

HR-310/HR-310-I
Handheld Remote



DO Check the Box

QTY	PRODUCT	PART NUM.
1	Batteries, AAA Alkaline, x3	2022558

DO Customize the Hard Buttons

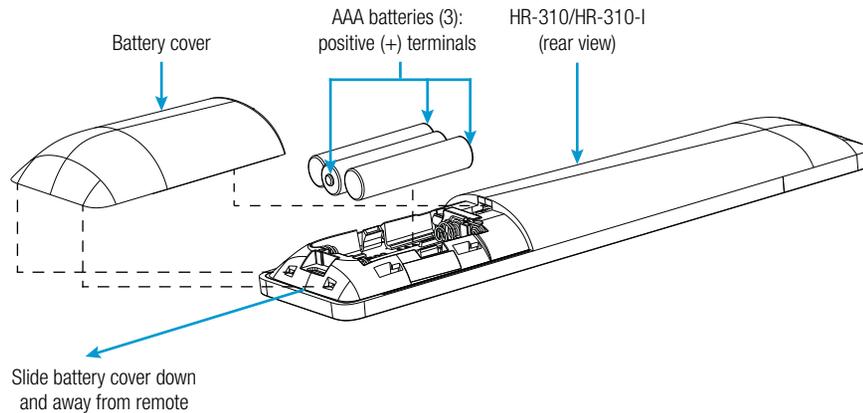
The Crestron® HR-310 and HR-310-I ship with a default set of nine configurable hard buttons installed. Custom-engraved buttons may be created and ordered using Crestron Engraver software to replace the default button set. A custom-engraved frame that secures the custom button set to the remote is also included with each engraving order. For more information, refer to the HR-310-BTN Installation Guide (Doc. 8224) at www.crestron.com/manuals.

NOTE: The HR-310 and HR-310-I are functionally similar. For simplicity within this guide, the term “remote” is used except where noted.

DO Install the Batteries

The remote ships with three AAA alkaline batteries that must be installed prior to operation. To install the batteries:

1. Locate the battery cover on the rear of the remote.
2. Push gently on the battery cover while sliding it down and away from the remote until the tabs connecting the cover to the remote disengage.
3. Install the three included AAA batteries as shown in the illustration following step 5. Observe the correct polarity when inserting the batteries into the compartment.
4. Reattach the battery cover by aligning the tabs on the top and bottom of the cover with their respective slots on the bottom of the remote.
5. Slide the cover gently upward until the tabs snap into place.



The remote features intelligent keypad backlighting, which illuminates button text only when the remote detects that the room is dark. In a brightly lit room where the remote is sufficiently illuminated, the keypad backlight (aside from the color indicators) remains off to conserve the batteries.

DO Acquire the Remote

The remote must be acquired by an infiNET EX® wireless gateway or by a control system with a built-in infiNET EX gateway before it may be used with a Crestron control system. Supported devices with infiNET EX gateways include the CEN-GWEXER, CEN-RFGW-EX, DIN-AP3MEX, and MC3.

Use the procedures below to join or leave an infiNET EX network and to verify communications between the device and the control system.

NOTE: If the remote is acquired to an MC3, RF operation on channels 25 and 26 is not supported.

Join the infiNET EX Network

1. Press the **ACQUIRE** button on the infiNET EX gateway to enter Acquire mode, or enter Acquire mode from Crestron Toolbox™ software. For more information, refer to the CEN-GWEXER Installation Guide (Doc. 7723), the CEN-RFGW-EX DO Guide (Doc. 7745), the DIN-AP3MEX Installation Guide (Doc. 7492), or the MC3 DO Guide (Doc. 7774) at www.crestron.com/manuals.

NOTE: In an environment where there are multiple gateways installed, place only one gateway in Acquire mode at a time.

2. Press the **⊖**(Home) button on the remote three times, and then press and hold the **⊖** button (press, press, press, press + hold) until the green LED on the navigation pad of the remote flashes once. This process may take up to ten seconds to complete.
3. Release the **⊖** button to start the acquire process. The green LED flashes slowly to show that the remote is actively scanning the infiNET EX network.
4. Confirm the status of the acquire process:
 - If the remote is acquired by the infiNET EX network, the green LED stops flashing and turns on for several seconds.
 - If the remote is not acquired by the infiNET EX network, the red LED on the navigation pad flashes rapidly for several seconds. Press the **⊖** button to cancel the acquire process. Ensure the gateway is in Acquire mode and that the remote is in range before attempting the acquire process again.
5. After the acquire process is complete, remove the gateway from Acquire mode as described by its documentation.

