

# 7" and 10" T3 Series In-Wall Touchscreen Installation Guide



## Supported models

- C4-WALL7-BL 7" T3-7 In-Wall Touchscreen, Black
- C4-WALL7-WH 7" T3-7 In-Wall Touchscreen, White
- C4-WALL10-BL 10" T3-10 In-Wall Touchscreen, Black
- C4-WALL10-WH 10" T3-10 In-Wall Touchscreen, White

## Introduction

The Control4® T3-7 (7") and T3-10 (10") 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.
- **Ethernet with AC**—Connect the touchscreen to one of the RJ-45 LAN ports on the gateway/router using the RJ-45 Ethernet cable. AC power is used to power the touchscreen.
- **WiFi with AC**—The internal WiFi will communicate with the LAN's WAP. If the LAN has a WAP set up, no additional network wiring is needed. AC 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

- 7" or 10" T3-7/T3-10 In-Wall Touchscreen
- Power box (to power the touchscreen) (005-00065)
- Two screws (to attach the power box)
- Touchscreen removal tool
- Four adhesive-backed foam pads
- Warranty card

## Accessories available for purchase

- PoE. Control4 Power over Ethernet Injector, sold separately (AC-POE1-B).
- Wall box options (sold separately)—Metal and plastic, for new construction or retrofit installations.
  - 7" and 10" In-Wall Touchscreen Wall Box Kits - New Construction
    - 7" and 10" In-Wall Touchscreens Wall Box, New Construction, Plastic (C4-NWB57C-P)
    - 7" and 10" In-Wall Touchscreens Wall Box, New Construction, Metal (C4-NWB57C-M)
  - 7" and 10" In-Wall Touchscreen Wall Box Kits - Retrofit
    - 7" and 10" In-Wall Touchscreens Wall Box, Retrofit, Plastic (C4-RWB57C-P)
    - 7" and 10" In-Wall Touchscreens Wall Box, Retrofit, Metal (C4-RWB57C-M)

For wall box installation details, see:

- *7" or 10" In-Wall Touchscreen Wall Box Installation Guide—New Construction*
- *7", or 10" In-Wall Touchscreen Wall Box Installation Guide—Retrofit*

## Warnings



**Warning!** The touchscreen must be protected by an external circuit breaker or a fuse rated at 6A maximum when used in Europe.

**AVERTISSEMENT !** Pour réduire le risque du feu ou de choc électrique, n'exposez pas cet appareil à la pluie ou à l'humidité.



**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!** This product must be grounded in accordance with the National Electrical Code (NEC) requirements.

**AVERTISSEMENT !** Ce produit doit être fondu selon les conditions électriques nationales de code (NEC).



**Warning!** Use this product only in dry locations.

**AVERTISSEMENT !** Employez ce produit seulement dans des endroits secs.



**Caution!** This product is for residential use only.

**AVERTISSEMENT !** Ce produit est pour à l'usage résidentiel ou commercial seulement.



**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. »

For more information, visit the Products pages at [dealer.control4.com](http://dealer.control4.com).

