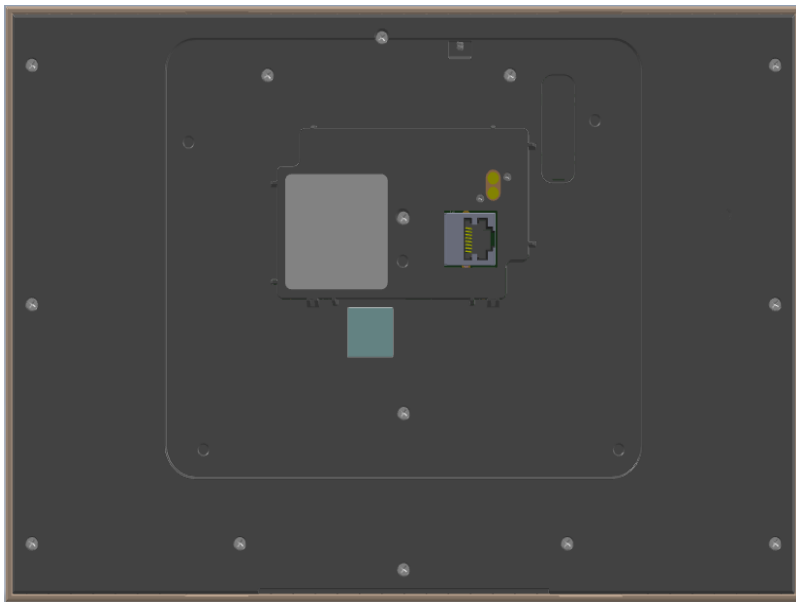
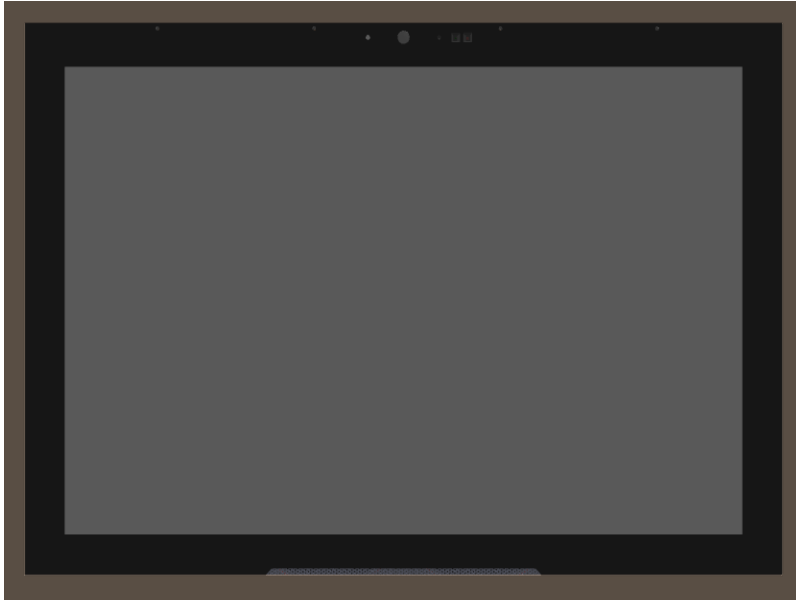

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Introduction



The Control4® 54 Series 8- and 11-inch In-Wall Touchscreens offer complete system control in an elegant and compact design. The touchscreens are equipped with full capacitive touchscreen, audio and video intercom (with built-in camera), facial recognition, proximity sensor, 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 communicates with the LAN's wireless AP, so no additional network wiring is needed. PoE powers the touchscreen.
- WiFi with AC power supply—The internal Wi-Fi communicates with the LAN's wireless AP and an optional AC power supply powers the touchscreen.



Note: 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.

