

8" and 10" T4 Series In-Wall Touchscreen Installation Guide



Supported models


- C4-T4IW8-BL 8" T4 In-Wall Touchscreen, Black
- C4-T4IW8-WH 8" T4 In-Wall Touchscreen, White
- C4-T4IW10-BL 10" T4 In-Wall Touchscreen, Black
- C4-T4IW10-WH 10" T4 In-Wall Touchscreen, White

Introduction

The Control4® T4 Series 8- and 10-inch In-Wall Touchscreens offer complete system control in an elegant and compact design. The touchscreens are equipped with a full capacitive screen, audio and video Intercom (with the built-in camera) using SIP, and more.

This touchscreen works great in either new construction or retrofit installations. For power and network connectivity, choose from three options:

- **Ethernet with PoE**—The Ethernet network connection is provided through the PoE Injector. No additional wiring is needed.
- **WiFi with PoE**—The internal Wi-Fi will communicate with the LAN's wireless AP, so no additional network wiring is needed. PoE power is used to power the touchscreen.

 **Note:** 802.11b is not recommended for video intercom. We recommend using Wireless-N. See "Specifications" and "Power and Network Installation Options" for more information.

Box contents

- 8" or 10" T4 In-Wall Touchscreen
- Power box (to power the touchscreen)
- Two screws (to attach the power box to the wall box)
- Set screw (to secure the touchscreen to the power box)
- Set screw tool (3/32" straight-shaft hex driver)

Accessories available for purchase

- Packedge 802.3at/af Gigabit PoE+ Injector (PI-30AT), or Araknis Networks Gigabit PoE+ Injector (AN-ACC-INJ-POE-30W), each sold separately.
- Wall box options (sold separately)—Metal and plastic, for new construction or retrofit installations.
 - In-Wall Touchscreen Wall Box Kits - New Construction
 - Plastic (C4-NWB57C-P)
 - Metal (C4-NWB57C-M)
 - In-Wall Touchscreen Wall Box Kits - Retrofit
 - Plastic (C4-RWB57C-P)
 - Metal (C4-RWB57C-M)

For wall box installation details, see:

- *In-Wall Touchscreen Wall Box Installation Guide—New Construction* (ctrl4.co/wallbox-new)
- *In-Wall Touchscreen Wall Box Installation Guide—Retrofit* (ctrl4.co/wallbox-retro)

Warnings

Warning! Do not place the touchscreen near sources of heat or expose to direct sunlight for an extended period of time.

AVERTISSEMENT ! Ne placez pas l'unité près des sources de chaleur ou exposition pour diriger la lumière du soleil pendant une période prolongée.

Warning! Install in accordance with all national, state, and local electrical codes.

AVERTISSEMENT ! Installez selon tous les national, état, et codes électriques locaux.

Warning! This product generates heat. The room must have adequate ventilation or the ability to dissipate heat effectively.

AVERTISSEMENT ! Ce produit produit de la chaleur. La salle doit avoir à ventilation proportionnée ou la capacité d'absorber la chaleur efficacement.

Warning! Use this product only in dry locations.

AVERTISSEMENT ! Employez ce produit seulement dans des endroits secs.

Caution! Do not use pens or sharp objects to navigate or make selections on the touchscreen. To select an item or scroll through a list, use your fingertip.

AVERTISSEMENT ! N'employez pas les stylos ou les objets pointus pour diriger ou pour faire des choix sur l'écran. Pour choisir un article ou un rouleau par une liste, employez votre bout du doigt.

Caution! Improper use or installation can cause DAMAGE OF PROPERTY.

AVERTISSEMENT ! L'utilisation ou l'installation inexacte peut causer DAMAGE DE PROPRIÉTÉ.



Important! Using this product in a manner other than outlined in this document voids your warranty. Further, Control4 is NOT liable for any damage incurred with the misuse of this product. See "Warranty."