## Specifications and requirements

### Specifications

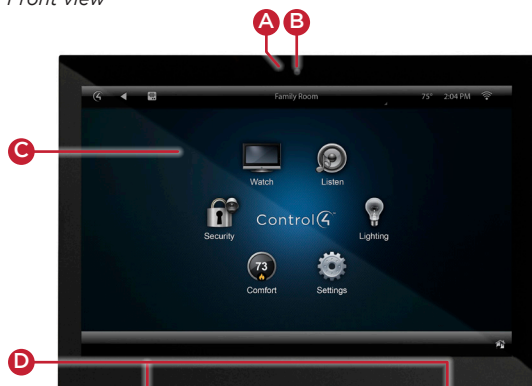
<b>Model Numbers</b>	C4-WALL7-BL, C4-WALL7-WH, C4-WALL10-BL, C4-WALL10-WH
<b>Screen</b>	Resolution: 1280 800 Camera: 720p
<b>Network</b>	Ethernet or WiFi (802.11b/g/n [2.4 GHz])  Security: WEP, WPA/WPA2 PSK, 801.1x EAP, PEAP  Notes: (1) Intercom usage. 802.11b is not recommended for Video Intercom. (2) Wireless-N is recommended for Video Intercom. Even with Wireless-N, broadcasting to several devices will degrade Video Intercom response time and images. Broadcasting to additional devices will further degrade performance. See "Wireless Network Limitations."
<b>Power supply</b>	PoE (IEEE802.3af) 13 W peak 100-240VAC, 50/60 Hz
<b>Operating temperature</b>	32 - 104°F (0° - 40°C)
<b>Storage temperature</b>	4 - 158°F (-20° - 70°C)
<b>Dimensions (W x H x D)</b>	7" model: 6.9" x 5.0" x 0.53" (175 x 127 x 13 mm) 10" model: 9.4" x 6.5" x 0.53" (239 x 165 x 13 mm) Wall box: 2.7" x 4.1" x 2.4" (68 x 104 x 61 mm) Power box: 2.8" x 4.5" x 1.8" (71 x 114 x 46 mm)
<b>Weight (with mid-box)</b>	7" model: 0.9 lbs. (0.41 kg) 10" model: 1.5 lbs. (0.68 kg)
<b>Shipping Weight</b>	7" model: 1.5 lbs (0.68 kg) 10" model: 2.1 lbs (0.95 kg)

### Requirements

- A controller fully installed and configured with Control4 OS 2.7.0 or later.
- Control4 7" or 10" In-Wall Touchscreen custom 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 PoE Injector or switch (UL/ANSI certified).
  - Two Ethernet CAT5/6 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 Ethernet with AC power:
  - Ethernet network installed and available that includes a gateway/router/switch
  - Access to in-wall AC power (neutral connection required)
  - One Ethernet CAT5/6 cable that runs from the Ethernet gateway/router/switch to the touchscreen
  - A 14-gauge electrical wire long enough to pull between the touchscreen and the power source
- If using wireless with AC power:
  - Wireless network (WiFi 802.11b/g/n) installed and available with a wireless access point (WAP). Security can be WEP, WPA/WPA2 PSK, 801.1x EAP, PEAP.
  - Access to in-wall AC power (neutral connection required)
  - A 14-gauge electrical wire long enough to pull between the touchscreen and the power source

## Front view

Figure 1: Front view



- A LED**—Indicates when the camera is on.
- B Camera**—For video intercom calls.
- C Display**—7" or 10" diagonal, capacitive touchscreen with 1280 × 800 resolution.
- D Speakers**—Provide stereo audio.

## Back view

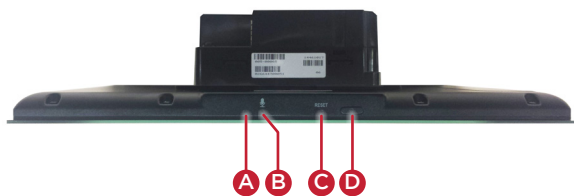
Figure 2: Back view



- A Ribbon cable**—Provides data and power connection to the touchscreen from the power box.
- B Mounting ring**—Fits into the power box.

## Top view

Figure 3: Top view (with power box attached)



- A Unlabeled pinhole button**—Use this pinhole and the **RESET** hole to reset the touchscreen to factory defaults. See the **Troubleshooting** section for more details
- B Microphone**—Records audio.
- C RESET pinhole button**—Use this pinhole to power cycle the touch screen or as part of a factory reset. See the **Troubleshooting** section for more details
- D Power button**—Press to turn off the touchscreen, or press and hold to reboot.

