

### 1 Introduction

The CEN-IDOCV provides control of your Apple® iPod® or iPhone® mobile digital device throughout your home. Syncing your iTunes® music library to the CEN-IDOCV is very similar to syncing your iPod/iPhone connected directly to your computer.

**NOTE:** The CEN-IDOCV supports 6th generation (and later) iPod classic®, late model iPod nano®, iPhone, and iPod touch® devices. For a complete list of supported devices, refer to Crestron Online Help Answer ID 4837, or contact Crestron True Blue Support at [www.crestron.com/true\\_blue\\_support](http://www.crestron.com/true_blue_support).

To get started, ensure the following:

- Your computer meets or exceeds the system requirements listed at [www.crestron.com/crestronsync](http://www.crestron.com/crestronsync).
- iTunes software version 8.0 or later is installed on your computer.
- The Crestron Sync application is running on your computer.

**NOTE:** As part of the CEN-IDOCV installation process, the Crestron Sync application was installed on your computer and configured for communication with one or more CEN-IDOCV devices that you purchased. The Crestron Sync application must be running on your computer to sync the CEN-IDOCV with your iTunes library.

If the Crestron Sync application is not installed on your computer, download the application from [www.crestron.com/crestronsync](http://www.crestron.com/crestronsync), and then follow the online instructions to configure Crestron Sync.

To verify that the Crestron Sync application is running, ensure that the Crestron Sync application icon, which is green on the PC and gray on the Mac® computer, appears in the location on your screen as shown below.

Crestron Sync Running on the PC



Crestron Sync Icon in System Tray

Crestron Sync Running on the Mac



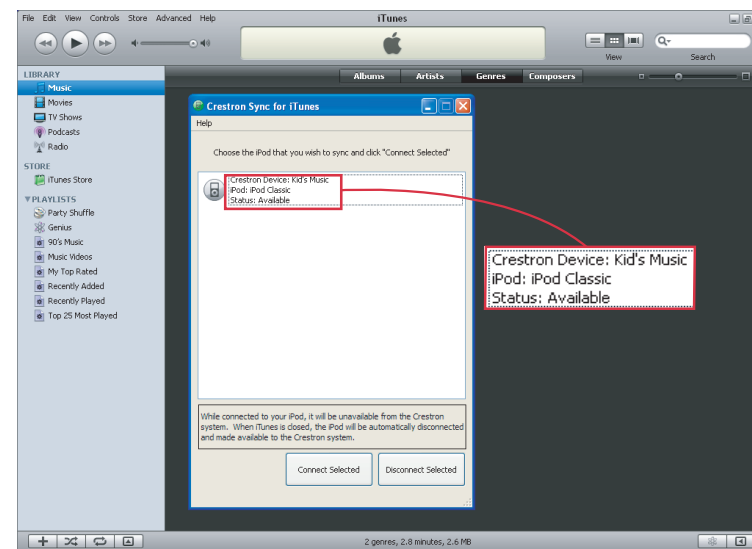
If the icon is not displayed, contact your Crestron installer for assistance or, if desired, open the Crestron Sync application from your computer. To do so, refer to section 3 of this guide.

### 2 Syncing the CEN-IDOCV with Your iTunes Library

**NOTE:** Depending on the amount of network traffic, initial syncing of your CEN-IDOCV with a large iTunes library may require an extended period of time. If your library is larger than 1,500 songs, it is recommended that you sync the iPod/iPhone by means of USB connection to your computer.

To sync the CEN-IDOCV with your iTunes library:

- A. Open the iTunes application. When the “iTunes” window opens, the “Crestron Sync for iTunes” window automatically opens (refer to the sample screen below).



The “Crestron Sync for iTunes” window displays the name of the CEN-IDOCV, the iPod/iPhone name, and the status of the CEN-IDOCV.

**NOTE:** If multiple CEN-IDOCV devices as well as Crestron iServer™ (CEN-ISERVER) devices were configured during the installation process, all devices are listed in the “Crestron Sync for iTunes” window.