Important ! Utilisant ce produit en quelque sorte autre que décrit dans ce document vide votre garantie. De plus, Control4 n'est pas responsable d'aucun dommage encouru avec l'abus de ce produit. Voyez que « Warranty. »

Specifications and requirements

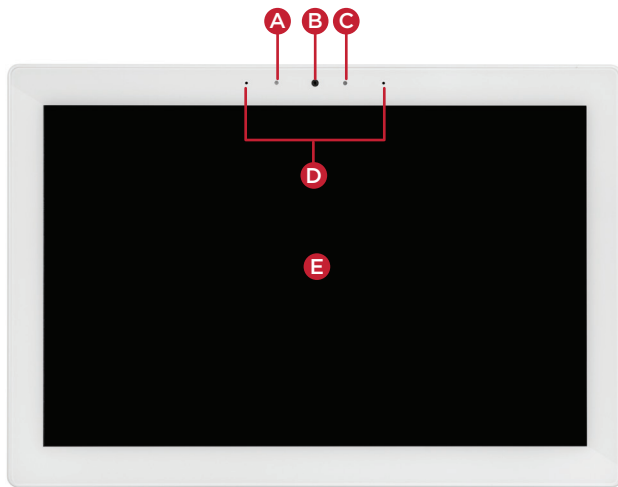
Specifications

Model Numbers	C4-T4IW10-BL, C4-T4IW10-WH, C4-T4IW8-BL, C4-T4IW8-WH
Screen	Resolution: 1920 × 1200, capacitive touch Camera: 720p
Network	Ethernet or Wi-Fi <ul style="list-style-type: none"> • 802.11b/g/n 2.4 GHz • 802.11a/n/ac 5 GHz • Security: WEP, WPA/WPA2 PSK, 802.1x EAP, PEAP Notes: (1) While technically the touchscreen can use 802.11b, 802.11b is not supported. (2) 802.11n is recommended for best performance. Even with 802.11n, broadcasting to several devices will degrade Video Intercom response time and images. Broadcasting to additional devices will further degrade performance. See "Wireless Network Limitations."
Power supply	PoE (IEEE 802.3af) 13 W peak
Dimensions (W × H × D)	8" model: 202 × 142 × 15 mm (8.0 × 5.6 × 0.59") 10" model: 239 × 165 × 13 mm (9.4 × 6.5 × 0.53") Wall box: 68 × 104 × 61 mm (2.7 × 4.1 × 2.4") Power box: 71 × 114 × 46 mm (2.8 × 4.5 × 1.8")
Weight (with mid-box)	8" model: 0.41 kg (0.9 lb) 10" model: 0.68 kg (1.5 lb)
Operating temperature	0 to 40 °C (32 to 104 °F)
Storage temperature	-20 to 70 °C (-4 to 158 °F)

Requirements

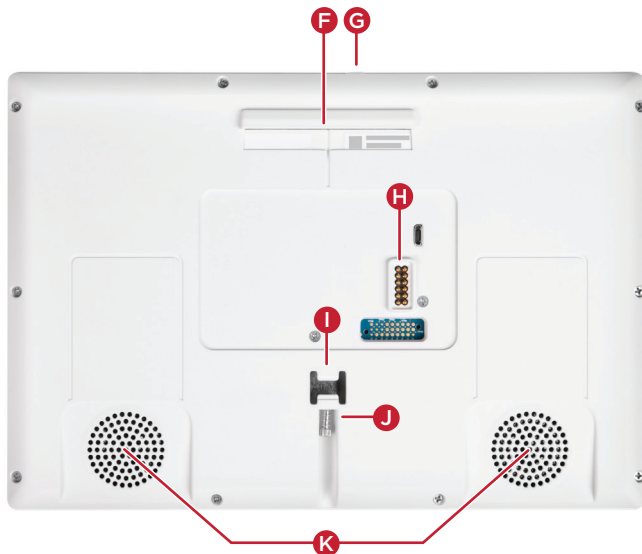
- A controller fully installed and configured with Control4 OS 3.2.1 or later.
- Control4 Touchscreen wall box installed. See "Accessories."
- If using Ethernet with PoE power:
 - Ethernet network installed and available that includes a gateway/router/switch
 - Control4 PoE Injector (model #AC-POE1-B) or another third-party, UL/ANSI-certified PoE injector or switch.
 - Two Ethernet Cat 5/6 cables: (1) one that runs from the Ethernet gateway/router/switch to the PoE injector/switch and (2) one that runs from the PoE injector/switch to the Ethernet connection in the touchscreen's wall box.
- If using Wi-Fi with a PoE injector:
 - Wireless network (IEEE 802.11b/g/n) installed and available with a wireless access point (AP). Security can be WEP, WPA/WPA2 PSK, 801.1x EAP, or PEAP.

