by

# ScreenInnovations TroyGateway Crestron Home Shade Driver

## Product Manual

https://www.screeninnovations.com/accessories/troy/

## User Guide

# Introduction

Package name (pkg) : Platform_ScreenInnovations_TroyGateway_IP.pkg
Version : 1.0.13

You only need one instance of the platform driver. This will create 16 blind / group extension drivers that you can later configure to control a blind or group

# Driver Setup

In Crestron Home Setup on the "Pair Devices" screen :

**Select Drivers and wait for the spinner to stop spinning to allow drivers to update**
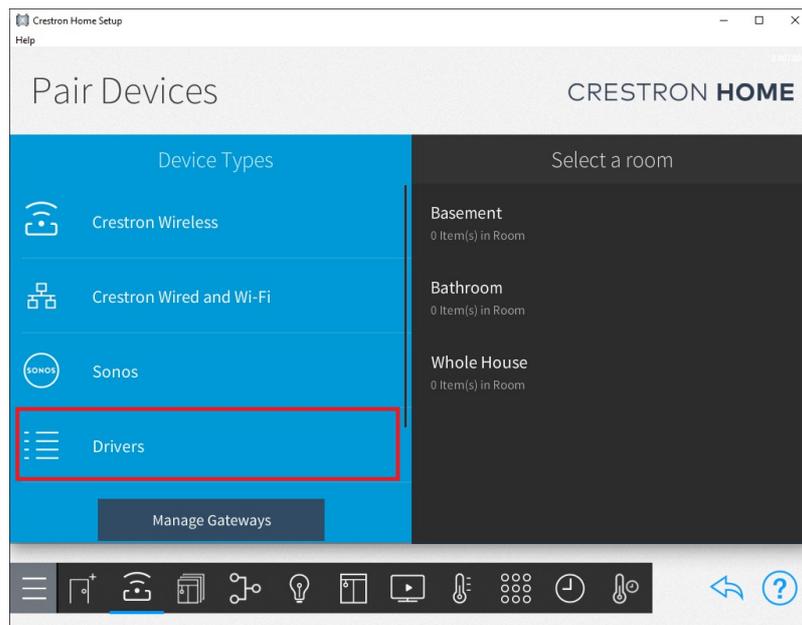
**Select Platform**
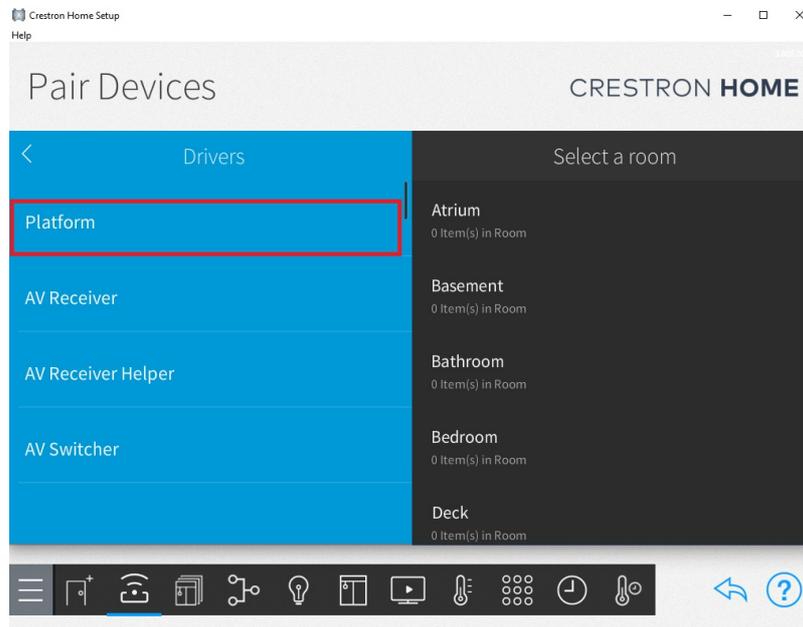


