CRESTRON

Crestron TSR-310
Voice Control for Home

Crestron TSR-310 Voice Control

Crestron Voice Recognition effortlessly optimizes your home and creates an environment that responds to your needs. With built-in voice recognition, the TSR-310 provides the ability to use spoken commands to control various devices and functions.

How do I get started?

Talk to your Crestron Technology Professional (CTP) to incorporate the Crestron Voice modules into your program. Crestron Voice modules allow your Crestron® control system to register with a voice services provider and to process voice commands from your TSR-310 remote.

Your CTP must do the following:

- Configure the time zone on the TSR-310 remote to match the control system.

- Create a new voice registration program for the control system in SIMPL Windows or Crestron Studio® software.

- Register your Crestron Control System with Amazon® or Google® Voice Services:

  - Browse to the Crestron Admin Portal for Amazon accounts at https://voicereg-a-na.crestron.io, or browse to the Crestron Admin portal for Google accounts at https://voicereg-g-na.crestron.io (US Only).

  - Enter the control system ID (the control system MAC address). A unique code is displayed.

Crestron Admin Portal for Voice Control Systems

The admin portal is a tool that allows resellers and installers to register a Crestron control system that has been programmed for integration with voice control and to configure accounts to use that system.
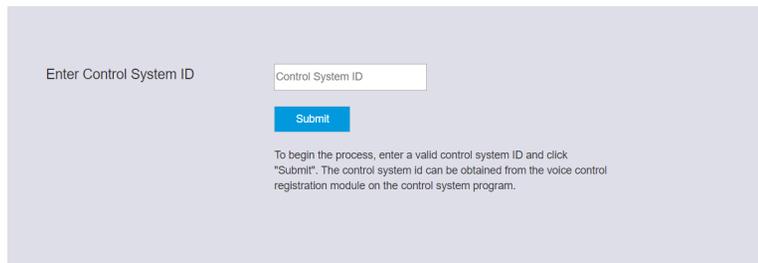
Enter Control System ID

Control System ID

Submit

To begin the process, enter a valid control system ID and click "Submit". The control system id can be obtained from the voice control registration module on the control system program.

- Click **Register** to display a six-digit registration code.

Status		
Registration	Control System Connection	Linked Account
Not Registered	Not connected	Not Linked

Register

- Connect your Crestron Control System by entering the registration code from the Crestron Admin Portal in the control system. (See the Voice Control Registration module.)

- Next, register with your voice services provider. For more information on registering with a provider, refer to the Crestron Control + Amazon Alexa™ Voice Recognition for Home Getting Started (Doc. 8321) or the Crestron Control + Google Assistant Voice Recognition for Home Getting Started (Doc. 8517) at www.crestron.com/manuals.

The Crestron Admin Portal shows green checkmarks when the control system is registered and successfully linked to your voice services account.

Sample Control System ID: 00:10:7f:34:f3:69

Status

Status		
Registration	Control System Connection	Linked Account
Registered	Connected	Linked

delete 00:10:7f:9c:5f:4a
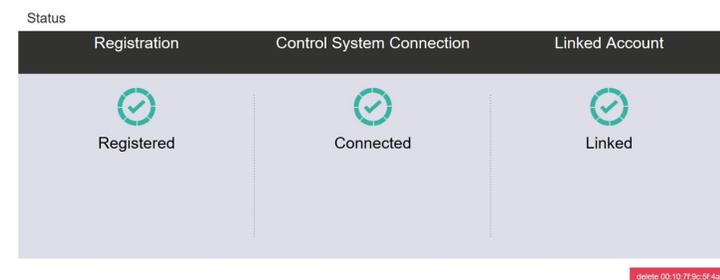
How do I configure my Crestron Control System with my TSR-310?

Configure your TSR-310 remote to communicate with your Crestron control system. For more information, refer to the TSR-310 Supplemental Guide (Doc. 8226) at www.crestron.com/manuals.

- Use the TSR-310 setup pages or web configuration utility to enter the IP address or hostname of the control system linked to the voice service provider.

- Enter the IP ID assigned to the TSR-310 in the voice registration program.

- Navigate to **Voice Control** in the TSR-310 setup screens.

- Tap **Pair** to pair the TSR-310 with the voice control provider.