Supported models

C4-T5IW8-WH T5 TOUCHSCREEN IN-WALL 8" WHITE

C4-T5IW11-WH T5 TOUCHSCREEN IN-WALL 11" WHITE

Box contents

- 8" or 11" T5 In-Wall Touchscreen
- Wall mounting bracket (to secure touchscreen to junction box)
- White swappable trim-ring (pre-installed)
- Two screws (to attach the power box to the wall box)
- Set screw (to secure the touchscreen to the power box) (pre-installed, to secure touchscreen to mount bracket)
- Set screw tool (3/32" straight-shaft hex driver)

Accessories available for purchase

Optional power supplies:

- T5 Touchscreen AC Power Supply Adapter (C4-T5IW-AC)
- Araknis Networks Multi-gig PoE+ injector (AN-POE-INJ-MG-30W)

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)



Note: *Plastic wall box kits are not compatible with the AC power supply adapter.

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: 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: 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.



Note: 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-T5IW11-WH, C4-T5IW8-WH
Screen	Resolution: 1920 × 1200, capacitive touch Camera: 720p
Network	Ethernet or Wi-Fi • 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) 12 W peak

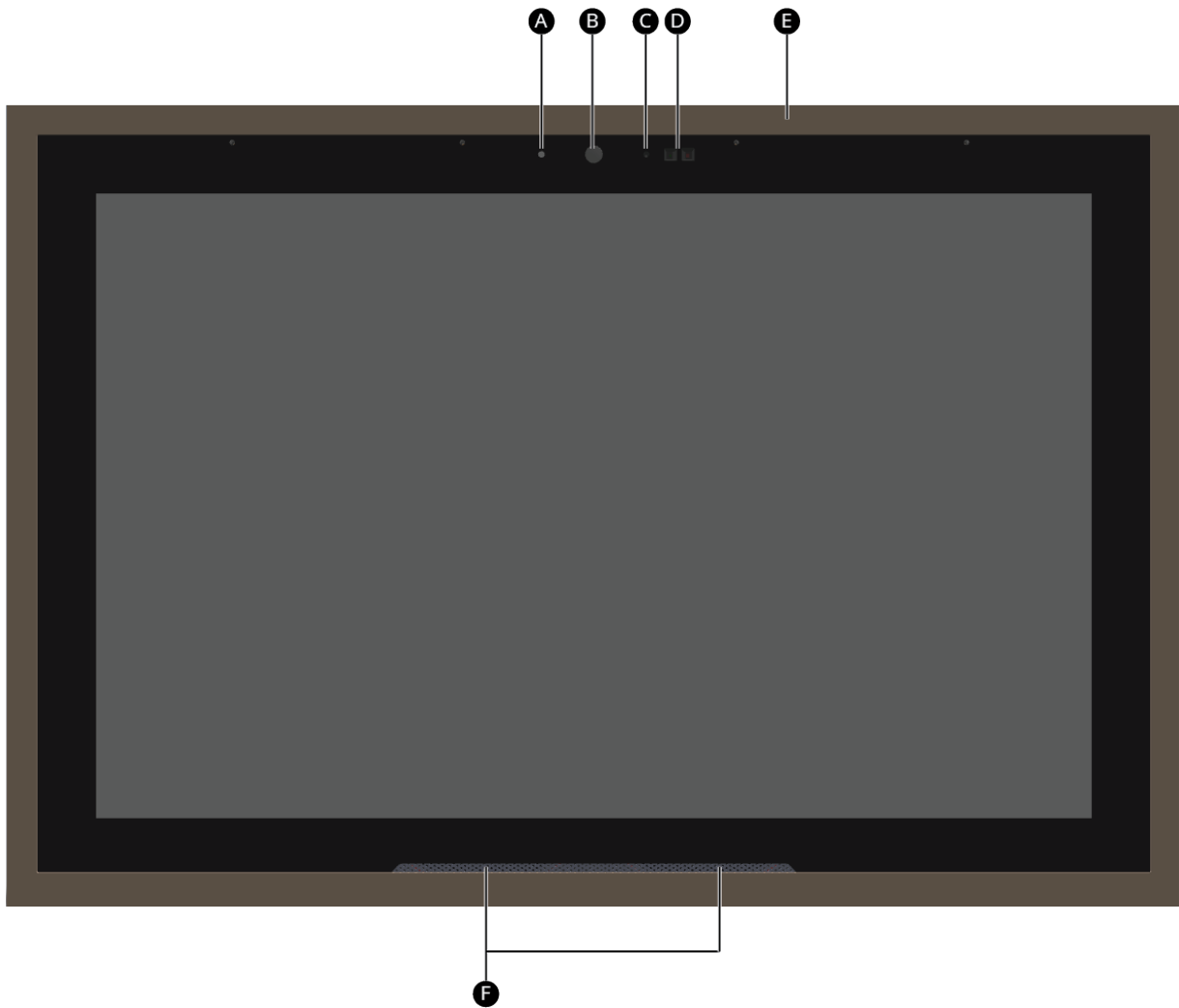
	8" model: PENDING FROM ENGINEERING
Dimensions (W × H × D)	11" model: PENDING FROM ENGINEERING
Weight (with mounting bracket)	8" model: PENDING FROM ENGINEERING 11" model: PENDING FROM ENGINEERING
Operating temperature	0 to 40 °C (32 to 104 °F)
Storage temperature	-20 to 70 °C (-4 to 158 °F)