Select **ScreenInnovations**.
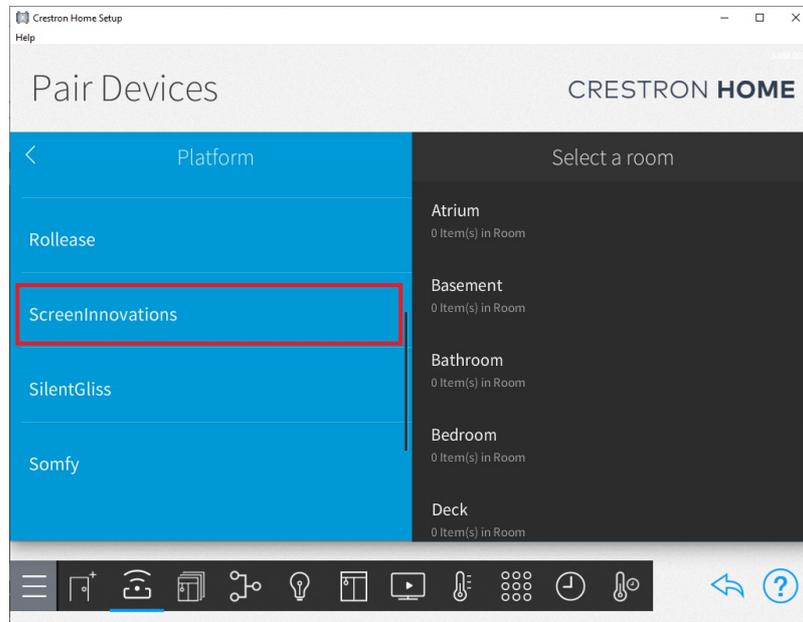
Select a room and select **Troy Gateway** to install the driver in the room.
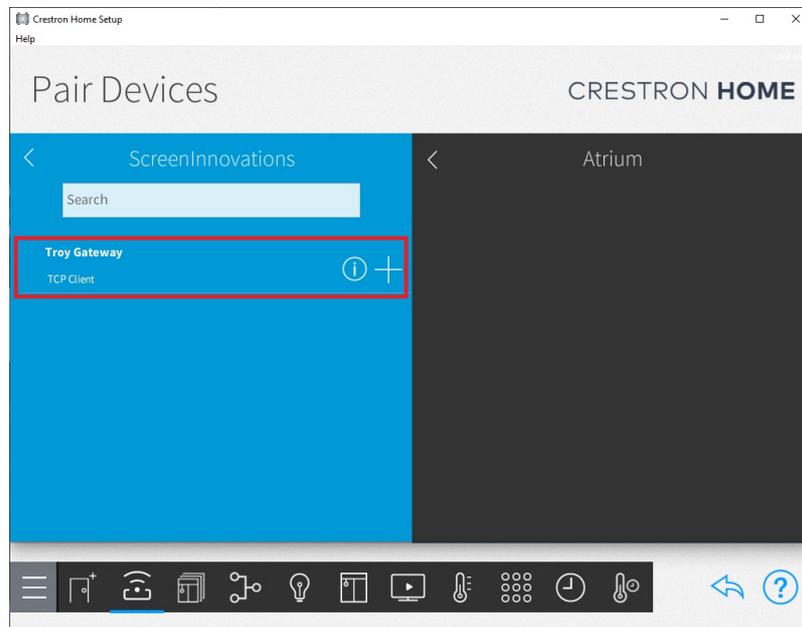


Enter the IP and port of the gateway, and the username and password (as entered when you login to the web interface of the gateway).