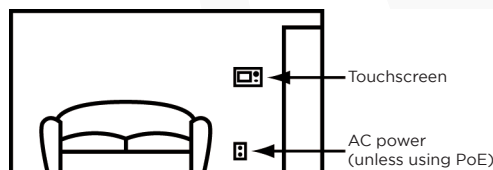
## Touchscreen placement

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

Figure 3: 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 (blinking slowly)	Touchscreen is booting

## Installation



**Warning!** Before installing the touchscreen, switch off the circuit breaker or remove the fuse from the fuse box.

**AVERTISSEMENT !** Pour l'endroit où vous installez l'écran tactile, coupez le disjoncteur ou enlevez le fusible de la boîte de fusible.



**Important!** Before you can complete the instructions below, you must have a 7" or 10" Touchscreen wall box installed according to the documentation provided in the wall box kit. See "Accessories" for details.

**Important !** En coupant l'ouverture pour la boîte de mur, ne coupez pas l'ouverture trop grande. Soyez conservateur et agrandissez-avec précaution la comme nécessaire. Voyez que <<Accessories>>.



**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 la boîte de mur, ne coupez pas l'ouverture trop grande. Soyez conservateur et agrandissez-avec précaution la comme nécessaire.

## Power and network installation options

This device uses an Ethernet or WiFi network connection, and can be powered using PoE or AC power.

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



**Caution!** Do not attempt to use PoE and AC power at the same time. Choose only one power option.

**ATTENTION !** Ne pas tenter d'utiliser PoE et AC en même temps. Choisir une seule option d'alimentation.

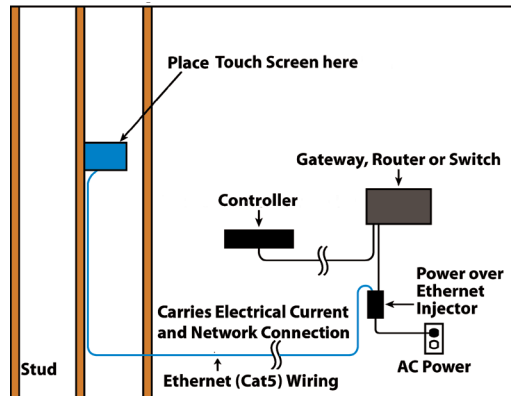
## Option 1: Ethernet connection with PoE

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.

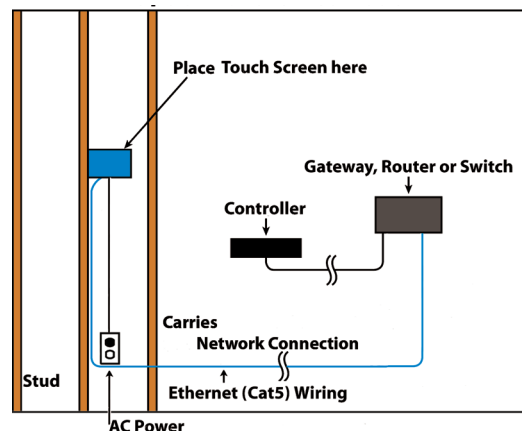
Figure 4: Ethernet with PoE—Requires Ethernet connection to PoE injector



## Option 2: Ethernet connection with AC

The Ethernet is connected directly to the switch (Figure 5). This power connection requires both neutral and hot connections.

Figure 5: Ethernet—Requires a connection to Ethernet and AC power



## Option 3: WiFi connection with AC

Place the touchscreen above a power source, for example, an outlet. Ensure that you have WiFi in the home (Figure 6).

