Crestron One™ App

Mobile Room Control App

The Crestron One™ app is a mobile app for Apple® iPhone® and iPad® devices that allows you to control a Crestron® smart room directly from your mobile device. The Crestron One app creates a peer-to-peer network over Bluetooth® communications between your mobile device and a TSW-60 or TSW/TS-70 series touch screen in the room. This connections allows mobile-optimized room controls to be pushed to your device from the touch screen. No special in-app or network configuration is required—simply download and install the app to start using it.

Install the App

This section provides instructions for downloading and installing the app from the Apple App Store® app on a supported iOS® device.

Prerequisites

Ensure the following prerequisites are met prior to downloading the Crestron One app.

- Use a supported iPhone or iPad device. To view supported devices for this app, refer to Crestron Online Help answer ID 5655.
- Ensure Apple iOS version 12.2 (or later) is running on the device.
- Create an Apple ID if necessary. Refer to https://support.apple.com/HT204316 for more information about creating an Apple ID.
- Access to the device camera is recommended for ease of use but not required.

Download and Install the App

To download the Crestron One app:

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

Enable Mobile Control

The Crestron One app requires only three steps to enable mobile control: discover and connect to a room, authenticate against the touch screen via a QR code or passcode, and receive room controls on your device. Each step is described within this section.

The first time the app is opened, the following dialog boxes are displayed that ask you to enable permissions for the app:

- **"Crestron One" Would Like to Use Bluetooth**: Tap **Yes** to enable Bluetooth support. The app cannot locate rooms and will not function properly if Bluetooth is not enabled.
- **"Crestron One" Would Like to Use the Camera**: Tap **Yes** to enable camera support for scanning QR codes. If the camera is not enabled, you must enter a four-digit passcode instead when authenticating against the touch screen.

Crestron One™ App

Quick Start

Mobile Room Control App

Step 1: Connect to a Room

Once the app is open, all available rooms that support mobile device control are displayed in the **Discovered Rooms** menu within the **Connect** screen.
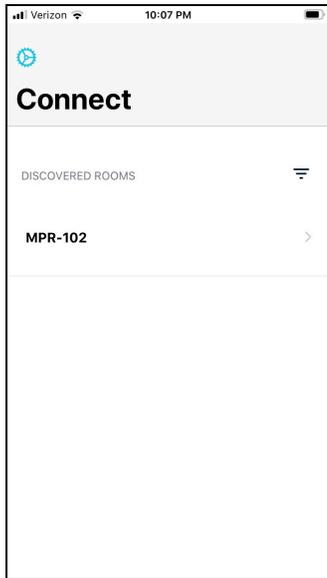
To connect to a room:

1. Scroll through the available selections in the **Discovered Rooms** menu.
2. Tap the desired room.

Step 2: Authenticate

After selecting a room, the app displays a **Connect** screen.
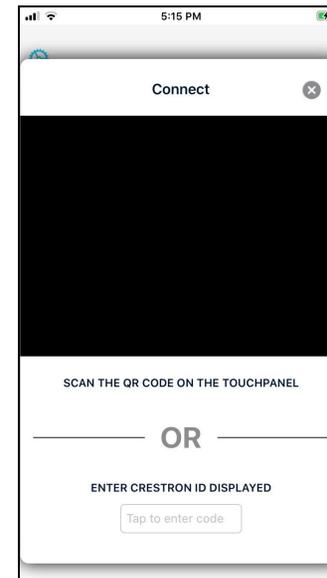
You must authenticate against the touch screen in the room using one of the following methods. This ensures that the room is being controlled by a user that is present in the room.

- Scan the QR code displayed on the touch screen. The device camera must be enabled for the app and functioning properly to use this method.
- Enter the four-digit passcode shown on the touch screen in the associated text field.

2

Mobile Room Control App

The touch screen user interface displays authentication codes as shown in the following image after it is selected via the app.

Step 3: Receive Device Controls

Once your iOS device has authenticated against the touch screen, the Crestron One app pushes room controls from the touch screen to your device automatically. Supported functions on the touch screen that have been configured for mobile control can be controlled using the app.

NOTE: The room controls may take a few seconds to load depending on the project configuration size, the Bluetooth signal strength, and the number of Bluetooth devices connected to the iOS device. A spinner is shown while the room controls are loading.

In-app controls such as buttons, toggles, and sliders are optimized specifically for mobile usage. Controls may be displayed on a single page or on a main page and one or more subpages.

The sample images on the following page show differences between how lighting controls can be displayed on the app versus a touch screen.

Crestron One App Controls
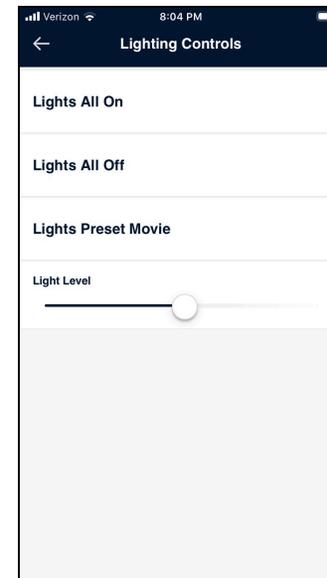
Mobile Room Control App

Touch Screen Controls
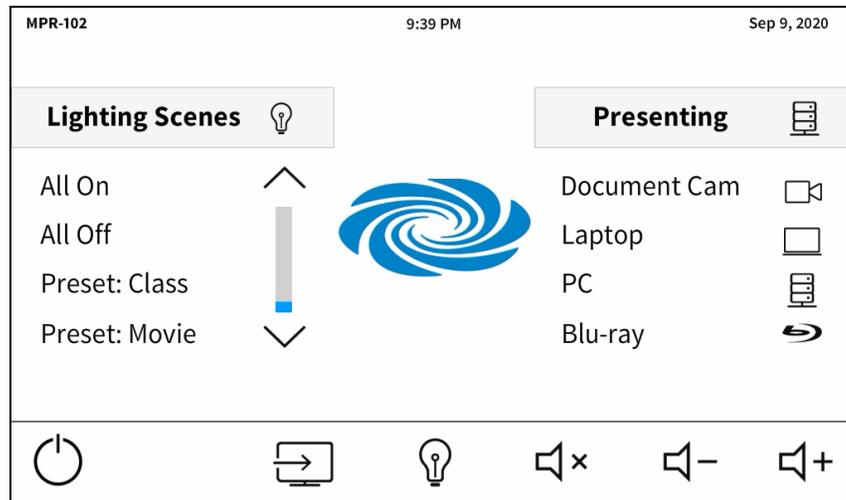
Visit the Product Page

Scan the QR code to visit the product page.

Crestron One App

www.crestron.com/Products/Control-Hardware-Software/Software/Apps/CRESTRON-ONE

Additional Information

Original Instructions
The U.S. English version of this document is the original instructions.
All other languages are a translation of the original instructions.

Crestron product development software is licensed to Crestron dealers and Crestron Service Providers (CSPs) under a limited nonexclusive, nontransferable Software Development Tools License Agreement. Crestron product operating system software is licensed to Crestron dealers, CSPs, and end-users under a separate End-User License Agreement. Both of these Agreements can be found on the Crestron website at www.crestron.com/legal/software_license_agreement.

The product warranty can be found at www.crestron.com/warranty.

The specific patents that cover Crestron products are listed at www.crestron.com/legal/patents.

Certain Crestron products contain open source software. For specific information, visit www.crestron.com/opensource.

Doc. 8853B

11/16/20