Requirements

- A controller fully installed and configured with Control4 OS 4.1.0 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
 - 20W PoE injector or switch. PoE injector must be UL/ANSI-certified.
 - 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 802.11a/b/g/n/ac) installed and available with a wireless access point (AP). Security can be WEP, WPA/WPA2 PSK, 801.1x EAP, or PEAP.

Front view



A Indicator LED (startup, camera in use)

B Camera

C Proximity Time of Flight Sensor

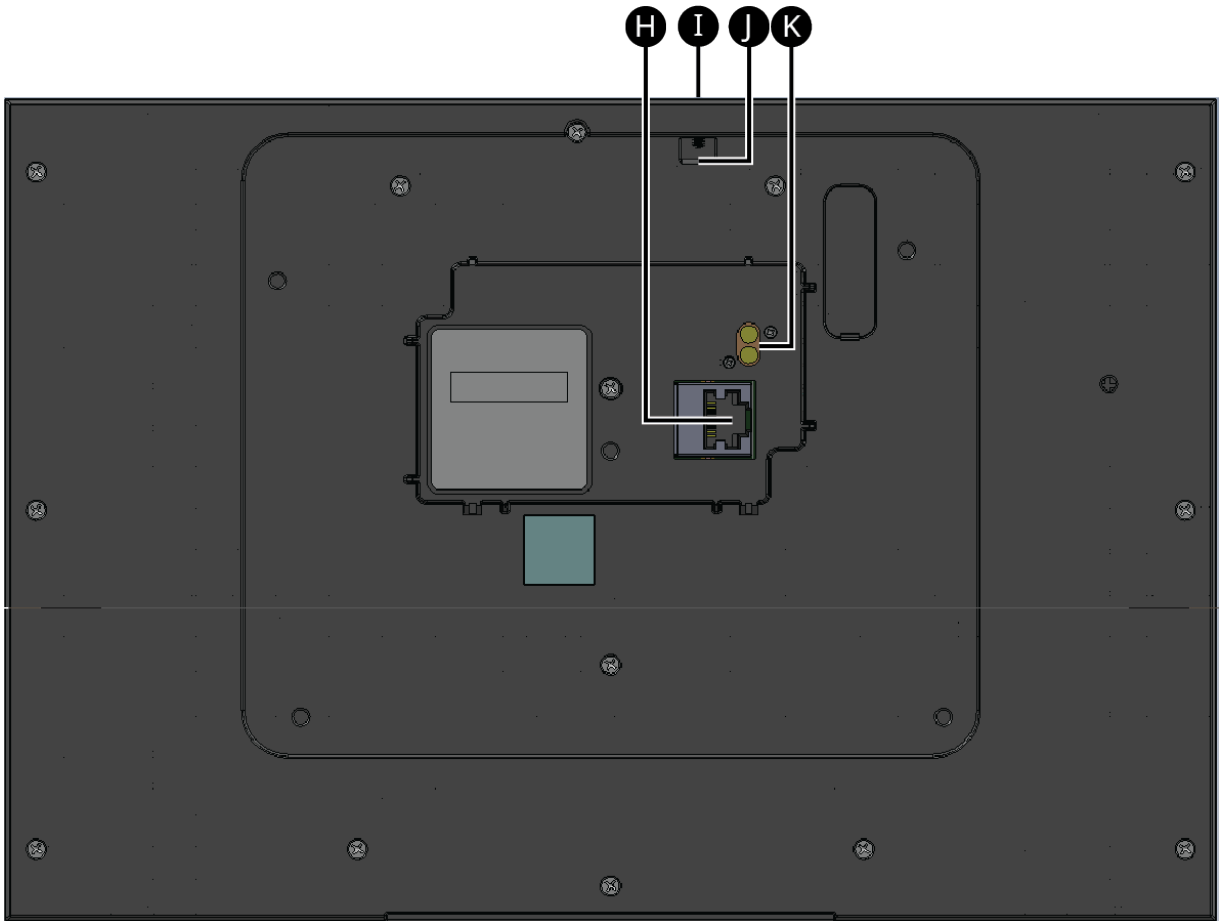
D Far-Field Microphone Array

E Swappable trim ring

F 8" or 11" diagonal, capacitive 1920 x 1200 display

G Speakers

Back view



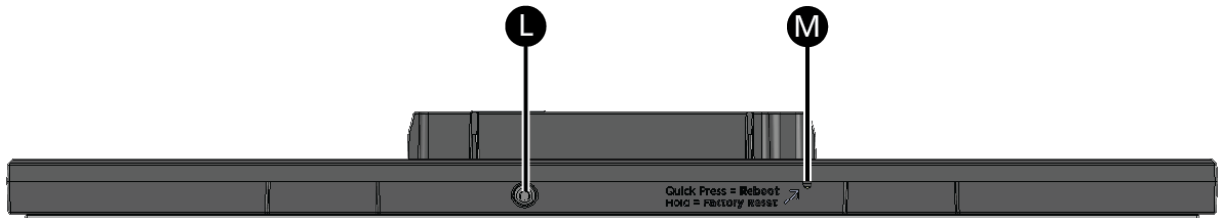
H PoE Ethernet port

I Locking tab insert

J Locking screw (secures touchscreen to wall mounting bracket)

K AC adapter pins (only used with optional AC power supply adapter)

Top view



L Locking screw (secures touchscreen to wall mounting bracket)

M Reset pinhole - Press to reset, press and hold until "Erasing" appears on screen to restore to factory defaults.

Touchscreen placement

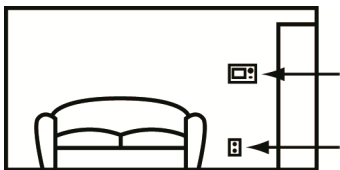
Place the touchscreen in a convenient location at eye level, typically near the entrance of the room, about 145 to 155 cm (57 to 61 inches) from the floor (Figure 3).