- Port is 23

Leave **Requires Authentication** selected

Select OK
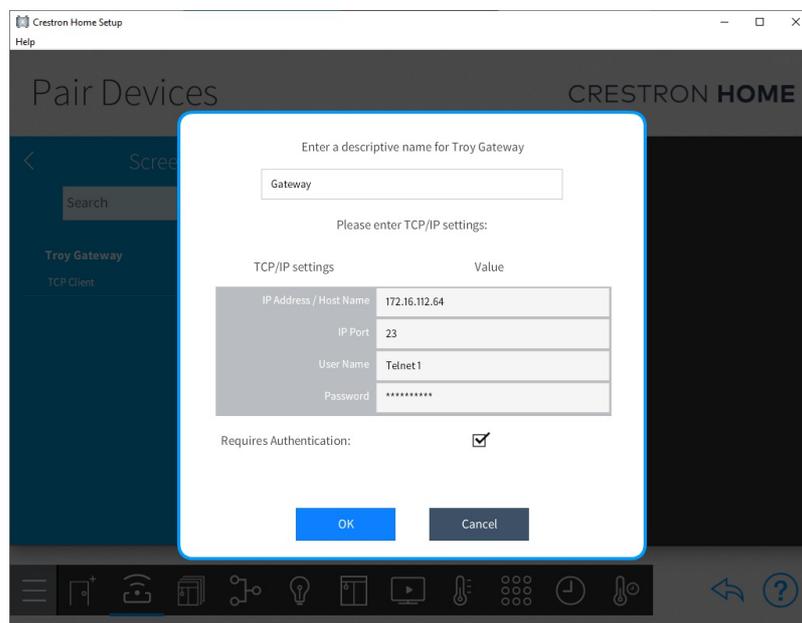
Leave Advanced Support blank.

Select OK.
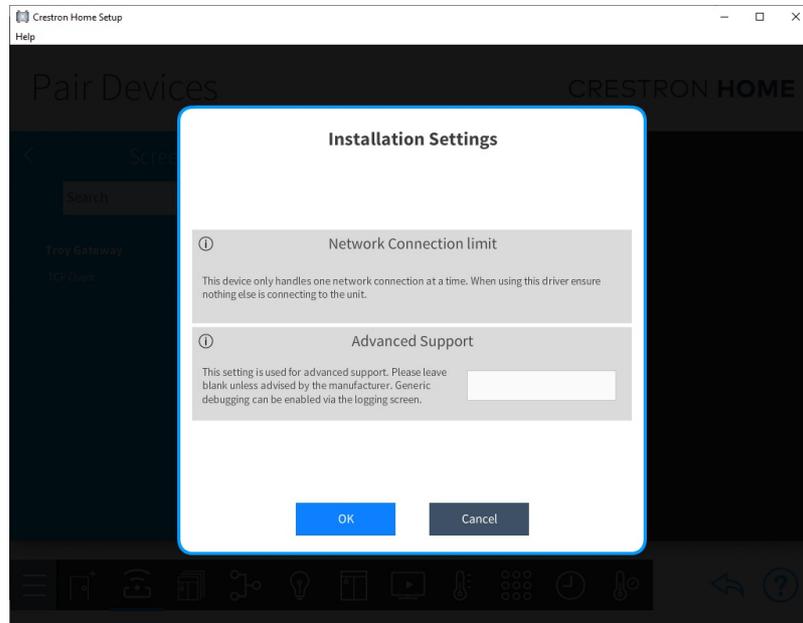


The driver status should now show Online.
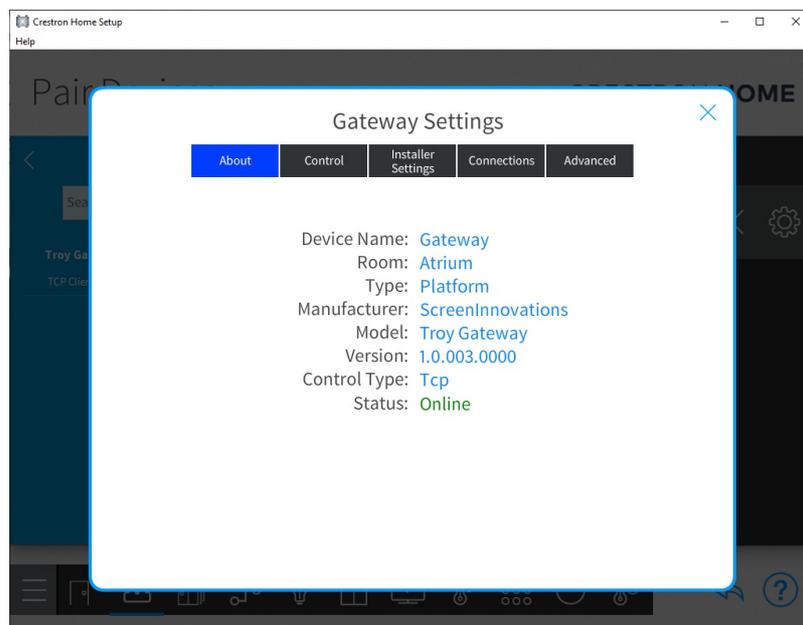