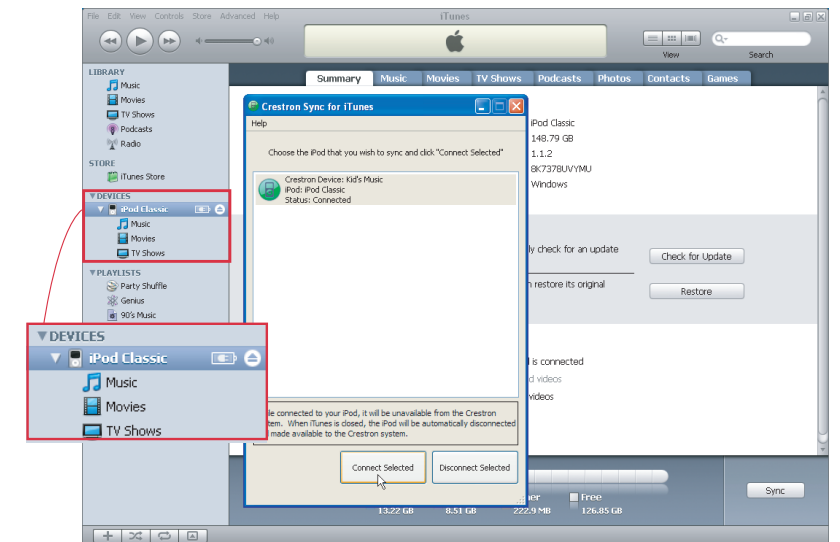
- B. In the “Crestron Sync for iTunes” window, connect the CEN-IDOCV to your computer as follows:

**NOTE:** To be able to connect the CEN-IDOCV, the status of the CEN-IDOCV must be *Available* as indicated in the “Crestron Sync for iTunes” window. If the status is not *Available*, refer to section 3 of this guide.

- Click the CEN-IDOCV that you want to connect.
- Click **Connect Selected**.

- C. Wait until the DEVICES list in the sidebar of the “iTunes” window appears, listing the CEN-IDOCV that is connected (refer to the sample screen below).

**NOTE:** Detection of the CEN-IDOCV may require more than one minute. As a result, iTunes may appear to be frozen while the CEN-IDOCV is being detected.



**NOTE:** If one or more iPod/iPhone devices are connected directly to your computer, they also appear in the DEVICES list.

- D. (Optional) If you wish to connect multiple CEN-IDOCV devices, repeat step B for each CEN-IDOCV to be connected.
- E. In the DEVICES list, click the device that you want to sync.
- F. Sync the device with the desired music, movies, TV shows, and so on from your iTunes library. For detailed information about syncing the device, refer to your iPod/iPhone documentation.

**NOTE:** During the synchronization process, Crestron control of the CEN-IDOCV is disabled.

- G. Disconnect the CEN-IDOCV by doing either of the following:
- In iTunes, eject the device by clicking the eject icon next to the device name in the DEVICES list.
  - Close iTunes.

