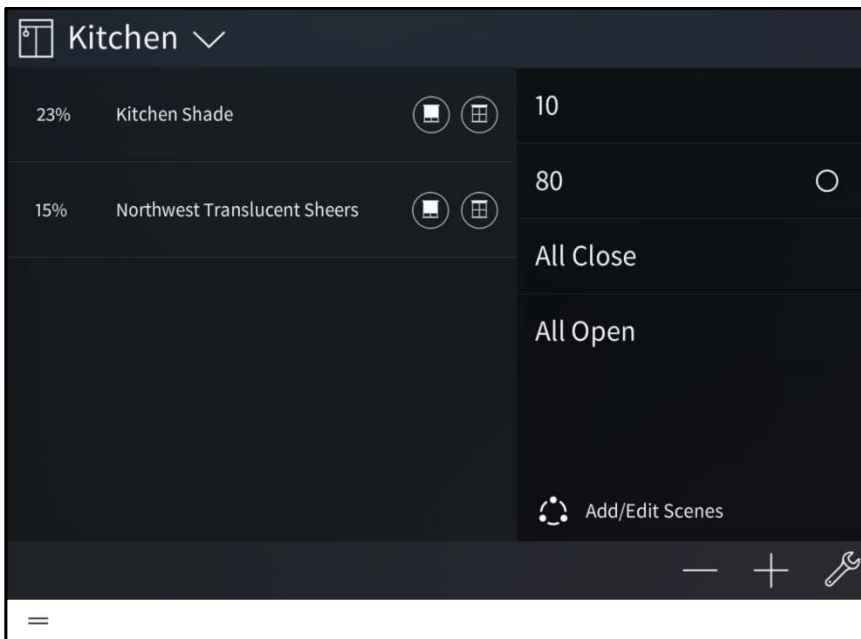
NOTE: All On and All Off lighting scenes may not be deleted in user control mode.

Tap the back arrow button  to return to the lights screen.

Shades

Tap the **Shades** button  on the **Home** screen or select **Shades** from the **Devices** section of the user menu to display the shades screen.

Kitchen Screen - Shades




Use the shades screen to select and play any shade scene or load in the Crestron Pyng system. The shades screen also allows the homeowner to add and edit shade scenes. This process is similar to creating shade scenes in the setup pages.

Use the drop-down menu on the top left of the screen to select a room that contains a shade scene. Only rooms with shade scenes or loads may be selected from the menu.

Any shade groups configured for the room appear in the left screen panel:

- Tap the closed shade button  to lower a shade group fully.
- Tap the open shade button  to open a shade group fully.

Any shade scenes configured for a room appear in the right screen panel. Tap on the scene name to recall that scene.

Tap the wrench button  to configure the shade screen settings. After entering the user password (if required), the **Configuration** screen for the shade screen is displayed.

The following shades screen settings may be configured:

- Tap the **Room List** tab to select the rooms that may be controlled from the shades screen. Tap the check box next to a room to enable or disable controlling the room from the shades screen.
- Tap the **Default** tab to select the default room for the shades screen. The default room is displayed automatically when the shades screen is accessed.

Tap the back arrow button  to return to the shades screen.

Tap **Home** in the user menu to return to the **Home** screen.

Create a User Shade Scene

To create a new shade scene in user control mode:

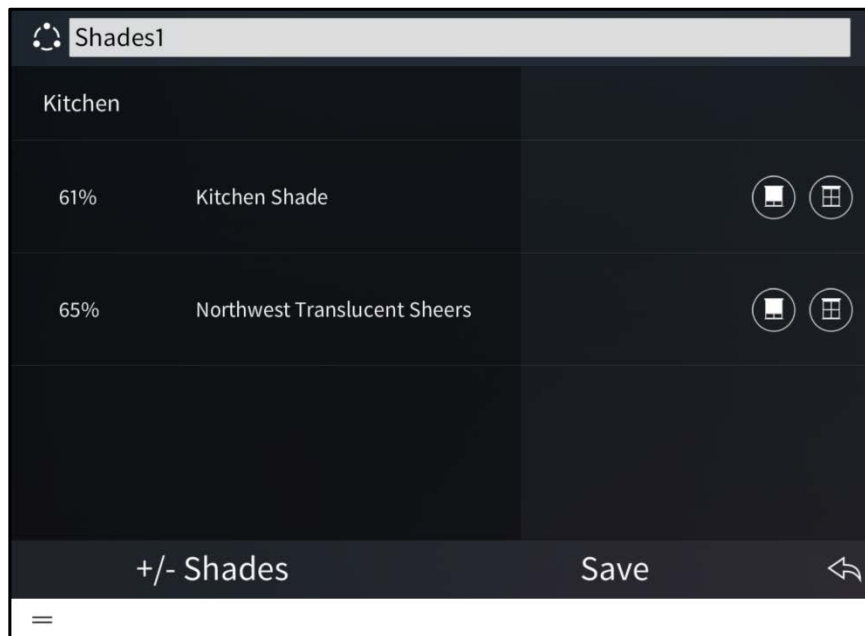
1. Select a room from the drop-down menu on the top left of the screen.
2. Tap **Add/Edit Scenes**. All shades scenes configured for the room are displayed.

Kitchen Screen - Shades





3. Tap **+ New Scene**.
4. Enter a descriptive name for the new shade scene, and then tap **OK**. The configuration screen for the shade scene is displayed.

Shade Scene Configuration Screen



NOTE: All shade loads for a room are added to a new shade scene at their current levels.

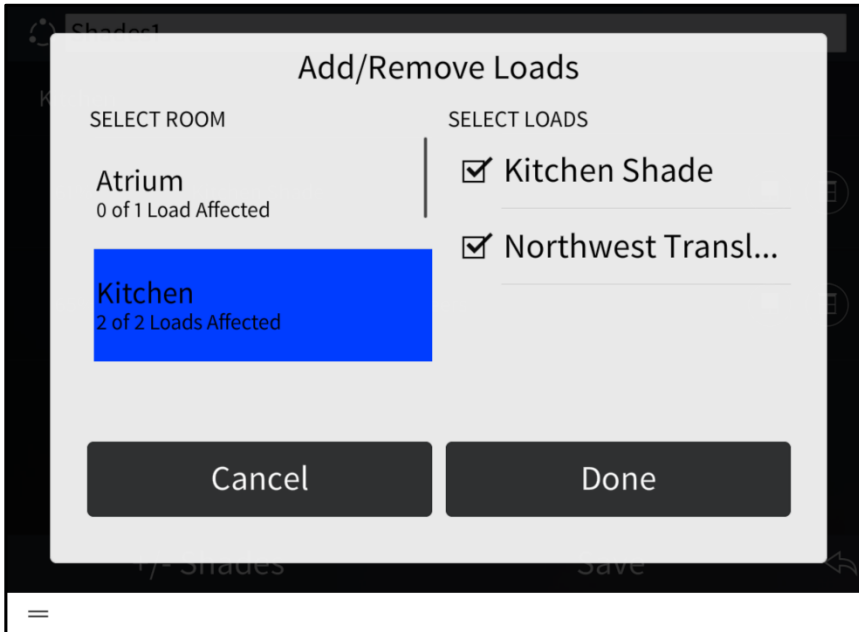
The following settings may be configured for the shade scene:

- Use the text box at the top of the screen to edit the name for the lighting scene.
- Adjust the shade loads configured for the room:
 - Tap the closed shade button  to close a shade load fully.
 - Tap the open shade button  to open a shade load fully.

NOTE: Shade loads may also be adjusted using the shade motor controls or using keypads configured to control the shade load. Shade loads adjust in real time.

To add or remove shade loads from a scene, tap **+/- Shades**. The **Add/Remove Loads** dialog box is displayed.


Add/Remove Loads Dialog Box



To add or remove a shade load:

1. Swipe up or down through the list of rooms, and then tap a room to select it.
2. Tap the check box next to a shade load within the chosen room to add or remove the load. A filled check box indicates that load has been added to the scene.
3. Tap **Done** to save the changes or **Cancel** to discard the changes.

Any shade loads added to the scene may be adjusted in the scene configuration dialog box.

In the scene configuration dialog box, tap **Save** to save any changes to the shade scene. Tap the back arrow button  to return to the shades screen.

Configure a User Shade Scene


To configure an existing shade scene:


1. Select a room from the drop-down menu on the top left of the screen.
2. Tap **Add/Edit Scenes**. All shade scenes configured for the room are displayed.

Basement Scenes Screen - Shades



The following configuration options are provided:

Tap the play button  to recall the shade scene with its current settings in real time.


Tap the pencil button  to view and configure device behavior for the shade scene. A dialog box for editing scene settings is displayed. Use the settings described in "Create a User Shade Scene" on page 128 to configure the shade scene.

Tap the trashcan button  to delete the shade scene.