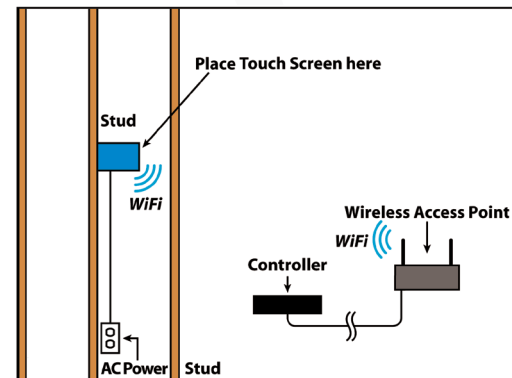


**Notes:** (1) Video Intercom. Although this device supports 802.11b/g/n, 802.11 b is not recommended for Video Intercom use. (2) We recommend Wireless-N for Video Intercom. See the *Composer Pro User Guide* for details about the touchscreen's properties.

**Wireless Network Limitations:** Many WiFi Access Points handle Multicasts (WiFi simultaneously sent to multiple devices, for example, when the touchscreen broadcasts video to all stations) by slowing down transmission speed to the 1 Mb basic rate. This can cause overall WiFi congestion in the WiFi network during the broadcast. Video Intercom response times and images may degrade at each device.

If a home requires a large number of WiFi Video Intercom devices, ensure that you have a robust WiFi network (possibly consisting of multiple access points).

Figure 6: WiFi—Requires AC Power and WAP



### Power installation

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

### Connecting PoE

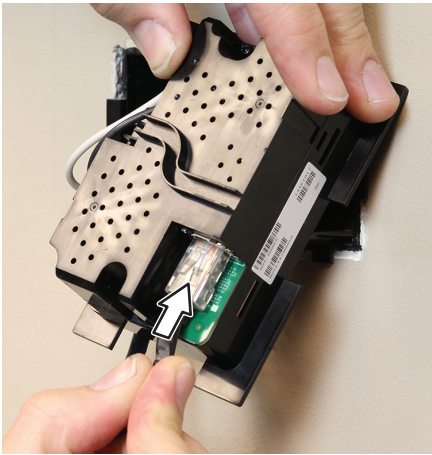
Connect the PoE injector to power and the network, and then connect it to the power box.

### 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 RJ-45 LAN ports on the gateway/router/switch to the PoE Injector's LAN port using CAT5/6 Ethernet cable.
- 3 Connect the PoE Injector's PWR LAN-OUT port to the RJ-45 Ethernet cable that will be connected to the touchscreen's power box.
- 4 Pull the Ethernet cable through the top left hole of the wall box, then plug it into the Ethernet jack on the top back of the power box (Figure 7).



Figure 7: Insert Ethernet cable into power box



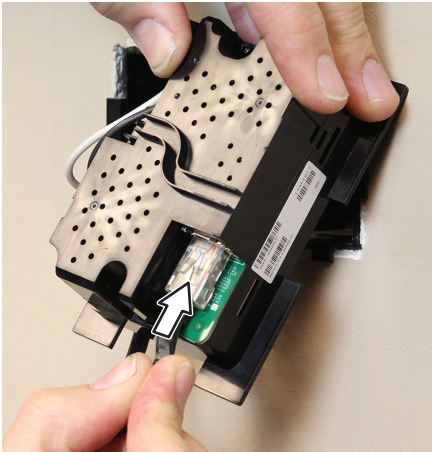
- 5 Go to “Attach the power box and touchscreen” below.

#### Connecting standard Ethernet

##### To connect to a wired network:

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

Figure 8: Insert Ethernet cable into power box



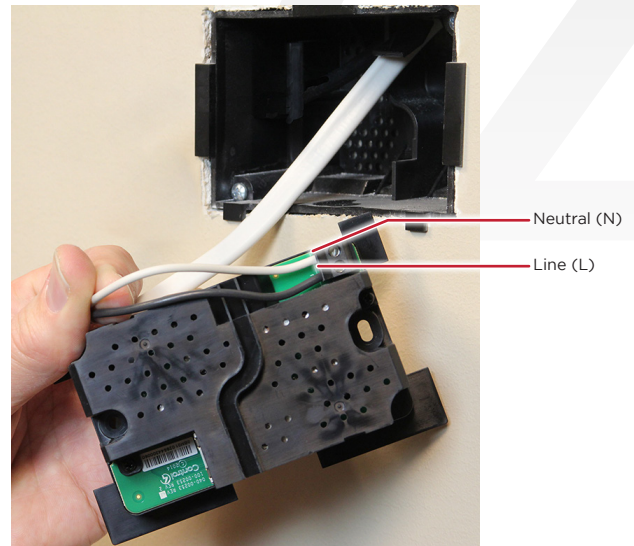
- 2 Go to “Attach the power box and touchscreen” below.