Leave the infiNET EX Network

To leave the infiNET EX network, perform the acquire process as described in “DO Acquire the Remote” while the remote is not within range of a gateway in acquire mode. Once the remote is removed from the network, the red LED on the navigation pad flashes rapidly for several seconds.

Verify the Communication Status

To check the communication status of the remote, press the **⊖** button three times, and then press and hold the **⊖** button (press, press, press, press + hold) for up to two seconds. The navigation pad LEDs flash to indicate the communication status as described in the table on the following page.



NAVIGATION PAD BACKLIGHT BEHAVIOR COMMUNICATION STATUS	
The green LED turns on for five seconds.	The remote is communicating with the control system.
The red LED flashes twice.	The remote was previously joined to the network but is no longer communicating with the gateway.
The red LED flashes once.	The remote is not joined to the network.

DO Set the Device RFID

Use the following procedure to set the RFID (radio-frequency identification) of the remote. The remote RFID is set to "01" by default.

- Remove and reinstall one of the three AAA batteries in the remote without connecting a USB cable to the remote. Refer to "DO Install the Batteries" on the previous page.

NOTE: Do not press any buttons while performing this step. Hold the remote while performing this step to ensure that no buttons are pressed accidentally.
- Press and hold the center button on the navigation pad for five seconds. The LEDs on the navigation pad light in a circular pattern to indicate that the remote is in ID Settings mode.

NOTE: Do not press any other buttons prior to pressing and holding the center button.
- Enter a two-character device RFID within ten seconds of entering ID Settings mode:
 - Enter 0–9 by pressing the corresponding button on the number pad.
 - Enter A–F by pressing the corresponding button on the custom-engraved button pad at the top of the remote. Refer to the illustration below.

A	B	C
D	E	F

- Confirm the status of the RFID process:
 - If the RFID process is successful, the green LED flashes three times.
 - If the RFID process is unsuccessful, the red LED flashes three times. Remove and reinstall one of the three AAA batteries, and then repeat steps 2 and 3.

The minimum required firmware version for setting the device RFID from the remote is 1.001.0003. For remotes with older firmware installed, set the device RFID via the InfiNetEx Diagnostic Tool or the Text Console tool in Crestron Toolbox:

- To set the device RFID through the InfiNetEx Diagnostic Tool in Crestron Toolbox, refer to the "How to Set the HR-310 Remote ID" video at <https://vimeo.com/album/4939476>.
- To set the device RFID through the Text Console tool in Crestron Toolbox, remove the battery cover to locate the micro USB port, and then connect the remote to the computer using a micro USB to USB A cable (not included). Open the Text Console tool in Crestron Toolbox, and then issue the `MNETID [xx]` command, where `xx` is the desired RFID.

NOTE: Firmware updates may be performed only by connecting the remote to Crestron Toolbox via USB. Remove the battery cover on the rear of the remote to locate the micro USB port, and then connect the remote to the computer using a micro USB to USB A cable.

DO Learn More

Visit the website for additional information and the latest firmware updates. Instructional videos showing various installation procedures can also be viewed. Use a QR reader application on your mobile device to scan the QR images. The instructional videos can also be accessed by visiting <https://vimeo.com/album/4939476>.

Crestron Electronics
15 Volvo Drive, Rockleigh, NJ 07647
888.CRESTRON | www.crestron.com

Product Page Instructional Videos



As of the date of manufacture, the product has been tested and found to comply with specifications for CE marking.



Federal Communications Commission (FCC) Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada (IC) Compliance Statement

CAN ICES-3(B)/NMB-3(B)

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body
Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

根據NCC低功率電波輻射性電機管理辦法 規定:

第十二條 經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾時方得繼續使用。

前項合法通信,指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

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

The product warranty can be found at www.crestron.com/legal/sales-terms-conditions-warranties.

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

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