Front view



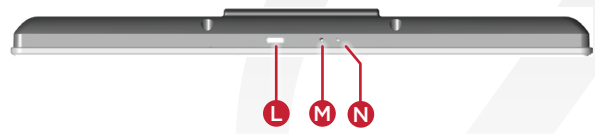
- A** Ambient light sensor
- B** Camera
- C** Indicator LED (startup, camera in use, audio listening)
- D** Stereo microphones
- E** 8" or 10" diagonal, capacitive 1920 × 1200 display

Back view



- F** Upper mount tab
- G** Power—Press this button to turn the touchscreen on, or press and hold it to turn the touchscreen off.
- H** Docking electrical connector
- I** Locking tab
- J** Set screw—secures the touchscreen to the power box.
- K** Stereo speakers


Top view



- L** Power button. Press to turn the display on and off, press and hold to select **Power off** or **Restart**, or press and hold for 10 seconds to reset the device.
- M** Center pinhole. Not used.
- N** Reset pinhole. Press to reset, or press and hold until “Erasing” appears on the screen to restore factory defaults.

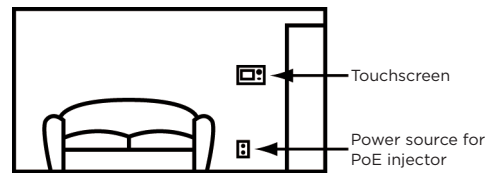
Touchscreen placement

Place the touchscreen in a convenient location at eye level, typically near the entrance of the room, about 145 to 155 cm (57 to 61 inches) from the floor (Figure 3).

 **Note:** Consider the camera on the panel and the height of the people in the home who will use the camera for Video Intercom.

Important: The top of the touchscreen must be mounted no higher than 2 m (6.6 ft.) above the floor.

Figure 1: Touchscreen placement




LED indicator


The LED on the touchscreen indicates the camera status of the camera and booting information as described in the next table.

Camera/LED color state	Touchscreen status
Off	Camera is off
Green	Camera is on
Green (momentary blink)	Touchscreen is booting

Installation

 **Important!** Before you can complete the instructions below, you must have an 8" or 10" Touchscreen wall box installed according to the documentation provided in the wall box kit. See “Accessories” for details.

Important ! Avant de lire les instruction ci-dessous, il vous faut un support mural installé suivant la documentation fournie avec le kit du support mural. Plus de détails dans la partie << Accessoires >>.

 **Important!** When cutting the opening for the wall box, **do not** cut the opening too large. Be conservative and cautiously enlarge it as needed.

Important ! En coupant l'ouverture pour le support mural, ne faites pas une ouverture trop grande. Soyez prudent, et agrandissez la avec précaution.

Power and network installation options

This device uses an Ethernet or Wi-Fi network connection and can be powered using PoE.

Choose one of the following options to install the power and network communication.

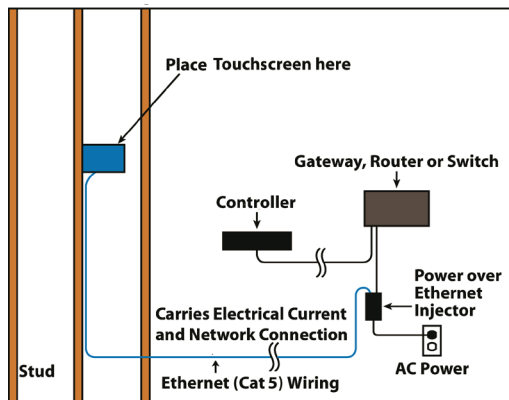
Option 1: Ethernet connection with PoE

PoE supplies DC power on the Ethernet cable using a PoE Injector (model #AC-POE1-B) or a third-party PoE solution to provide the touchscreen with power and a network connection. The touchscreen works with the Control4 PoE Injector or a third-party PoE Injector.