#### Connecting AC power

##### The steps below represent a typical U.S. installation.

- 1 Connect the wires to the AC power source for the touchscreen according to national and local electrical codes. Installation may require alternative wires and the use of a terminal block.
- 2 Thread the power cable through the upper back hole of the wall box to the terminal block (Figure 7).
- 3 Strip the black and white power wire ends to 1/4" as necessary. Using a flat-head screwdriver, loosen the screws on the power box's terminal block and connect the power wires to each terminal (Figure 9).

Figure 9: Connect AC power



- 4 Cap the ground wire from the wall if you are using a plastic wall box. Attach the ground wire to the wall box if using a metal wall box.

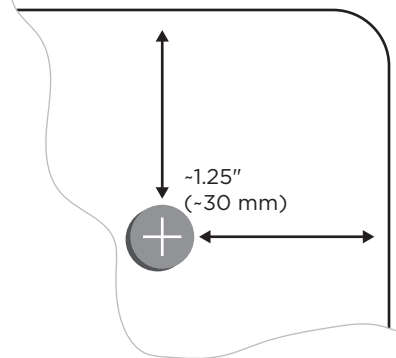
#### Attach foam pads (optional)

Four foam pads are included to help stabilize the touchscreen against the wall. Installation is not required.

##### To install the foam pads:

- 1 Peel off the adhesive backing.
- 2 Place onto the back of the touchscreen near the corners, spaced about 1.25" (30 mm) from the edges.

Figure 10: Foam pad placement

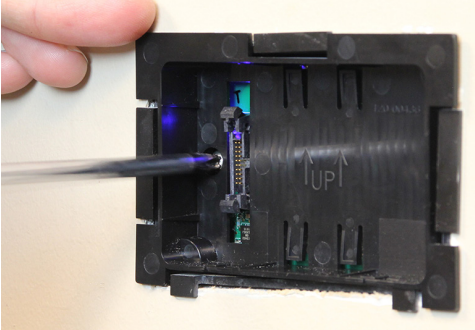


## Attach the power box and touchscreen

### To attach the power box and touchscreen:

- 1 Align and bend the wires carefully to fit them inside the wall box.
- 2 Align slide the power box into the wall box, then secure the power box to the wall box using the two screws provided.