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 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
-----	---------------

White solid	Camera is on
-------------	--------------

White flashing (1 Hz)	Touchscreen is booting
-----------------------	------------------------

White flashing slow (0.5 Hz)	Factory reset
------------------------------	---------------

Installing the Touchscreen Power and Network

Important ! Before you can complete the instructions below, you must have a 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:

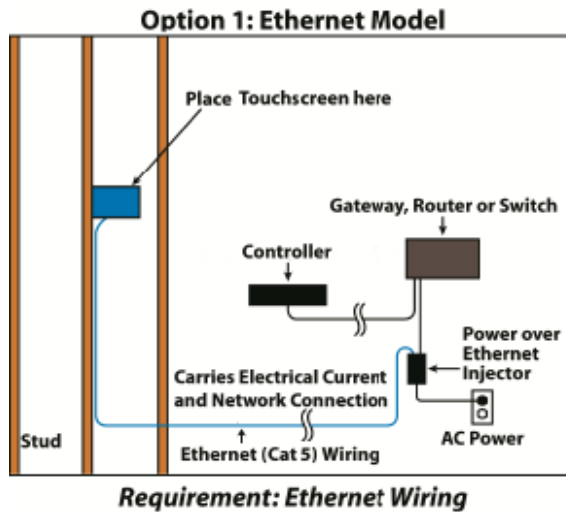
Option 1: Ethernet connection with PoE

Power of Ethernet (PoE) supplies DC power on the Ethernet cable using an Araknis Networks® Multi-gig PoE+ Injector (AN-POE-INJ-MG-30W) to provide the touchscreen with power and a network connection. The touchscreen works with the Araknis 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 the injector's installation guide if provided.
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 by an Ethernet cable. The touchscreen works with the 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 the injector's installation guide, if provided.
2. Pull the Ethernet cable from that location to where you want to install the touchscreen.