To set up your PoE and Ethernet connection with a PoE Injector:

- 1 Attach the PoE Injector according to the instructions in your PoE's installation guide if provided. Control4 PoE Injector instructions are provided later in this document.
- 2 Pull the Ethernet cable from that location to where you want to install the touchscreen.

Figure 2: Ethernet with PoE—Requires Ethernet connection to PoE injector



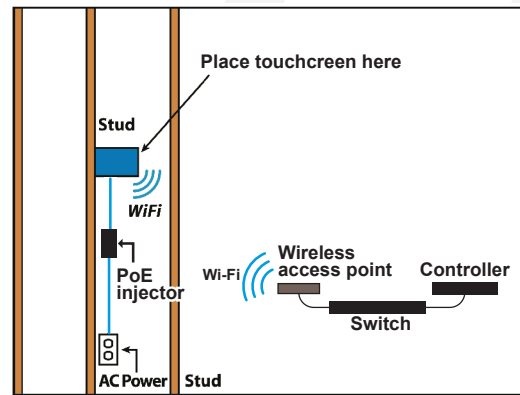
Option 2: Wi-Fi with PoE injector

A PoE injector supplies DC power to the touchscreen via an Ethernet cable. The touchscreen works with the Control4 PoE Injector or any compatible third-party PoE Injector.

To set up your Wi-Fi connection and a PoE injector:

- 1 Attach the PoE Injector according to the instructions in your PoE's installation guide, if provided. Control4 PoE Injector instructions are provided later in this document.
- 2 Pull the Ethernet cable from that location to where you want to install the touchscreen.

Figure 2: Ethernet with PoE—Requires Ethernet connection to PoE injector



Power installation

Prepare the plastic power box for installation into the wall box by inserting the Ethernet cable into the power box, and then follow the instructions below.

Connecting PoE

Connect the PoE injector to power and the network, and then connect it to the power box. It can be located anywhere along the cable that connects the power box to the network switch.

To install a Control4 PoE injector:

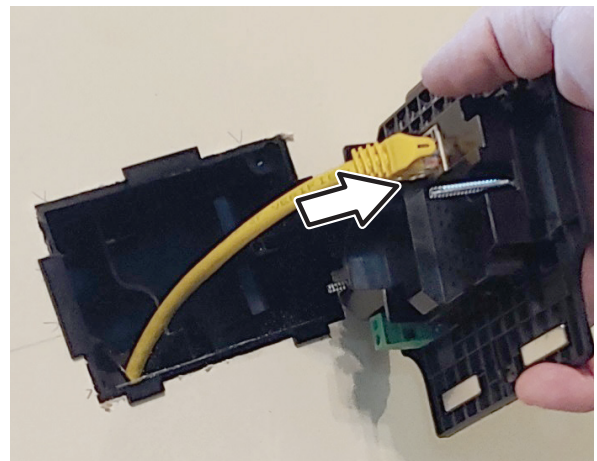
- 1 Connect the Control4 PoE injector to an AC outlet using the power cord.
- 2 Connect one of the LAN ports on the network switch to the PoE Injector's LAN port using Cat 5/6 Ethernet cable.
- 3 Pull a cable going from the PoE injector's PWR LAN-OUT port through one of the touchscreen's left-side wall box knockout holes.
- 4 Go to "Connecting to a wired network" below.

Connecting to a wired network

To connect to a wired network:

- 1 Pull the in-wall Ethernet cable through a left-side knockout hole of the wall box, then plug it into the Ethernet jack on the back of the power box (Figure 8).

Figure 5: Insert Ethernet cable into power box



Note: The Ethernet port on the power box does not have functioning indicator LEDs.

- 2 Go to “Attach the power box and touchscreen” below.

Attach the power box and touchscreen

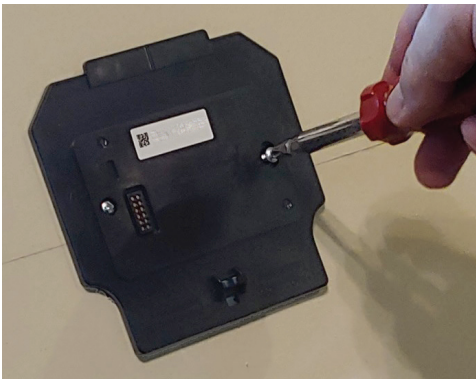
To attach the power box and touchscreen:

- 1 Align and bend the wires to fit them inside the wall box.
- 2 Slide the power box into the wall box, then secure the power box to the wall box using the two screws provided (Figure 6).