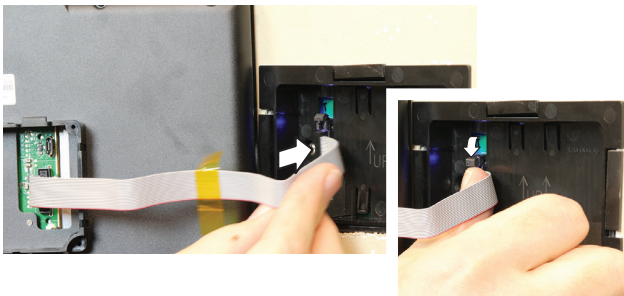
Figure 11: Secure power box to wall box



**Note:** Overtightening the power box screws can warp the box and make it difficult to attach the touchscreen.

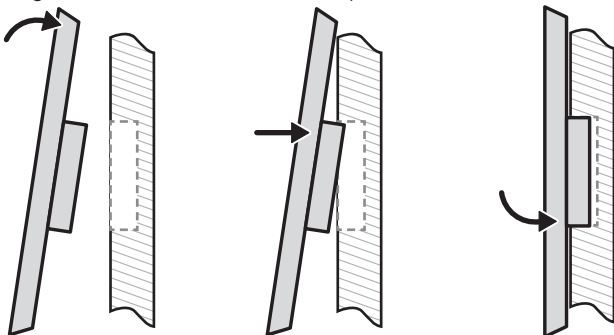
- 3 Straighten out the ribbon cable taped to the back of the touchscreen, then plug it into the ribbon cable port in the power box. To make sure it's securely connected, press it into the port until the two locking tabs close onto the connector.

Figure 12: Attach ribbon cable to the power box



- 4 For easiest installation, angle the top of the touchscreen toward the wall, insert the top tabs of the mounting ring into the power box, then press the bottom of the touchscreen into place.

Figure 13: Attach the touchscreen top first



## 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**, tap or slide **OFF/ON** to enable WiFi, 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 T3 touchscreen to a project:

- 1 Add the **T3-T7** or **T3-T10 In-Wall Touchscreen** driver to your project.
- 2 To configure the properties, click **System Design**.
- 3 In the project tree, select the **T3 7"** or **T3 10" In-Wall Touch Screen**.
- 4 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**.

Advanced properties include:

- **Enable Camera**—Allows you to enable or disable the camera.

Intercom (nested under the touchscreen) properties:

- **Appearance**—Select to hide the touchscreen from appearing in Navigators as an available device.
- **Behavior**—Select the modes you want this touchscreen to support.
- **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 entrance and pointing at the door.

## Troubleshooting



### Boot up time

When the device is booting up, it may take 30 seconds or longer before the Green LED turns on. When it turns on, it blinks slowly for a time and then turns off. After that, you'll see an image on the touchscreen.

### Unresponsive screen

If the camera's LED blinks on and off for more than 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 power cycle the touchscreen:

- 1 Press and hold the  (power) button for several seconds until the touchscreen turns off.
- 2 Press and release the  (power) button again to turn on.  
- OR -
  - 1 Use a straightened paper clip to press and release the **RESET** pinhole button.

#### To restore to factory defaults:

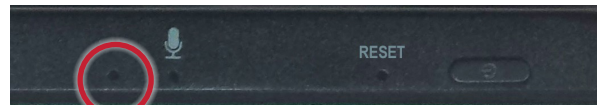
- 1 On the touchscreen's main screen, tap **Settings**, **System Info**, then **Factory data reset**.

- OR -

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

- OR -

- a To reset without using the display screen, insert a straightened paper clip into the pinhole to the *left* of the microphone on top of the touchscreen.



- b Then press and hold it while pressing and releasing the **RESET** pinhole. Hold the pinhole to the left of the microphone until the icon below appears on the display then release the pinhole.



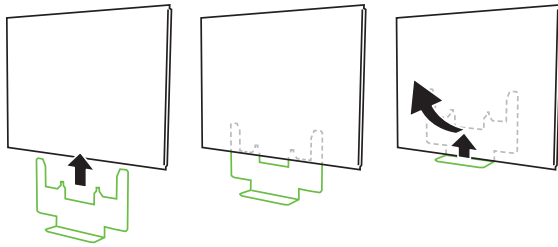
- c A message appears, indicating that data is being erased.

## Removing the touchscreen from the wall

### To remove the touchscreen:

- 1 Hold the removal tool flat against the wall, centered directly beneath the touchscreen, then slide it upward between the wall and touchscreen.

Figure 14: Slide the removal tool behind the touchscreen



- 2 While pressing the tool up as far as it will go, carefully pull the touchscreen away from the wall.

## Additional resources

The following resources are available for more support.

- Control4 Tech Community
- Control4 Technical Support
- Composer documentation in online help or PDF formats, available on the Dealer Portal under *Resources*

## Warranty and legal notices

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

## More help

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

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