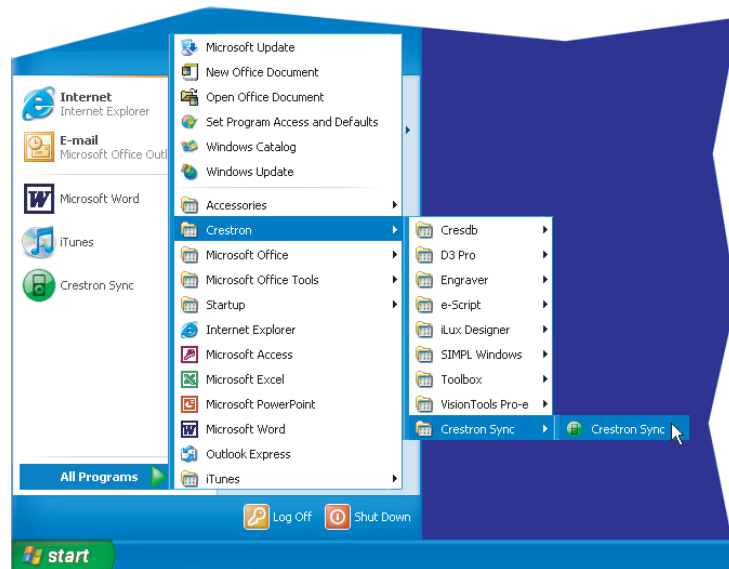
### 3 Troubleshooting

**TROUBLE:** The Crestron Sync application is not running on your computer.

**CORRECTIVE ACTION:** Open the Crestron Sync application as follows:

- **If you are using a PC:**

- A. Click the **Start** button in the lower lefthand corner of the screen. The **Start** menu opens.
- B. Follow the menu path:  
**All Programs | Crestron | Crestron Sync**
- C. Click **Crestron Sync**.



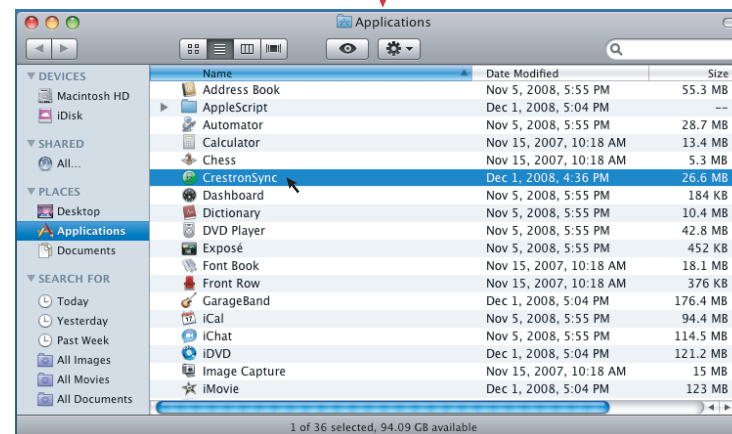
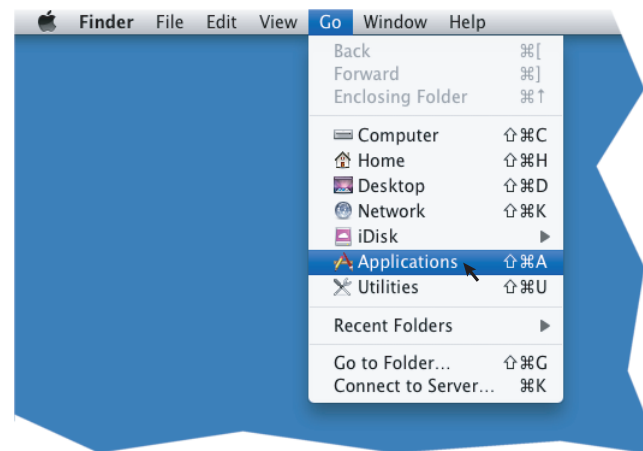
The Crestron Sync application icon appears in the system tray.

**NOTE:** When installed, the Crestron Sync application is added to the *Startup* folder of the *Start* menu; therefore, the application starts automatically when the Microsoft® Windows® operating system boots.

- **If you are using a Mac:**

**NOTE:** VMware®, Parallels Desktop® for Mac, and other virtualization software may cause connection issues with your iPod/iPhone device and the Crestron Sync application. If virtualization software is running on your computer, restart your computer running Mac OS X only.

- A. In the menu bar of the Finder, click **Go**.
- B. In the menu that opens, click **Applications**. The "Applications" window opens.
- C. In the list of applications, double-click **CrestronSync**.



The Crestron Sync application icon appears in the menu bar. (The icon also appears in the Dock.)

**TROUBLE:** The CEN-IDOCV cannot connect to your computer.

**CORRECTIVE ACTION:** In the "Crestron Sync for iTunes" window, observe the status of the CEN-IDOCV:

- If the status indicates *Device not found on network*, ensure that your computer is connected to the network. To do so, test whether you can connect to the Internet. If you *can* connect to the Internet, contact your Crestron installer for assistance.
- If the status indicates *Undocked*, verify that the iPod/iPhone is docked correctly. If the device is docked correctly and the status indicates *Undocked*, contact your Crestron installer for assistance.

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