Option 2: Wireless Model

Place touchscreen here

Stud

Wi-Fi

PoE injector

AC Power

Stud

Wi-Fi

Wireless access point

Controller

switch

Requirement: AC Power

To connect AC power:

- Figure 5: AC power with Wi-Fi

Diagram illustrating a PoE injector setup:

- A **Stud** is shown on the wall.
- A **PoE injector** (blue box) is mounted on the stud. An arrow points to it with the text "Place touchstone here".
- A cable labeled **Wi-Fi** connects the injector to a **Wireless access point**.
- A cable labeled **AC Power** connects the injector to a power outlet.
- The **Wireless access point** is connected to a **Switch**, which is then connected to a **Controller**.
- The bottom of the diagram is labeled **Requirement: AC Power**.

- Important :** Use only 14 AWG wire for AC connections. For supply connections, use wires suitable for at least 60 °C (140 °F).

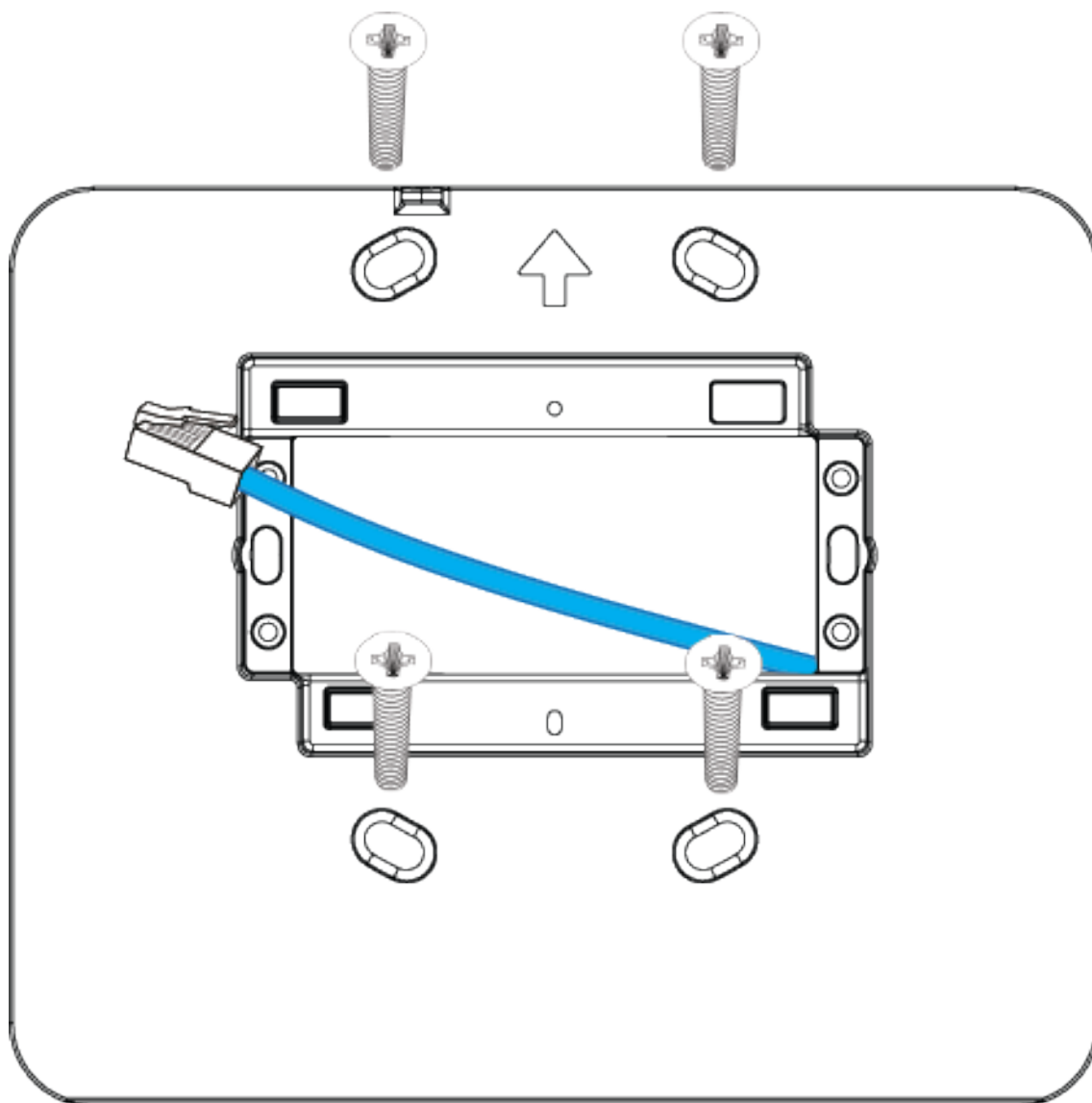
3. Pull the power cable through a right-side knockout hole of the wall box.
4. Strip the line (hot) and neutral wire ends to 6 mm (about 1/4"),