If the registration is successful, a "Registration successful" message displays, and the **Enabled** indicator on the top right of the screen turns green.
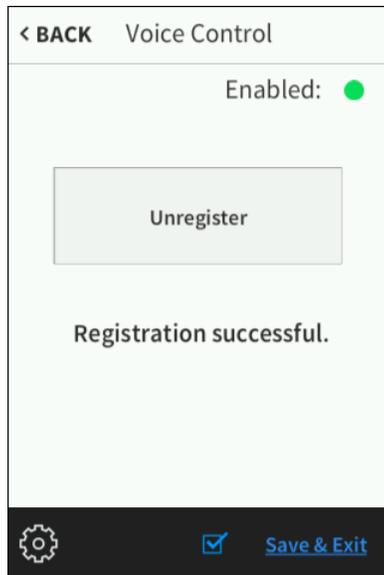
Support for the United States (English language use) only is available at this time.

How do I control my home using the TSR-310?

To interact with the TSR-310, press and hold the microphone button, speak a command to the remote, and release the microphone button.

If the command is executed successfully, a success message is displayed on the TSR-310 confirming that the command has been executed.

If the command is unable to be executed, a descriptive error message is displayed on the TSR-310. Refer to the responses section of this document for more information on error states.

NOTES:

- If a room name is not included in a command, the TSR-310 will attempt to control the device in the room it is paired to.

- Have your CTP use generic room names if possible. The TSR-310 may not be able to recognize some custom room names.

Sample commands for the TSR-310:

"Increase the accent lights by 30 percent."

"Decrease the study shades."

"It is too dark in the kitchen."

"It is too hot."

"Turn on the overhead lights in the master bedroom."

"Turn off the fan."

"Set the desk lamp to half in the office."

"I am leaving."

"Good morning."

"Go to sleep."

"We are home."

"Decrease the thermostat by 3 degrees in the basement."

"Increase the thermostat by 2 degrees."

"What's my thermostat set to?"

"What is the thermostat temperature?"

"Set the thermostat to auto mode."

"Set the thermostat to 70 degrees."

"List the rooms."

"List the scenes in the dining room."

"Recall the scene 'Relax' in the lounge."

What if my TSR-310 says, "Sure" but controls the wrong device?

- Verify with your CTP that what the TSR-310 heard matches what's in your system (room names, device names and preset names).

- If the TSR-310 misheard you, try the request again, speaking slowly and clearly.

What if my TSR-310 says, "Sure," but does nothing?

Try asking it in a slightly different way, such as "lights in the kitchen" instead of "kitchen lights."

What if my TSR-310 says it doesn't understand the request?

- Ensure that TSR-310 is connected to the control system as described on page TBD.

- Ensure that the command is supported by the TSR-310.

If your TSR-310 continues to misunderstand commands, reach out to your CTP for additional help.

What are some responses I can expect from the TSR-310?

"Sure, [confirmation of command]."

The request was accepted and has been executed.

"Sorry, I do not understand your request."

The TSR-310 did not understand your request.

"Sorry, the room name or default location is not specified."

The room or location was not specified in the command.

"Sorry, I'm unable to locate your registration information. Please register the device."

The TSR-310 is not registered with the control system. Contact your CTP.

"Sorry, I didn't find the device [device name]."

The device is offline or is not connected to the control system.

"The device [device name] is offline."

The device is offline. Ensure the device is on the network.

"The device [device name] is currently off."

The device is off and must be turned on.

"I can only set the temperature between [number] and [number]."

The temperature number is out of range.

"Something went wrong trying to [decrement/increment/turn off] the device [device name]."

An unknown error occurred when attempting to execute the command. Contact your CTP.

"I am unable to determine your thermostat mode."

The thermostat mode specified in the command is not supported.

"Something went wrong trying to retrieve the report state of the device [device name]."

The TSR-310 was not able to retrieve the device feedback.

"Something went wrong trying to set the device [device name]."

An unknown error occurred changing a device setting. Contact your CTP.

"This device doesn't support that action. Here are a list of supported actions."

The device does not support the action specified in the command.

"There was an invalid [parameter]. Here is a list of valid parameters."

The device does not support the parameter specified in the command.

"There was an invalid [input]. Here is a list of valid inputs."

The device does not support the input specified in the command.

"Sorry, I was unable to locate the room [room name]."

The room location is not recognized. Contact your CTP.

"The voice control module on the control system does not support this operation."

The voice control module on the control system is not compatible with this command. Contact your CTP.

"Sorry, the device is not responding. Please check its network connection and power supply."

The device is not responding to the command.

"Unknown error."

An unknown error has occurred. Contact your CTP.