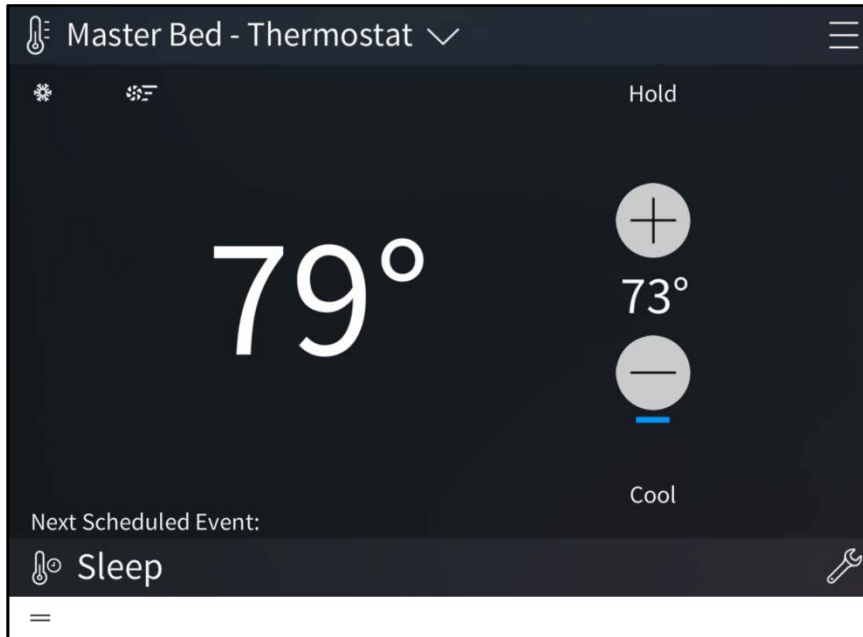
NOTE: All Open and All Closed shade scenes may not be deleted in user control mode.

Tap the back arrow button  to return to the shades screen.

Climate

Tap the **Climate** button  on the **Home** screen or select **Climate** from the **Devices** section of the user menu to display the climate screen.


Master Bed - Thermostat Screen



Use the climate screen to select and play any climate event in the Crestron Pyng system and to adjust the behavior of configured thermostats. The climate screen also allows the homeowner to schedule climate events. This process is similar to creating thermostat events in the setup pages.

Use the drop-down menu on the top left of the screen to select a thermostat. The current thermostat settings and the next scheduled thermostat event are displayed.


- Tap the plus button (+) to raise the temperature set point of the thermostat mode configured for the room.
- Tap the minus button (-) to lower the temperature set point of the thermostat mode configured for the room.

Tap the menu button  on the top right of the screen to display a menu for configuring the mode, fan, and schedule settings for the selected thermostat.

The following thermostat settings may be configured:

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

- **Mode:** Select one of the following thermostat modes:
 - Select **Off** to turn the thermostat off.
 - Select **Cool** to turn cooling mode on.
 - Select **Heat** to turn heating mode on.
- **Fan:** Select one of the following fan behavior options:
 - Select **Auto** to have the scene run the fan automatically.
 - Select **On** to have the scene turn the fan on.
- **Schedule:** Select one of the following scheduling options:
 - Select **Run** to start the thermostat schedule.
 - Select **Hold** to stop the thermostat schedule.
- **Edit Schedules:** Tap to create new climate events or to configure existing climate events. Refer to "Creating a New User Climate Event" on page 134 and "Configuring a User Climate Event" on page 135.

Tap the wrench button  to configure the climate screen settings. After entering the user password (if required), the **Configuration** screen for the climate screen is displayed.

The following climate screen settings may be configured:


- Tap the **Thermostats** tab to select the thermostats that may be controlled from the climate screen. Tap the check box next to a thermostat to enable or disable controlling the thermostat from the climate screen.
- Tap the **Default** tab to select the default thermostat for the climate screen. The default thermostat is displayed automatically when the climate screen is accessed.

Tap the back arrow button  to return to the climate screen.

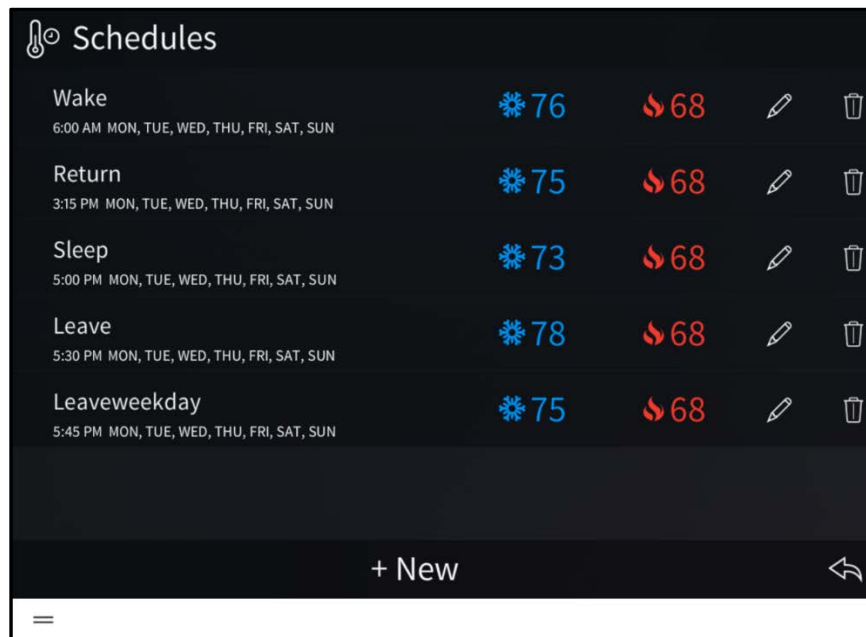
Tap **Home** in the user menu to return to the **Home** screen.

Create a User Climate Event

To create a new climate event in user control mode:

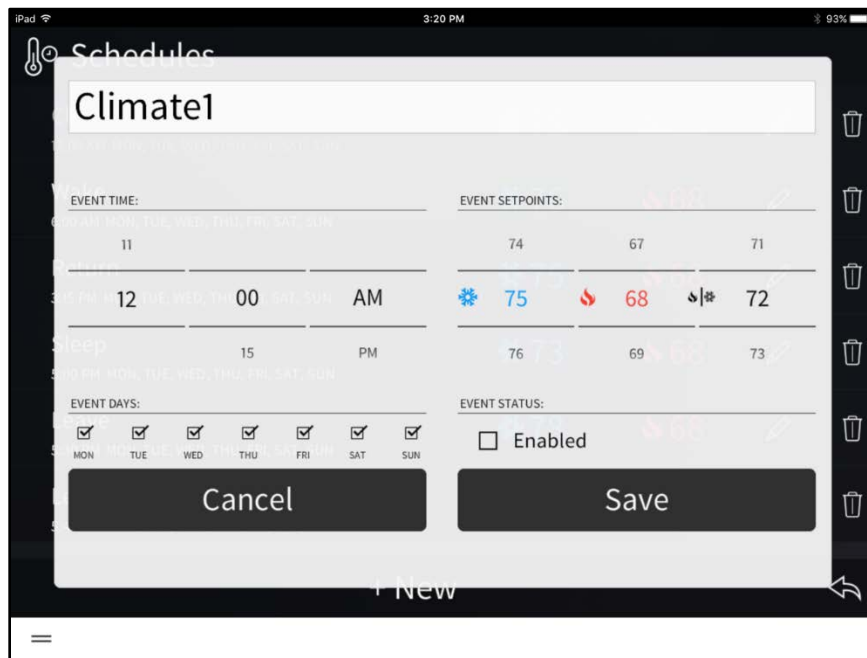
1. Select a thermostat from the drop-down menu on the top left of the screen.
2. Tap the menu button  on the top right of the screen.
3. Tap **Edit Schedules**. The **Schedules** screen for the thermostat is displayed.

Schedules Screen - Climate



4. Tap **+ New**
5. Enter a descriptive name for the new climate event, and then tap **OK**. The configuration screen for the climate event is displayed.

Scene Configuration Screen - Climate



The following settings may be configured for the climate event:

- Use the text box at the top of the screen to edit the name for the climate event.
- **Event Time:** Set the time that the climate event should occur using the provided spinner menus.
- **Event Days:** Tap the check boxes above each day of the week to select the days that the climate event should occur. A filled check box indicates that the event is scheduled to occur on the associated day.
- **Event Setpoints:** Select the temperature set points for cooling ❄️, heating 🔥, and auto 🌙/☀️ modes using the appropriate spinner menu.

NOTE: 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.

- **Event Status:** Tap the check box to enable the event and add it to the thermostat schedule. New events are disabled by default.