When the driver connects, it will automatically create 16 shade drivers in a folder that can be added to different rooms.
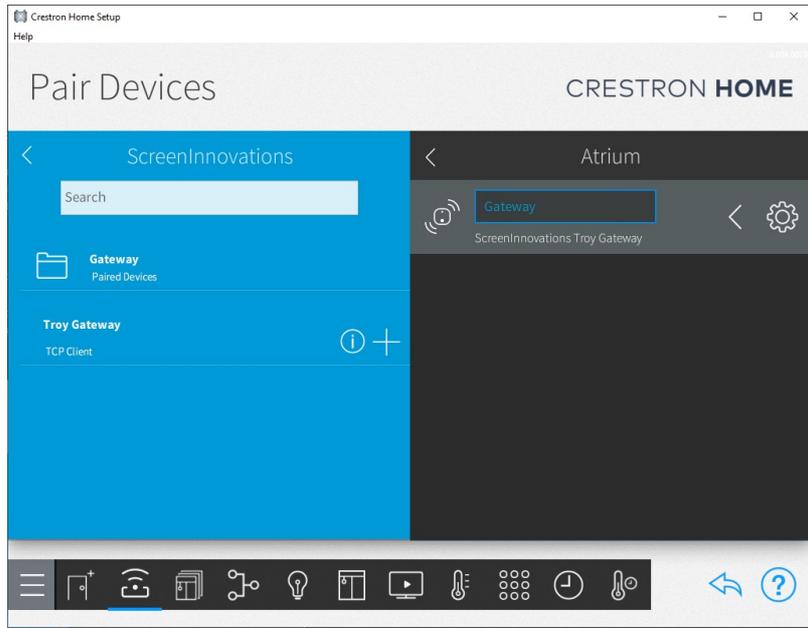
Select the folder and add a device to a room.
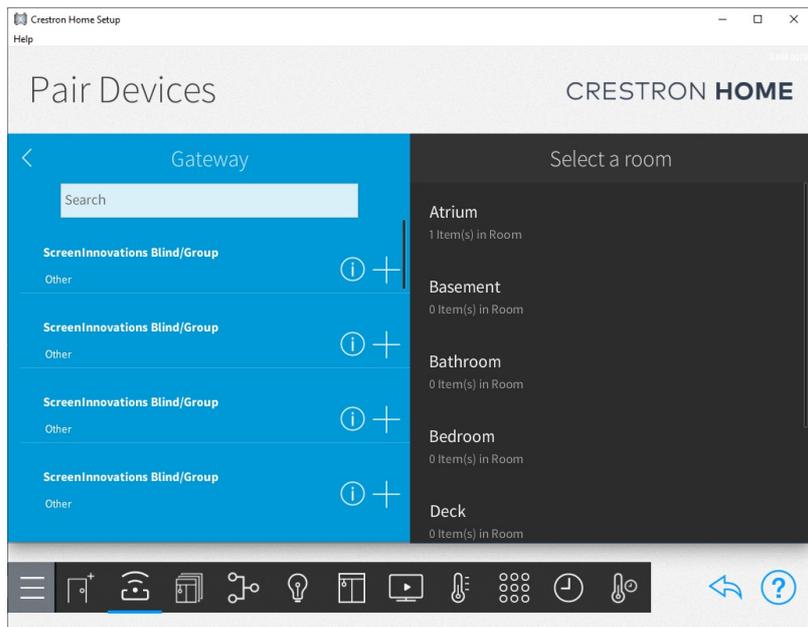
Click OK on the Installation settings leaving the Enables Configuration Mode checkbox unticked.
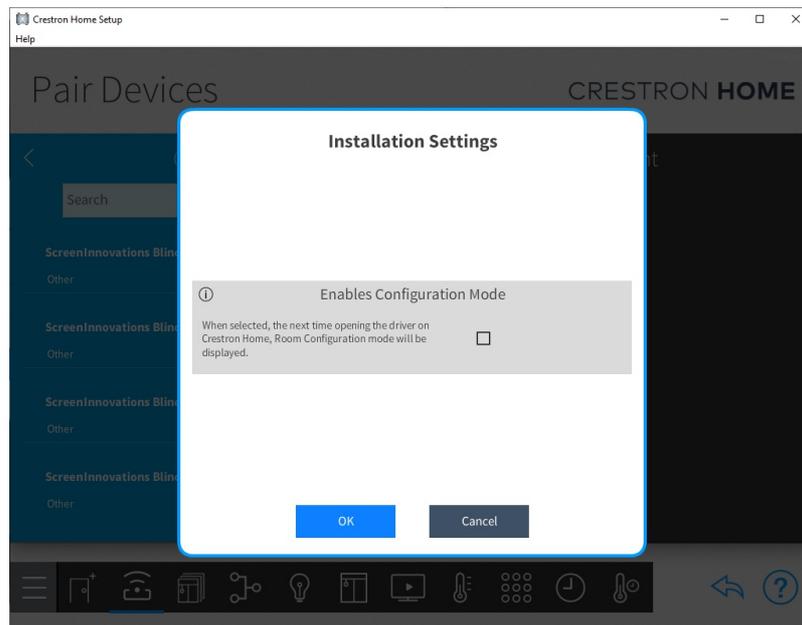