The mounting plate is provided to ensure a rigid back plane for plumb and level installs to the wall box and magnetic connections for secure and convenient touchscreen mounting.

(Options 1 and 2) Touchscreen installs with PoE power

To install the mounting plate for PoE-power touchscreens:

1. Extend Ethernet cable out of wall box approximately 4-6".
2. Insert Ethernet cable through middle hole of mounting plate.
3. Secure mounting plate to wall box with the included screws.



 **Note:** Three sets of screws are included with touchscreen. Use "A" or "B" screws for standard wall boxes. Use "C" screws for Control4-branded back boxes.



Note: Install the mounting plate with the directional arrow facing up.



(Option 3) Touchscreen install with AC power supply

The Control4 T5 Touchscreen In-Wall AC Power Supply (C4-T5IW-AC, sold separately) can be used to power the T5 touchscreen.

To install the T5 touchscreen with the AC power supply:

1. Secure AC power supply adapter to rear of the mounting plate with the 4 included screws.



Note: NOTE: AC power supply adapter is directional, install the adapter so that the power pins are on the LEFT side of the mounting plate. The adapter will connect flush up to the back of the mounting plate when it is oriented correctly.

2. Connect the power leads, hot/line and neutral, to the terminals on AC power supply adapter according to local electrical code and regulations.
3. If using a plastic wall box with an exposed bare copper ground, wrap the ground in electrical tape or heat shrink tape/tubing. If using a metal wall box, attach the ground wire to the wall box.
4. Bend wires back into wall box while pressing mounting plate and AC power supply adapter into place.
5. Secure mounting plate to wall box with included screws



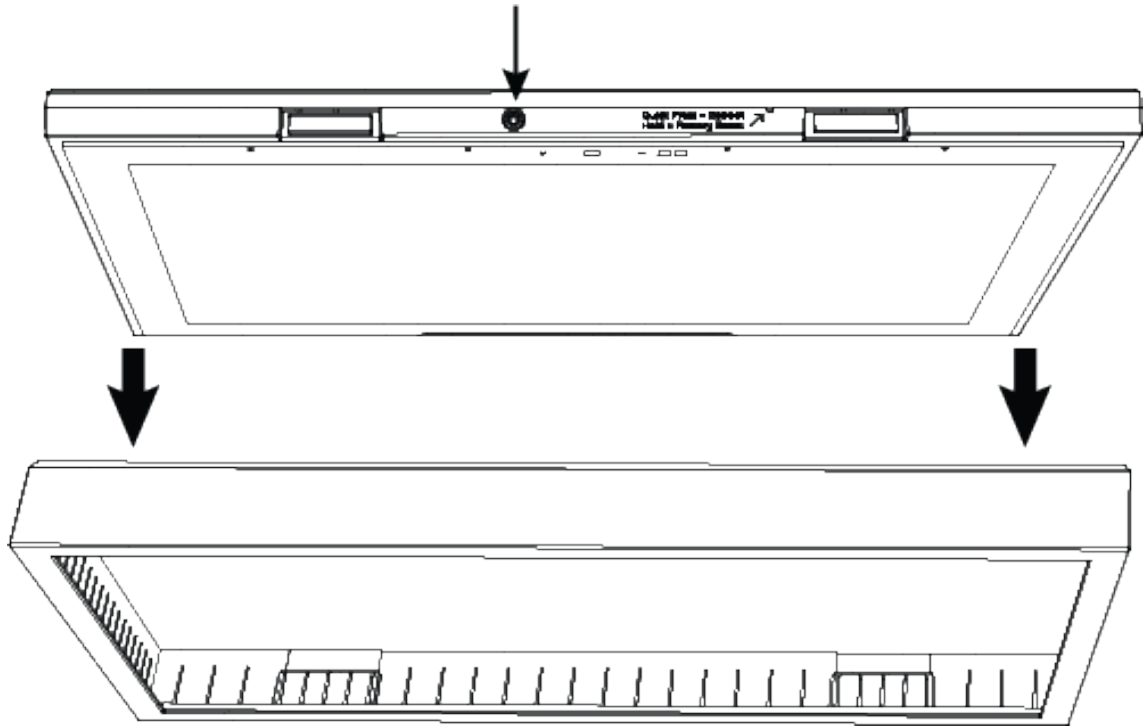
Note: Three sets of screws are included with the touchscreen. Use "A" & "B" screws for standard wall boxes. Use screws "C" when using Control4 branded back boxes.