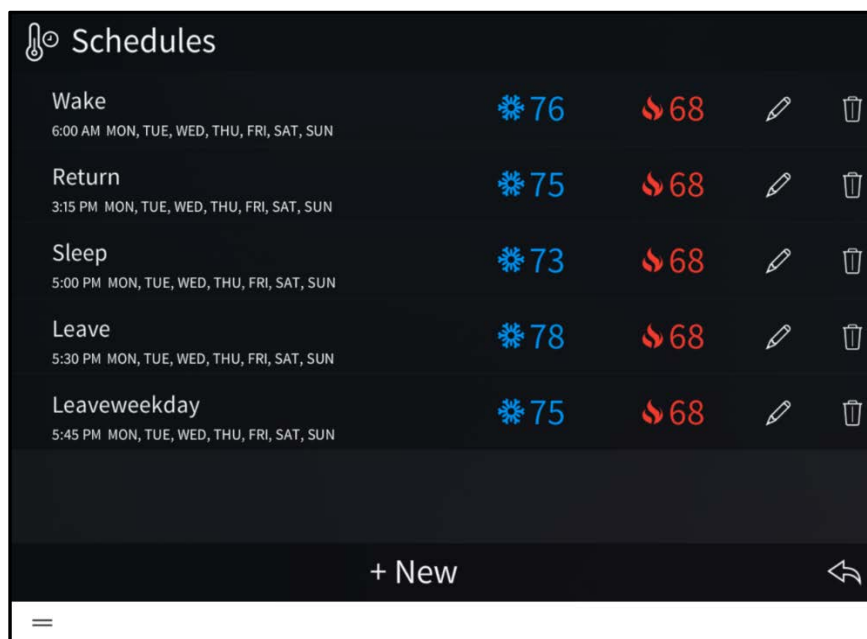
Tap **Save** to save the climate event or tap **Cancel** to cancel creating the event.

Configure a User Climate Event

To configure an existing climate event:


1. Select a thermostat from the drop-down menu on the top left of the screen.
2. Tap the menu button (☰) on the top right of the screen.
3. Tap **Edit Schedules**. The **Schedules** screen for the thermostat is displayed.

Schedules Screen - Climate



The **Schedules** 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.


The following configuration options are provided:

Tap the pencil button  to view and configure thermostat behavior for the climate event. A dialog box for editing event settings is displayed. Use the settings described in "Create a User Climate Scene" on page 134 to configure the climate event.

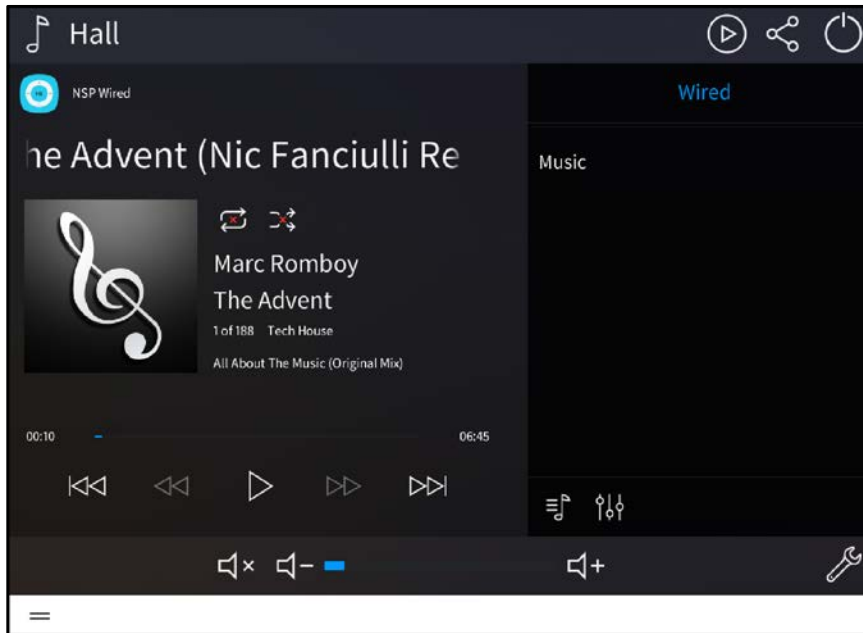
Tap the trashcan button  to delete the climate event.

Tap the back arrow button  to return to the climate screen.

Audio


Tap the **Audio** button  on the **Home** screen or select **Audio** from the **Devices** section of the user menu to display the Audio screen.

Hall Screen - Audio



Use the audio screen to select and play the various audio sources configured for the Crestron Pyng system. The audio screen also allows the homeowner to create Favorites, to enable or disable audio sources, and to power off the audio system.

Use the drop-down menu on the top left of the screen to select a room, and then tap the room name to view the configured audio sources for that room. The current track information for the selected audio source displays in the left panel.

Tap the wrench button  to configure the audio screen settings. After entering the user password (if required), the **Configuration** screen for the audio screen is displayed.


The following audio screen settings may be configured:

- Tap the **Controlled Rooms** tab to select the rooms that may be controlled from the audio screen. Tap the check box next to a room to enable or disable controlling the room from the audio screen.
- Tap the **Default Room** tab to select the default room for the audio screen. The default room is displayed automatically when the audio screen is accessed.

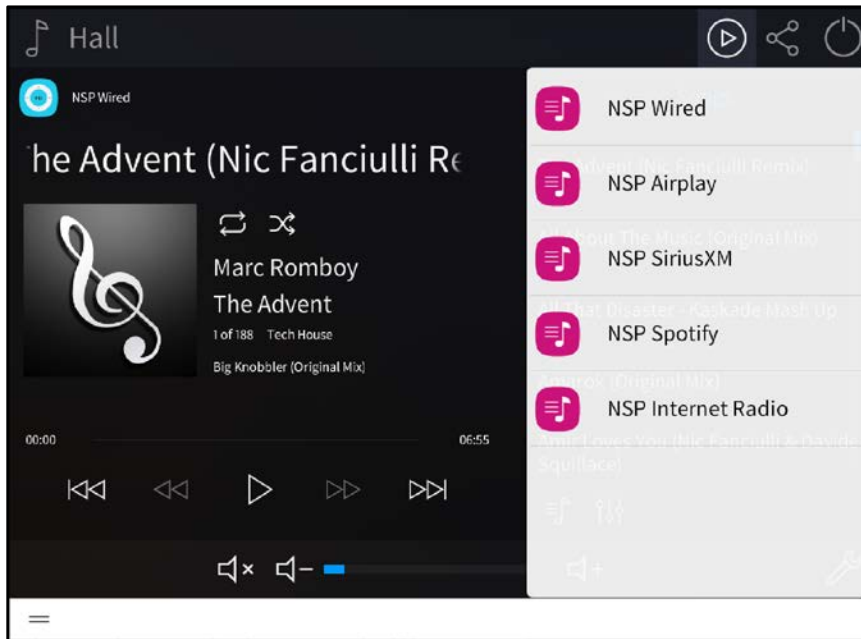
Tap the back arrow button  to return to the audio screen.

Tap **Home** in the user menu to return to the **Home** screen.

Select an Audio Content Item

Tap the content item selection button  at the top right of the screen to display a list of content items for the audio source, such as stations, channels, or favorites.

Hall Screen - Audio Source Selection Menu




Swipe up or down through the list to view the available content items, and then tap the content item name to select it. The content item is displayed in the left screen panel.

NOTES:


- When using the web XPanel interface to access an audio source with Favorites, preset images or station names are not displayed in the interface.
 - No more than six touch panels may access the audio source page at the same time within a span of ten seconds.
-

The controls that display on the audio screen provide the same functions as the controls that are available normally for the audio device. For more information on device-specific controls, refer to the audio device's documentation.

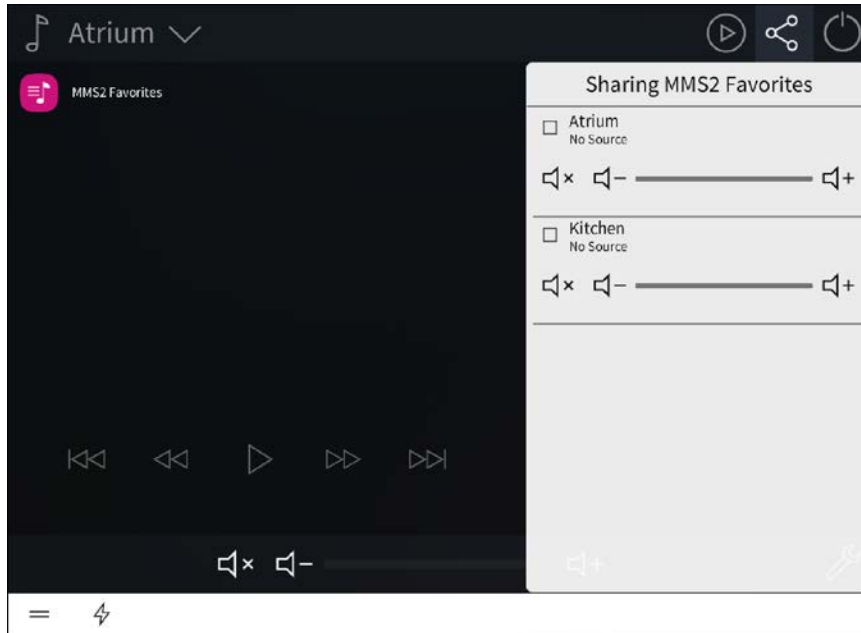
The following volume controls are provided at the bottom of the screen (if supported by the audio source):




- Tap the volume mute button  to mute or unmute the source volume.
- Use the slider to adjust the volume level.