Caution: Do not use an electric driver to tighten the screws. Overtightening can result in the power box becoming slightly warped, resulting in a poor electrical docking connection. Use only a hand screwdriver to tighten the screws.

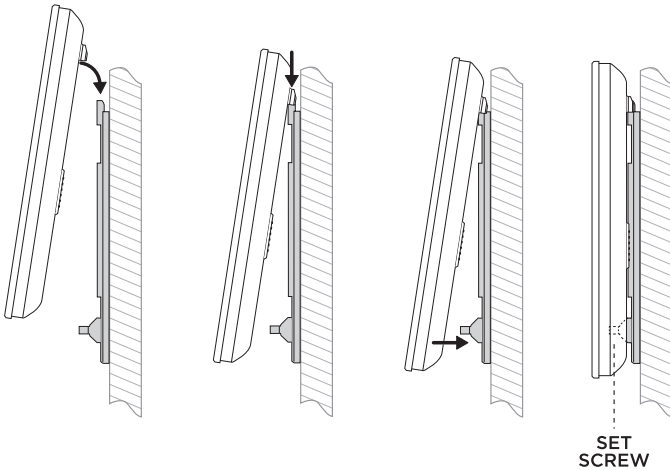
Tip: If overtightened screws result in the power box warping, loosen the screws until the power box is flush to the wall.

Figure 7: Secure power box to wall box



- 3 Angle the top of the touchscreen toward the wall, insert the top mounting bracket onto the power box, then press the bottom of the touchscreen into place (a magnet will hold it in position).

Figure 8: Attach the touchscreen top first



- 4 Secure in place with the included set screw and 3/32" straight-shaft hex driver.

Configuration

Configure the touchscreen for wireless (optional)

To configure the touchscreen for wireless:

- 1 After initialization, tap **Network**. The network configuration page opens.
- 2 Under *Wi-Fi*, make sure the Wi-Fi is enabled, then tap the **Wi-Fi** field to open a list of available networks.
- 3 Tap the network name you want to connect to.
- 4 Tap the **Password** field, then use the on-screen keyboard to type the password (if required).



Note: If you need to enter a static IP address, follow the instructions under “To set a wireless static IP address” below before proceeding.

- 5 Tap **Connect**.

If you don't see the network you want:

- 1 Tap **+**, then tap the **Network SSID** field and type the SSID (name) of the network by using the on-screen keyboard.
- 2 Tap the **Security** field, then select the type of security to use.
- 3 Tap the **Password** field, then use the on-screen keyboard to type the password (if required).



Note: If you need to enter a static IP address, follow the instructions under “To set a wireless static IP address” below before proceeding.

- 4 Tap **Save**. The new network is added to the bottom of the network list.

To set a wireless static IP address:

- 1 Scroll down and tap **Show advanced options**.
- 2 Tap **IP settings**, then tap **Static**.
- 3 Select each box one at a time and use the on-screen keyboard to type the:
 - **IP address**
 - **Gateway**
 - **Network prefix length**
 - **DNS 1** (preferred)
 - **DNS 2** (alternate)

Configure the touchscreen for Ethernet

If you want to use DHCP (default) for your Ethernet connection, no further setup is required.

To configure a static IP address for Ethernet:

- 1 After initialization, tap **Network**. The network configuration page opens.
- 2 Tap **Ethernet**. The Ethernet settings screen opens.
- 3 Tap **Static IP Settings**, then tap **Use static IP**.
- 4 Select each box one at a time and use the on-screen keyboard to type the **IP Address**, **Gateway**, **Netmask**, **DNS 1** (preferred), and **DNS 2** (alternate).
- 5 Tap **SAVE** when finished.

Add and configure in Composer Pro

After the touchscreen is installed and appears on the home network, use Composer Pro to add it to the Control4 system and configure it.

Use the Composer Pro *System Design* and *Connections* views to add and configure this device.