Note: Mounting plate is directional, ensure plate is mounted correctly with the up arrow on the front pointing up.

Installing the T5 Touchscreen

1. If using POE power, insert Ethernet cable into back to touchscreen.
2. Align touchscreen with mounting plate and press into place. Magnets will assist with alignment.
3. Remove trim ring from touchscreen and tighten the security screw on the top edge of touchscreen.



4. Re-install trim ring.
-

Configuring the Touchscreen

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: 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)**
 - **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 T5 touchscreen to a project:

1. Add the T5 8/11" In-Wall Touchscreen driver to your project by double-clicking on the device in **System Design > Items > Discovered**. The touchscreen driver is added and automatically identified into the system.
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.
- **Proximity Sensor**—Enables or disables the proximity sensor.

Advanced Properties include:

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

- **Bluetooth**— Configure bluetooth settings as audio input for Control4 Ryff steaming.
 - **Wake Experience**—Configure device wake behavior once device is unlocked/woken from sleep/screensaver state.
-

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 -

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

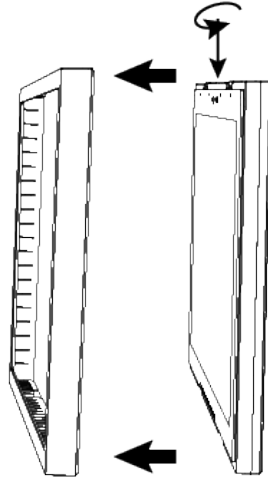
- OR -

1. Remove trim ring from touchscreen.
2. Locate pinhole (labeled **Reboot/Factory Restore**) on top face of touchscreen. Press and hold for **10 seconds** to initiate factory restore.