Share an Audio Source

Press the sharing button  at the top right of the screen to display sharing options for the selected audio source.


Atrium Screen - Source Sharing Menu



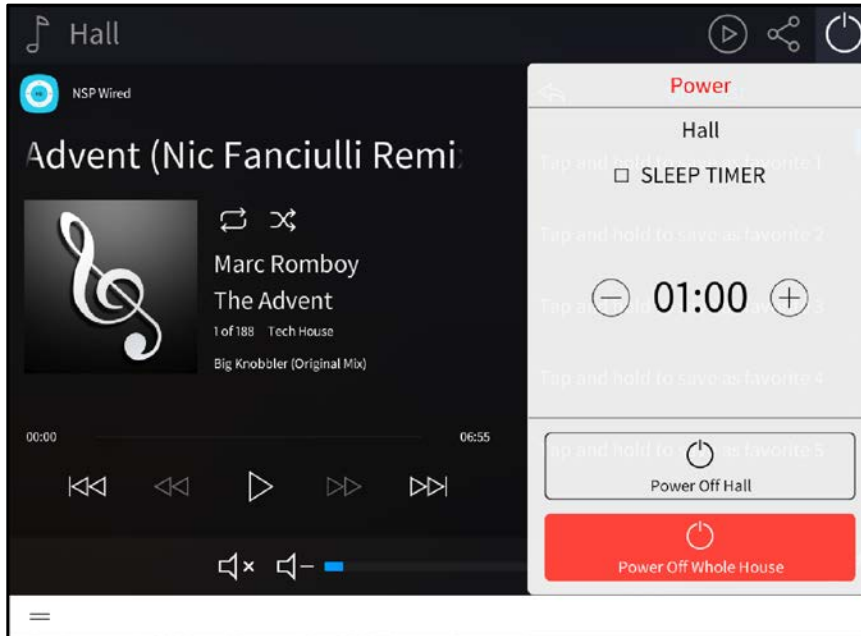
- Tap the checkbox next to a room name to share the selected audio source with that room.
- Tap the mute button  to mute the audio source in the room. (A mute button with a red x indicates that the audio source is muted.)
- Tap the lower volume button  to lower the audio source volume in the room
- Tap the raise volume button  to raise the audio source volume in the room.

The volume may also be controlled using the slider in between the volume buttons.

Power the Audio System

Tap the power button  at the top right of the screen to display the **Power** menu.

Hall Screen - Power Menu



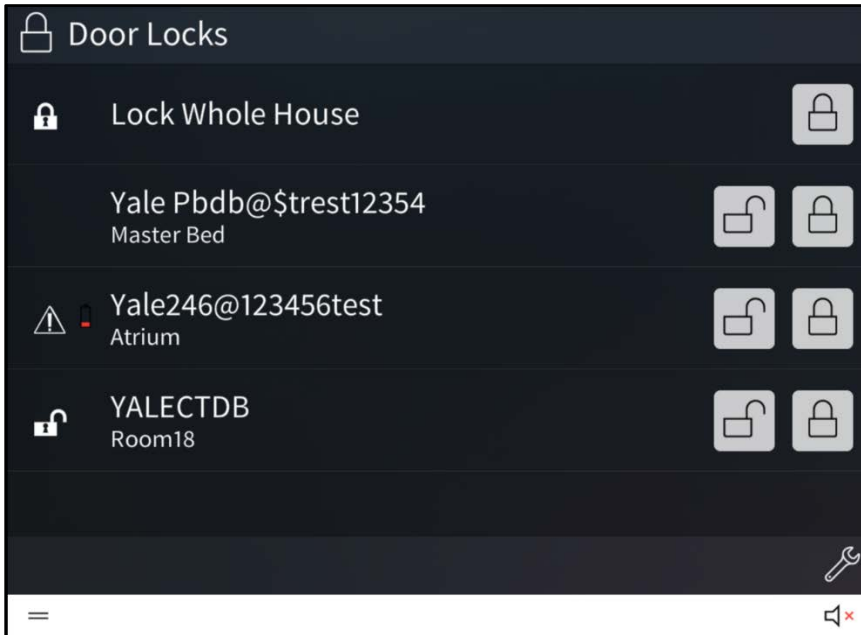
The following options are provided:

- Tap the check box next to **Sleep Timer** to enable or disable using a timer to put the audio system to sleep. A filled check box indicates that the sleep timer is enabled.
- If **Sleep Timer** is enabled, tap the minus (-) or plus (+) buttons to lower or raise, respectively, the sleep timer by 15 minute increments.
- Tap **Power Off [Room]** to power off all audio devices in the room. If the room is off, tap **Power On [Room]** to power on all audio devices in the room.
- Tap **Power Off Whole House** to power off all audio devices in the house.

Locks





Select the **Locks** button  from the **Home** screen or select **Locks** from the **Devices** section of the user menu to display the **Door Locks** screen.

Door Locks Screen






Use the **Door Locks** screen to view and control all of the door locks configured for the Crestron Pyng system.



The following icons are shown to indicate the status of the locks:

- A closed lock icon  indicates that a lock is currently closed.
- An open lock icon  indicates that a lock is currently open.
- A low battery icon  indicates that the lock battery is low and should be charged.
- A warning icon  that there is an issue with the lock (For more information on troubleshooting faulty door locks, refer to "Devices" on page 84.)


To control door locks:

- Tap the open lock button  to open a lock.
- Tap the closed lock button  to close a lock.
- Tap the closed lock button  next to **Look Whole House** to close all of the locks in the system.

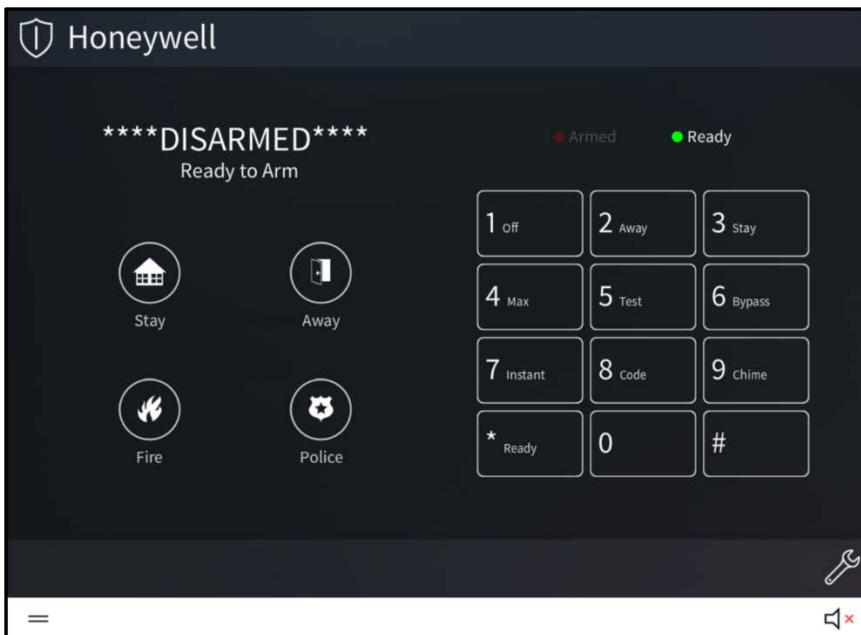
To control general door lock settings:



- Tap the wrench button  to configure the **Door Lock** screen settings. After entering the user password (if required), the **Configuration** screen for the **Door Locks** screen is displayed.
 - Tap the check box next to a door lock to enable or disable controlling the door lock from the **Door Locks** screen.
 - Tap the back arrow button  to return to the **Door Locks** screen.
- Tap **Home** in the user menu to return to the **Home** screen.

Security


Select the **Security** button  from the **Home** screen or select **Security** from the **Devices** section of the user menu to display the security screen.