To add and configure a T4 touchscreen to a project:

- 1 Add the **T4 8/10" In-Wall Touchscreen** driver to your project.
- 2 Select the touchscreen or its Intercom component in the project tree's **System Design** view.
- 3 View and change the properties in the *Properties* pane as needed.

Properties include:

- **Network Connection**—Reports the touchscreen's current network connection type.
- **Back Light**—Use the arrows or type numbers to set the light level, then click **Set**.
- **Adaptive Brightness Enabled**—Enables or disables adaptive brightness.

Advanced properties include:

- **Camera Enabled**—Enables or disables the camera.
- **Reboot**—Remotely reboots the touchscreen.

Intercom properties (nested under the touchscreen):

- **Appearance**
 - **Exclude from Navigator**—Select to hide the touchscreen from appearing in user interfaces as an available device.
 - **High Quality Enabled**—Select to use the highest resolution setting for the camera.
 - **Dial Pad UI Enabled**—Enables the on-screen dial pad.
- **Behavior**
 - Select the modes you want this touchscreen to support: Play Door Chime, Do Not Disturb, Auto Answer, Send Video, Monitor Mode, Echo Calibration, Disable Echo Cancellation.
- **Audio Control**—Select the volume of individual audio settings.
- **Sip Information**—Information for integrating the touchscreen into your SIP/VoIP system.
- **Custom Buttons**—Select to enable and label the two available custom buttons
- **Alternate Camera**—Select to use an external camera for the video associated with the touchscreen, for example, a security camera mounted to the side of the person operating the touchscreen.

Troubleshooting

Boot up time

When the device is booting up, it may take 10 seconds before the logo image appears on the screen. When it turns on, you will see an image for a short time, then it will turn off. After that, either the setup menu or the room's home screen will appear.

Unresponsive screen

If the logo image does not appear after 30 seconds, the device may need to be power cycled. If power cycling doesn't solve the problem, the touchscreen may need to be restored to factory defaults.

To manually power-cycle the touchscreen:

- 1 Press and hold the power button for at least 10 seconds until the touchscreen turns off.

To restore to factory defaults:

- 1 On the touchscreen's main screen, tap **Settings, System Info**, then **Factory data reset**.

- OR -

If the touchscreen has not yet been configured, tap **About**, then **Factory data reset**.

- OR -

To restore defaults without using the display screen, press and hold the reset pinhole button until "Erasing" appears on the screen.

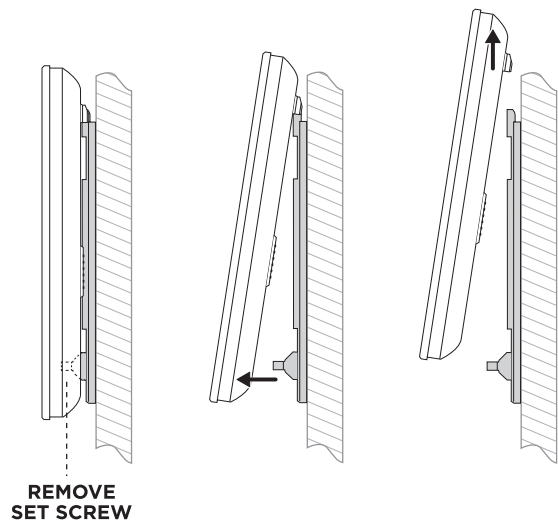


Removing the touchscreen from the wall

To remove the touchscreen:

- 1 Remove the 3/32" set screw.
- 2 Pull the bottom of the touchscreen away from the locking tab, then lift the screen up and off the power box.

Figure 9: Lift bottom away and lift up



Additional resources

The following resources are available for additional support.

- Knowledgebase and forums in Technician Community
- Technical Support
- Control4 website: www.control4.com
- Composer documentation in its online help.

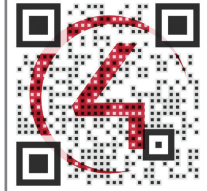
Warranty and legal notices

Find details of this product's 2-Year Limited Warranty at snapav.com/warranty, or request a paper copy from Customer Service at (866) 424-4489. Find other legal resources, such as regulatory notices and patent information, at snapav.com/legal.

More help

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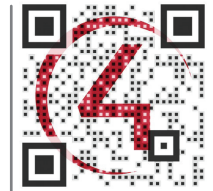
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