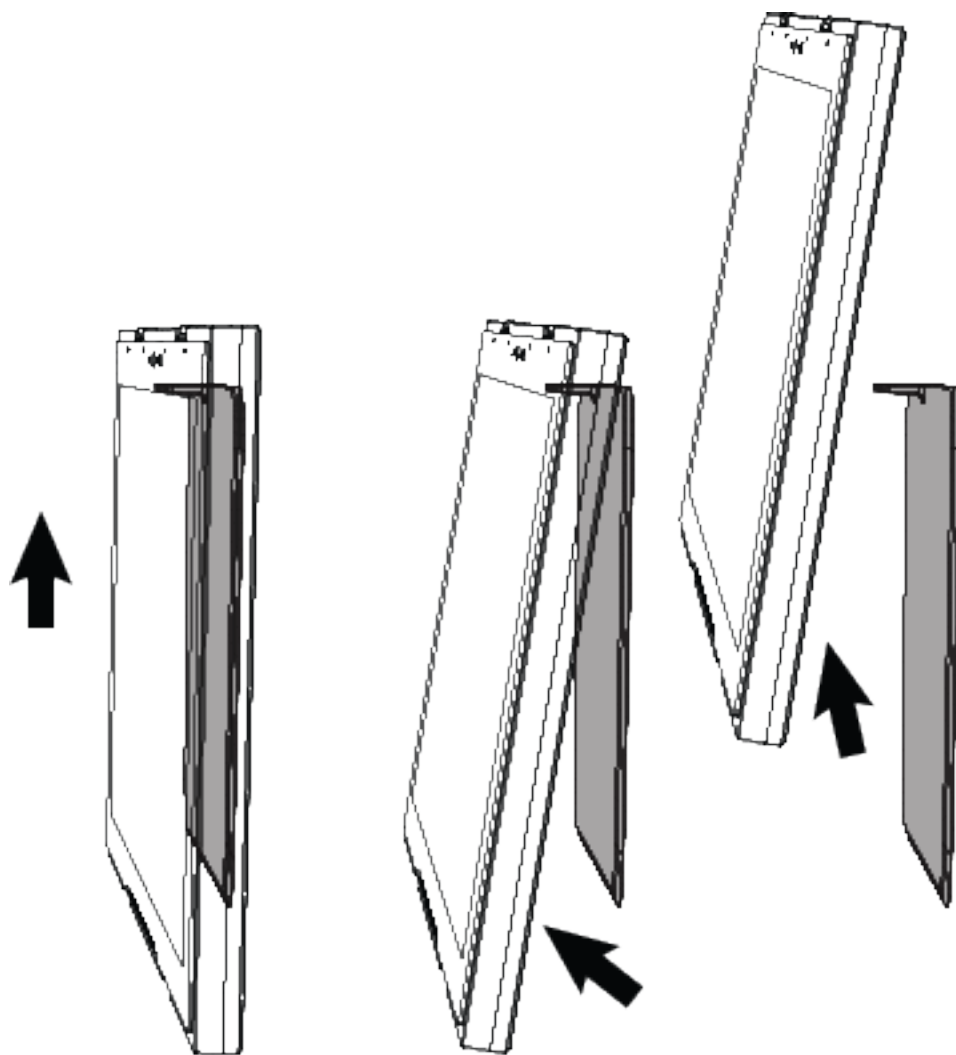
Removing the touchscreen from the wall

To remove the touchscreen:

1. Remove the trim ring and loosen the security screw.



2. Pull the bottom of the touchscreen away from the locking tab, then lift the screen up and off the power box.



Technical support

For chat and telephone, visit ctrl4.co/techsupport.

Email: TechSupport@SnapOne.com

Visit tech.control4.com for discussions, instructional videos, news, and more.

Warranty and legal notices

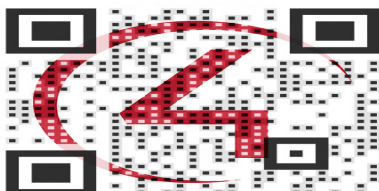
Find details of the product's Limited Warranty and other resources such as regulatory notices and patent and safety information, at snapone.com/legal or request a paper copy from Customer Service at 866.424.4489.

More help

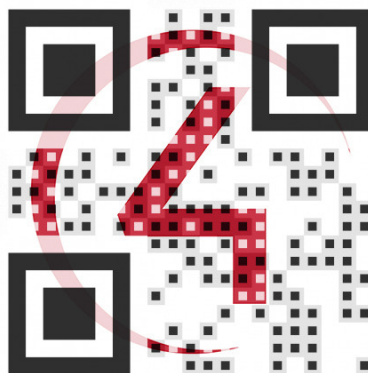
For the latest version of this document, open this URL or scan the QR code on a device that can view PDFs.

More T5 help and resources

Latest version of this document



ctrl4.co/t5-inwall-ig



ctrl4.co/t5

Technical Support

For chat and telephone, visit snp1.co/techsupport • Email: TechSupport@SnapOne.com. Visit snp1.co/tc for discussions, instructional videos, news, and more.

Warranty and Legal Notices

Find details of the product's Limited Warranty and other resources such as regulatory notices and patent and safety information, at snapone.com/legal or request a paper copy from Customer Service at **866.424.4489**.

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