Security System

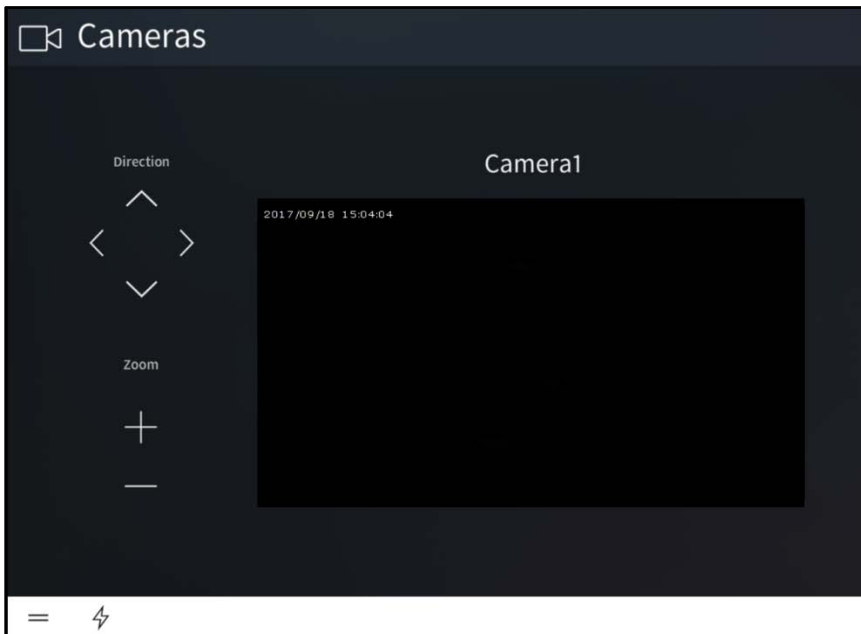


- Use the security screen to view and control all of the security systems configured for the Crestron Pyng system.
- Use the drop-down menu on the top left of the screen to select a security system. Controls for the selected security system are displayed.
- Tap the buttons on the left side of the screen to perform the respective security system action. Use the keypad on the right side of the screen to enter the code for arming and disarming the security system.
- Tap the wrench button  to configure the security screen settings. After entering the user password (if required), the **Configuration** screen for the security screen is displayed.
 - Tap the check box next to a security system to enable or disable controlling the security system from the **Security** screen.
 - Tap the back arrow button  to return to the **Security** screen.
- Tap **Home** in the user menu to return to the **Home** screen.

Cameras

Select the **Cameras** button  from the **Home** screen or select **Cameras** from the **Devices** section of the user menu to display the **Cameras** screen.

Cameras Screen



Use the **Cameras** screen to view and control all of the cameras configured for the Crestron Pyng system. The selected camera feed is shown in the bottom right portion of the screen.

If multiple cameras are configured for the Crestron Pyng system, use the dropdown menu on the top left of the screen to select a camera to view.

The following camera controls are provided:

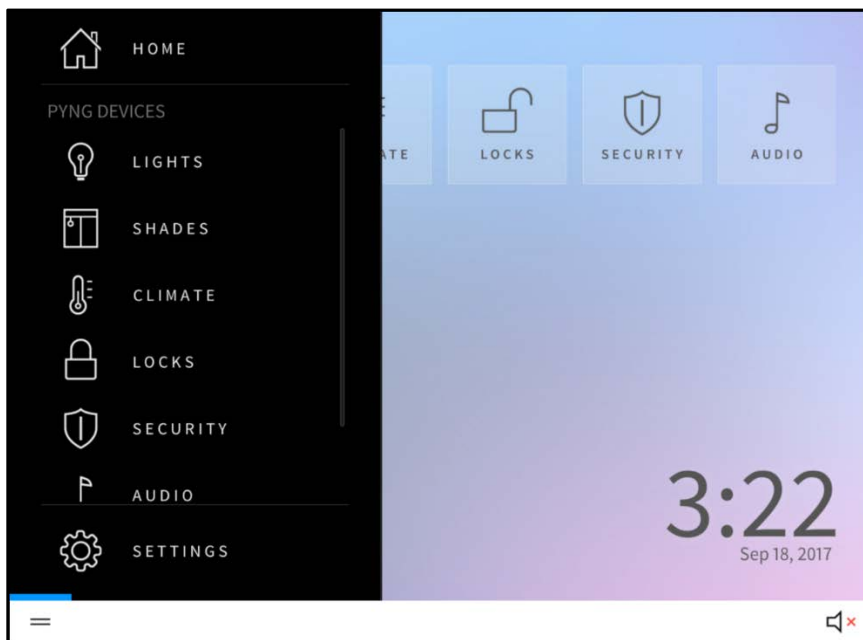
- Tap any of the **Direction** arrows to change the camera view direction (if supported by the camera).
- Tap the plus (+) or minus (-) buttons under **Zoom** to have the camera zoom in or out, respectively (if supported by the camera).
- Tap the camera feed to view it in full screen mode. Tap the camera feed again to return it to its normal size.

Tap **Home** in the user menu to return to the **Home** screen.

User Menu

Tap the menu button **≡** on the bottom of any screen in user control mode to display the collapsible user menu on the left side of the screen.

Home Screen - User Menu



The following selections are available from the user menu:

- Tap **Home** to return to the **Home** screen.
- Tap any of the selections available under the **Pyng Devices** menu (**Lights, Shades, Climate, Locks, Security, Audio, or Cameras**) to load the screen for that group of devices.

NOTE: These selections are only available if devices, scenes, or events have been added to the system for the device group.

- Tap **Metrics** to load a screen for displaying energy usage metrics for the Crestron Pyng system. For more information, refer to "Metrics" on page 145.
- Tap **Settings** to load the **Settings** screen, which provides settings for basic system configuration. For more information, refer to "Settings" on page 146.

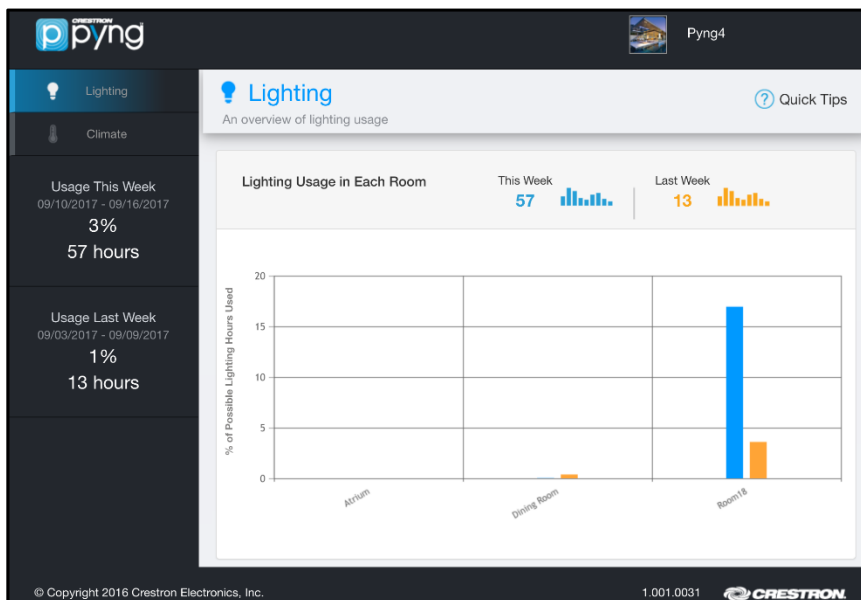
After 30 seconds of inactivity, the user menu closes automatically.

Metrics

Tap **Metrics** on the user menu to open the metrics page for the Crestron Pyng system in a web browser.

NOTE: The **Metrics** feature requires the Crestron Pyng system to be registered with a MyCrestron account and for the user control device to be connected to the network. For more information, refer to "MyCrestron Settings" on page 88.

Crestron Pyng Metrics Page - Lighting



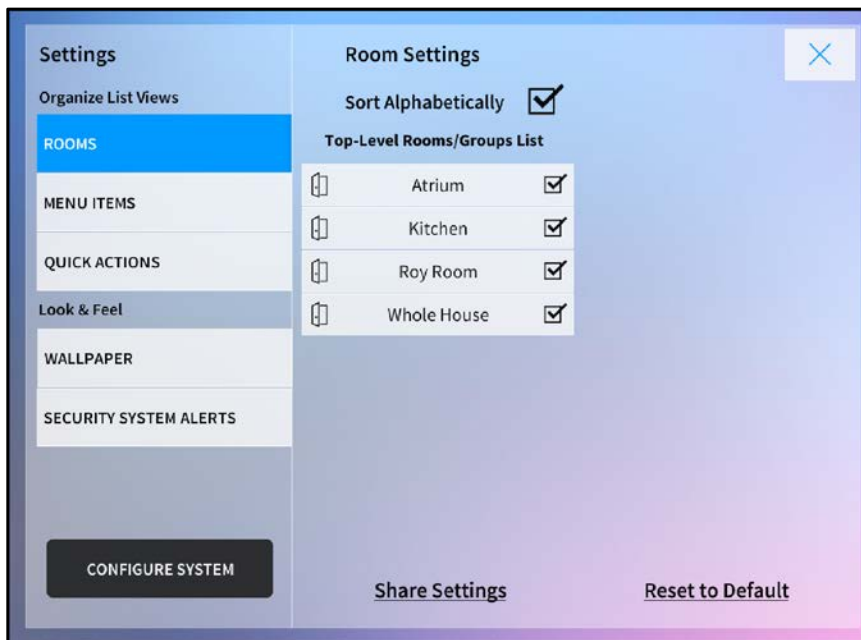
The Crestron Pyng metrics page provides an overview of lighting and climate usage for the entire Crestron Pyng system.

- Tap the **Lighting** tab to view the lighting usage for each configured room and to compare the lighting hours used during the current week to the prior week.
- Tap the **Climate** tab to view the daily, monthly, or yearly climate usage for each configured thermostat.
- Tap **Quick Tips** to display tips for optimizing energy and climate usage.

Settings

Tap **Settings** on the user menu to access settings for user control mode. A dialog box is displayed prompting for a password. Enter the user password to display the **Settings** screen.

Settings Screen - Room Settings (Rooms)



The **Settings** screen provides selections for selecting and organizing the items that appear on the user menus and for customizing the look and feel of the user interface.

The following general controls are provided on the **Settings** screen.

- Tap **Share Settings** to share the configured user settings with other user control devices (such as iPad devices, smart phones, and touch screens) configured for the Crestron Pyng system.
- Tap **Reset to Default** to reset the user settings to their default values.
- Tap **Configure System** to access the user setup screens (by entering the user password) or to access the installer setup screens (by entering the installer password).

The following settings may be configured using the **Settings** screen.

Rooms

Tap **Rooms** from the **Organize List Views** menu to display the **Room Settings** panel for rooms. (Refer to the image on the previous page.)

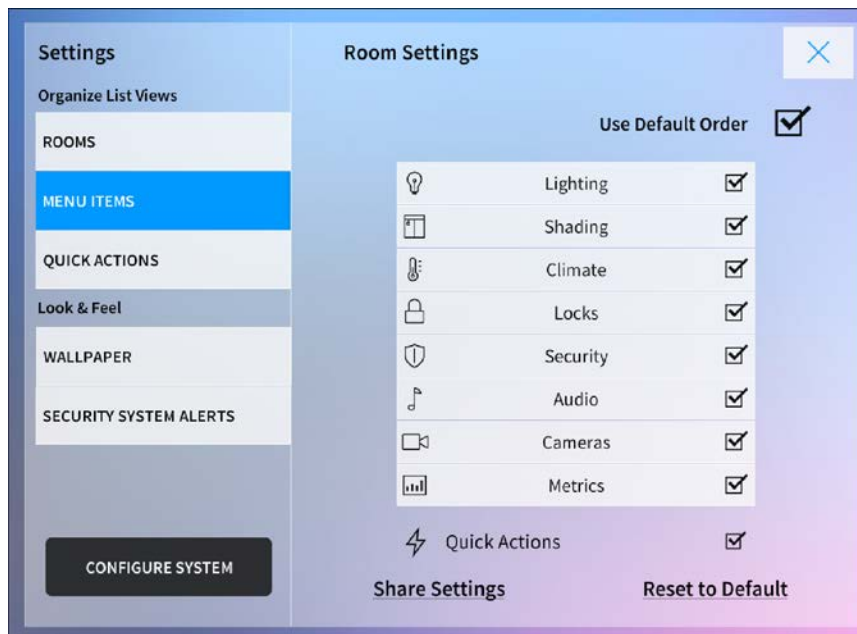
Use the **Room Settings** panel to select the rooms or room groups that appear as top-level items in user control mode.

- Tap the check box next to **Sort Alphabetically** to select whether rooms are sorted automatically (in alphabetical order) or manually.
- Tap the check box next to a room or room group in the **Top-Level Rooms/Groups List** menu to select whether the room or room group appears as a top-level item.
- Tap a room group to display a **Room(s) In Group** menu, which enables the rooms in that group to be selected as top-level items or to be sorted manually.
- If **Sort Alphabetically** is disabled, press and hold a room or room group until the list item turns green. Then, slide the room up or down the list to sort the room manually.

Menu Items

Tap **Menu Items** from the **Organize List Views** menu on the **Settings** screen to display the **Room Settings** panel for menu items.

Settings Screen - Room Settings (Menu Items)



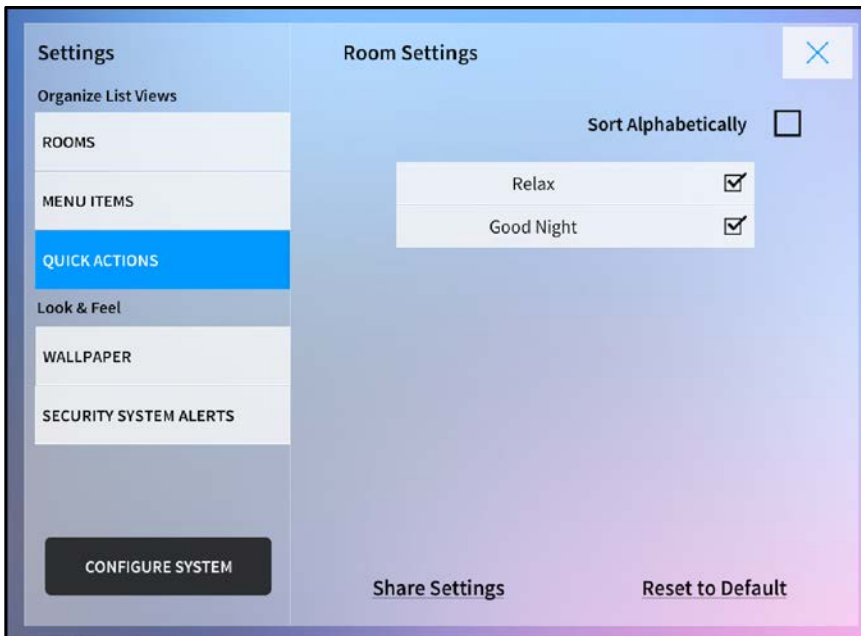
Use the **Menu Settings** panel to select the device groups that may be selected from the **Home** screen and from the user menu.

- Tap the check box next to **Use Default Order** to select whether device groups are sorted automatically (by the default order for the system) or manually.
- Tap the check box next to a device group to select whether the device group appears as a selectable item from the **Home** screen and the user menu.
- If **Use Default Order** is disabled, press and hold a device group until the list item turns green. Then, slide the device group up or down the list to sort the group manually.
- Tap the check box next to **Quick Actions** to enable or disable showing the **Quick Actions** menu in user control mode.

Quick Actions

Tap **Quick Actions** from the **Organize List Views** menu on the **Settings** screen to display the **Room Settings** panel for quick actions.

Settings Screen - Room Settings (Quick Actions)



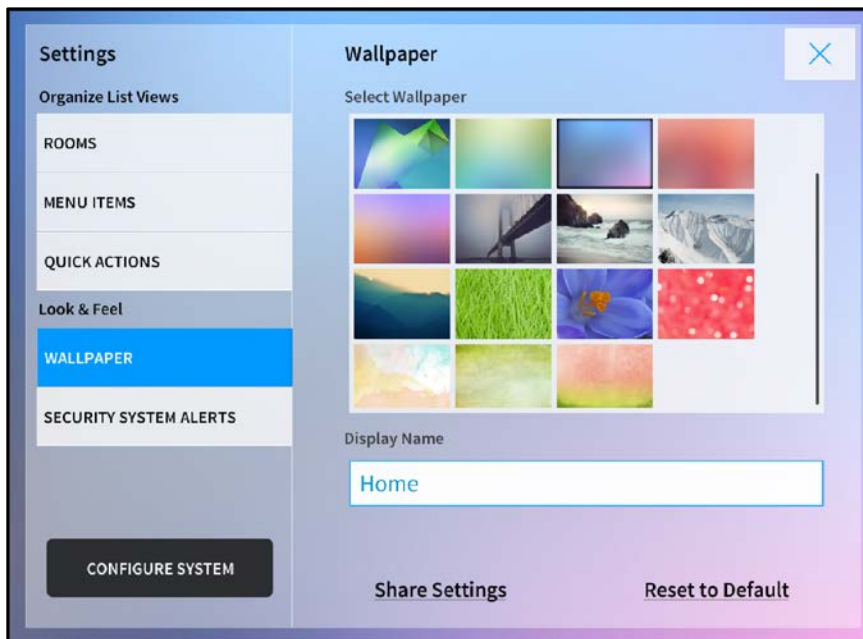
Use the **Quick Actions** panel to select the quick actions (macro buttons) that may be selected from the **Quick Actions** menu (if enabled). For more information, refer to "Quick Actions" on page 151.

- Tap the check box next to **Sort Alphabetically** to select whether quick actions are sorted automatically (in alphabetical order) or manually.
- Tap the check box next to a quick action to select whether the quick action appears as a selectable item from the **Quick Actions** menu.
- If **Sort Alphabetically** is disabled, press and hold a quick action until the list item turns green. Then, slide the quick action up or down the list to sort the quick action manually.

Wallpaper

Tap **Wallpaper** from the **Look & Feel** menu to display the **Wallpaper** panel.

Settings Screen - Wallpaper



Use the **Wallpaper** panel to select a wallpaper for the user interface background and to change the **Home** screen display name.

- Tap a wallpaper thumbnail in the **Select Wallpaper** menu to select that wallpaper for the user interface background.
- Tap the textbox under **Display Name** to edit the **Home** screen display name.

Security Systems

Tap **Security System Alerts** from the **Look & Feel** menu to display the **Security Systems** panel.

Settings Screen -Security Systems



Use the **Security System Alerts** panel to enable or disable security system alerts in User Control mode.

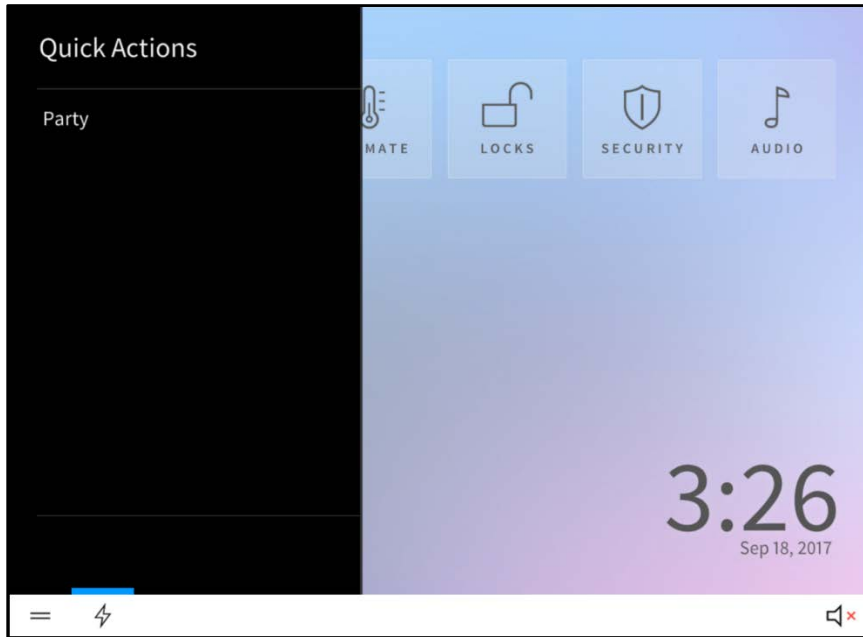
Security system alerts sounds tones that notify the user when the security system is armed or disarmed, and the user control device automatically loads the security screen if an event requires the user to input a security code.

Tap the check box next to **Enable Security System Alerts** to enable or disable security systems alerts in user control mode.

Quick Actions

Tap the lightning bolt button ⚡ on the bottom of any screen in user control mode to display the **Quick Actions** menu on the left side of the screen.

Quick Actions Menu



NOTE: The **Quick Actions** menu may be accessed only if the **Quick Actions** setting is enabled in the **Menu Settings** panel of the **Settings** screen and if one or more quick actions have been created for the system.

Swipe up or down through the menu items to select a quick action (macro button), and then tap the quick action to recall it.

For more information on creating quick actions in Installer Configuration mode, refer to "Actions & Events" on page 56.

Troubleshooting

The following table provides troubleshooting information. If further assistance is required, contact a Crestron customer service representative.

Crestron Pyng Troubleshooting

PROBLEM	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
Crestron Pyng is showing Cresnet® devices in the Network Device Tree, but is not discovering them in the Pyng system.	The PYNG-HUB firmware is not up to date.	Update the PYNG-HUB to the latest recommended firmware.
Crestron Pyng is showing Cresnet thermostats in the Network Device Tree, but is not discovering them in the Crestron Pyng system.	The CHV-THSTAT3F firmware is for 3-Speed-Fan applications only, which are not supported by Crestron Pyng at this time.	Use the CHV-TSTAT/THSTAT firmware instead.
Crestron Pyng shows a "Gateway Could Not Be Added" dialogue box when attempting to add a CSA-PWS10S-HUB-ENET gateway to the Crestron Pyng system.	The mode switch on the device is not set correctly.	Ensure that the mode switch on the CSW-PSW10S-HUB-ENET is set to match the physical connection method (CRES or ETH).
Crestron Pyng cannot discover a security system.	Crestron Pyng does not support the security system at this time.	Refer to the Security section of www.crestron.com/en-US/Products/Featured-Solutions/Crestron-Pyng to view the security systems compatible with Crestron Pyng.
After an Autonomic® audio unit is added to the Crestron Pyng system, some sources that were disabled from the MMS web user interface still appear in the Crestron Pyng source list.	Disabling a source in the MMS web interface does not disable it automatically in Crestron Pyng.	Remove the MMS and then add it back to the system using the Pair Devices screen to reflect the update.
A connection to Crestron Pyng cannot be established from both an iPad or from the web XPanel interface, but the device is still communicating in Crestron Toolbox.	SSL may have been enabled after a firmware update or a system restore.	Connect to the PYNG-HUB in Crestron Toolbox to determine if SSL is enabled using one of the following methods: If using Text Console, issue the <code>SSL</code> command. If the "SSL On" prompt is returned, issue the <code>SSL</code> command followed by the <code>restore</code> command. If using the System Info dialog box, navigate to Functions > SSL Management , uncheck the SSL box, and then click OK .
The web XPanel interface loads, but there is no response when clicking buttons or some page elements are missing.	The domain web setting for XPanel is set incorrectly.	In Installer Settings , select Web Settings , and then ensure that Domain is set to <code>**</code> . For more information on XPanel web settings, refer to OLH article 5793.
The PYNG-HUB is not communicating with Crestron Toolbox via Ethernet or USB.	The PYNG-HUB must be restored to factory settings.	Follow the procedures described in "Appendix B: Restore a PYNG-HUB to Factory Settings" on page 153.

Appendix A: Sonos and Crestron Pyng Best Practices

Refer to the following best practices when integrating Sonos CONNECT devices with the Crestron Pyng system.

- When adding a Sonos CONNECT 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 Pyng only allows Sonos CONNECT devices to be assigned that are part of the Sonos household stored in the Crestron Pyng configuration files.

NOTE: This discovery method can lead to behavior where Crestron Pyng sometimes discovers devices from the first Sonos household or discovers devices from the second Sonos household (depending on the last received Sonos system ID), but Crestron Pyng never discovers devices from both Sonos households at the same time.

- Only Sonos CONNECT devices may be discovered. Other Sonos devices, such as the PLAY:1® device and PLAYBAR® device, are ignored by Crestron Pyng.
- Set up the Sonos CONNECT device(s) through the Sonos app before attempting a discovery with Crestron Pyng. If the Sonos CONNECT device is not assigned to a room in the Sonos app, it cannot be discovered by Crestron Pyng.
- Do not assign a name longer than 12 characters to the room that is assigned Sonos devices in the Sonos app. This room name is used for the Sonos CONNECT device name in the Crestron Pyng system, and Crestron Pyng has a 12-character limit for device names.
- A Sonos CONNECT device may be assigned to a room within the Crestron Pyng system, but the device cannot be assigned an amplifier input in Crestron Pyng.
- To rename a Sonos CONNECT device in Crestron Pyng, change the name of the Sonos room that the device is assigned to using the Sonos app. The device name updates automatically in the Crestron Pyng system.
- The lineout level for a Sonos CONNECT device must be configured to fixed. Volume is controlled through the Crestron amplifier.

NOTE: Volume control via the Sonos app is not available when the Sonos CONNECT device is configured for the Crestron Pyng system. The Sonos app correctly displays "Fixed Volume" for the device instead of the normal volume bar and controls.

- Do not group Sonos CONNECT devices together in the Sonos app, as this can lead to Crestron Pyng only being able to control one Sonos CONNECT device instead of all of them individually.

- Starting a Sonos discovery in the Crestron Pyng system ungroups all Sonos CONNECT devices in the Sonos system.
- Crestron Pyng uses multicast to discover Sonos CONNECT devices. Some network switches do not route these discovery packets correctly, and, as a result, Crestron Pyng does not discover any Sonos CONNECT devices.

Appendix B: Restore a PYNG-HUB to Factory Settings

If the PYNG-HUB is no longer communicating with Crestron Toolbox via USB or Ethernet, use the following procedure to restore the device to its factory default settings.

CAUTION: All configured settings and device pairings are lost following a factory restore.

1. Use a small, pointed object (such as the tip of a pen) to press and release the **HW-R** button on the front of the PYNG-HUB.
2. Use a small, pointed object (such as the tip of a pen) to quickly press the **SW-R** button on the front of the PYNG-HUB five times, with under a 1-second gap between each press.
3. Wait up to 15 minutes for the self-recovery process to complete.
4. Attempt to make a connection to Crestron Toolbox via USB.
5. Once the device has been discovered, use the Text Console tool in Crestron Toolbox to check for a prompt. The standard device prompt should be displayed.

NOTE: Repeat steps 1–5 if the first attempt does not fix the issue. If the PYNG-HUB is still unresponsive, contact Crestron technical support for assistance.

6. The restore process may enable SSL (Secure Sockets Layer) on the PYNG-HUB. After communication returns following the restore, issue the `ssl off` command in the Text Console tool to disable SSL.

NOTE: If a connection cannot be established using the Text Console tool, change the connection type from **Auto Detect** to **SSL** in the **Edit Connections** dialogue.

7. Reload the Crestron Pyng firmware via the Package Update Tool in Crestron Toolbox to ensure that any touch screen projects are also reloaded to the PYNG-HUB.

If the PYNG-HUB is still communicating with Crestron Toolbox via USB or Ethernet, or if the `initialize` command was issued to the PYNG-HUB as part of a troubleshooting procedure, issue the `restore` command using the Text Console tool, and then follow the post-restore process (steps 6–7 in the above procedure).

Appendix C: MyCrestron Configuration

The Crestron Pyng system may be registered with the MyCrestron Dynamic DNS service. Registering a Crestron Pyng system with MyCrestron provides the following benefits:

- Save Crestron Pyng system settings and configurations to the cloud
- Customize configurations by adding rooms, lighting/shade loads, enclosures, and modules and by configuring enclosure layouts
- Deploy identical configurations to multiple identical systems
- Deploy a saved configuration to a new PYNG-HUB device
- Monitor the system remotely
- Create and view reports for measuring system analytics

Register the System with MyCrestron

To register the Crestron Pyng system with a MyCrestron account:

1. Tap **MyCrestron Dynamic DNS Service** on the **Installer Settings** screen to display the **MyCrestron Settings** screen.

MyCrestron Settings Screen

MyCrestron Settings

To enable MyCrestron Dynamic DNS service, visit www.MyCrestron.com to setup your domain. Then enter the domain and password in the fields below.

Domain

Password

Register System

Current Status

Current IP Address: 65.51.137.109
IP Address Last Checked: 5/7/2018 12:56:53 PM
System Last Successfully Registered: 5/7/2018 12:56:53 PM

NOTE: A MyCrestron domain name must be registered at www.mycrestron.com prior to registering the system with MyCrestron.

2. Enter the domain name of the MyCrestron account in the **Domain** text box.

3. Enter the password for the MyCrestron account in the **Password** field.
4. Tap Register System.

If the registration is successful, a success message is displayed, and the **System Last Successfully Registered** date updates in the **Current Status** panel.

Configure Port Mapping on a Router

Port mapping may be required for remote system monitoring. Many routers do not allow for direct port forwarding of common ports, including 80, 443, 23, and others. Port mapping is ideal in this scenario, as an arbitrary external port is forwarded to the internal port that is being used.

For example, port 80 (internal) to port 80 (external) may be blocked, but mapping from port 8080 to port 80 or port 8081 to port 80 is allowed.

Map the below ports to have their respective functionalities work remotely.

NOTE: Only map ports that are required for the necessary functions.

- **41794 (CIP):** Used for system control and communication
- **41795 (CTP):** Used for connecting to the processor in Crestron Toolbox
- **843 (Web XPanel Interface):** Used for an Adobe® software Flash Policy Server request. For more information, refer to OLH article 5793 at <https://support.crestron.com>.
- **80 (HTTP):** Used for serving files from the \HTTP\ folder on the processor (Crestron Pyng web XPanel interface, app manifest file, and so forth).

NOTE: the `webport` command may be issued using the Text Console tool in Crestron Toolbox to change the processor's HTTP port (if the router is not capable of port mapping).

Add the PYNG-HUB to MyCrestron

To add the PYNG-HUB to a MyCrestron account:

1. Log into <https://portal.my.crestron.com> using the MyCrestron.com subdomain that is paired with the system.
2. Click the **Devices** tab.
3. Click **Add Device** from the menu at the top of the screen. The **Device Editor** panel is displayed.

Device Editor Panel

The screenshot displays the MyCrestron Device Editor interface. It features a dark sidebar on the left with navigation icons for Dashboard, Devices, Configurations, Sites, Users, and Analytics. The main content area is titled 'Device Editor' and includes a 'Save' button at the top. The form contains the following fields and options:

- Device Name:** A text input field with the placeholder text 'Enter a descriptive name for the device'.
- Device MAC Address:** A text input field with the placeholder text 'Enter the Ethernet MAC Address of the device'.
- Device Key:** A text input field with the placeholder text 'Enter registration code/key as reported by the device'.
- Add to Group:** A dropdown menu labeled 'Select Groups...' with a plus icon to its right.
- Monitor this device:** A checked checkbox.
- Ancillary Device:** A section titled 'Ancillary Device' showing 'Selected Ancillary Devices : 0 of 0 ancillary devices' and a 'No Ancillary Device Found' message.

4. Enter the following information in the appropriate fields:
 - **Device Name:** Enter a descriptive name for the PYNG-HUB.
 - **Device MAC Address:** Enter the device MAC address, which is found by navigating to **Installer Settings > System Configuration > Ethernet Settings**.
 - **Device Key:** Enter the device registration key, which is found by navigating to **Installer Settings > System Configuration > MyCrestron Monitoring Service**.
 - **Add to Group:** If desired, add the PYNG-HUB to a MyCrestron device group.
 - **Monitor the device:** Click the checkbox to enable or disable remote monitoring for the PYNG-HUB. A filled checkbox indicates that the device will be monitored.
 - **Ancillary Device:** If desired, select any ancillary devices that are connected to the PYNG-HUB.
5. Click **Save**. The PYNG-HUB is added to the MyCrestron account.

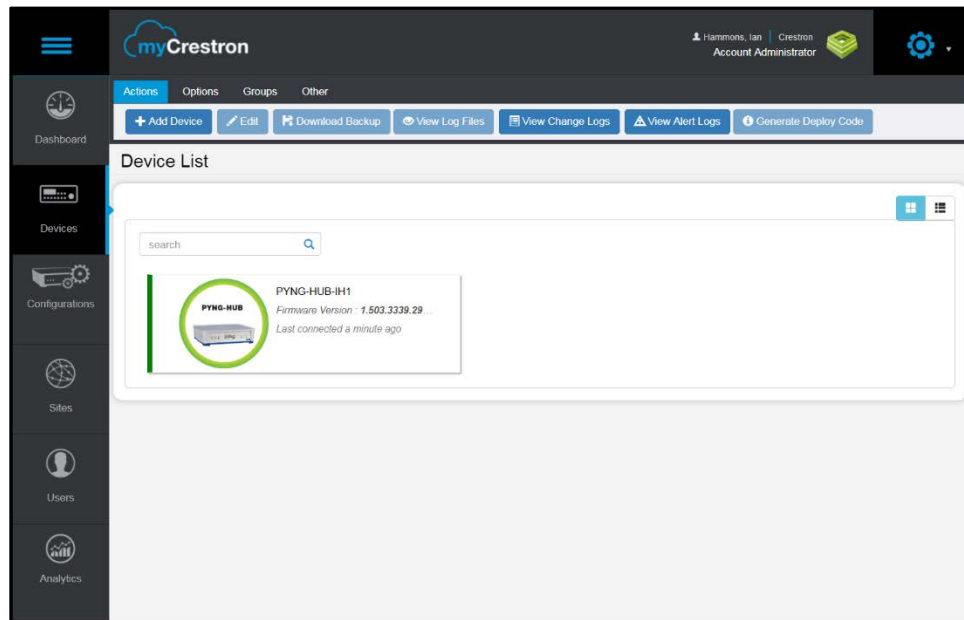
Import an Existing Crestron Pyng System

The configuration files for an existing Crestron Pyng system may be imported into a new PYNG-HUB via a deployment code. The deployment code from one PYNG-HUB may then be used to import the same configuration to multiple PYNG-HUB devices that control similar dwellings within an MDU.

To obtain a deployment code for an existing Crestron Pyng system:

1. Log into <https://portal.my.crestron.com/> using the MyCrestron.com subdomain that is paired with the system.
2. Click the **Devices** tab.
3. Click the PYNG-HUB that is associated with the desired system.

MyCrestron Page - Device List



4. Click **Generate Deploy Code** from the menu at the top of the screen.

A deployment code is generated and displayed for the selected PYNG-HUB. The deployment code is valid until the expiration date listed next to the code.

Deployment Code

The screenshot shows the myCrestron web interface. The top navigation bar includes the myCrestron logo, user information (Hammers, Ian | Crestron Account Administrator), and a settings gear. Below the navigation bar, there are tabs for Actions, Options, Groups, and Other. The Actions tab is active, showing buttons for Add Device, Edit, Download Backup, View Log Files, View Change Logs, View Alert Logs, and Generate Deploy Code. The main content area displays a card for a PYNG-HUB device with the following details:

- Device Name: PYNG-HUB-IH1
- Firmware Version: 1.503.3330.29455
- URL: <http://www.crestron.com/Products/PyngHub.aspx>

Below the card, there is a table of device details for PYNG-HUB-IH1:

PYNG-HUB-IH1	
Firmware Version:	1.501.0021
Dated:	2016/05/13 11:10:46
HostName	PYNG-SURFSUP
Is Managed	False
Device Mac ID	de.ad.be.ef.12.34
Last Reboot Reason	Power Reboot
Public IP Address	76.167.120.202
Product Line	Crestron PYNG-HUB
Deploy Code	F4TAE566 - [Expires on : 2018/05/10]

Use the provided deployment code to import the existing Crestron Pyng to a new PYNG-HUB during initial setup. For more information, refer to "Import an Existing Crestron Pyng System" on page 10.

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