# Shade Drivers

## Functionality Provided

The Shade Extension driver supports the following functionality.

- Blind and group configuration touch panel screen
- Blind / group touch panel controls
- Programming of events and actions

## Blind Group Config

When you first add a shade driver to a room, if you open a touch panel user interface, and select the shade extension device you will be presented with a screen to configure the blind or group selection for that room

To control a group, select group control toggle and select the group to control in the dropdown. Set the blind count (number of blinds in group), and then choose the individual blinds in the group. This **MUST MATCH THE GROUP CONFIGURATION EXACTLY AS SETUP IN THE TROY GATEWAY, OTHERWISE THE GROUP CONTROL/FEEDBACK WILL NOT WORK PROPERLY**. Click Save
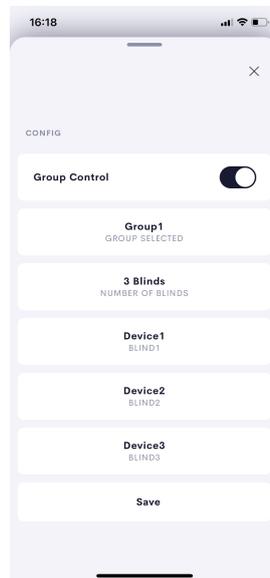


To control a blind, deselect group control toggle, and select the individual blind to control in the dropdown. Click Save
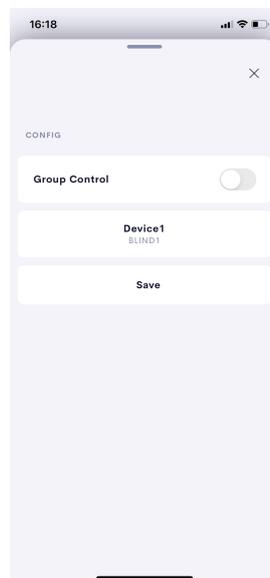
# Shade Controls

Having saved the configuration in the touchpanel config screen, therafter all users will be presented with shade controls.

- Slider toggles - for adjusting the group/shade levels and a toggle to fully open/close the shade.
- Presets - To save a preset, adjust sliders to desired level, and click Save Position to save to one of 4 presets. There are 4 preset buttons on the controls page to recall the presets.
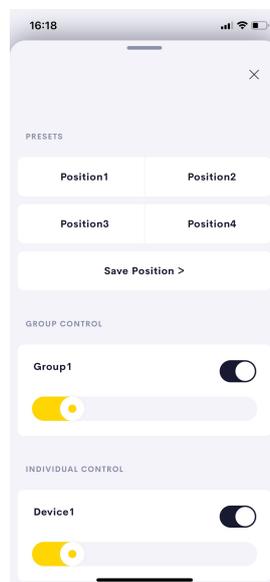


# User Attributes

The following User Attributes in the shade driver can be configured:

- Enables Configuration Mode - To return the touchpanel UI to the config screen.
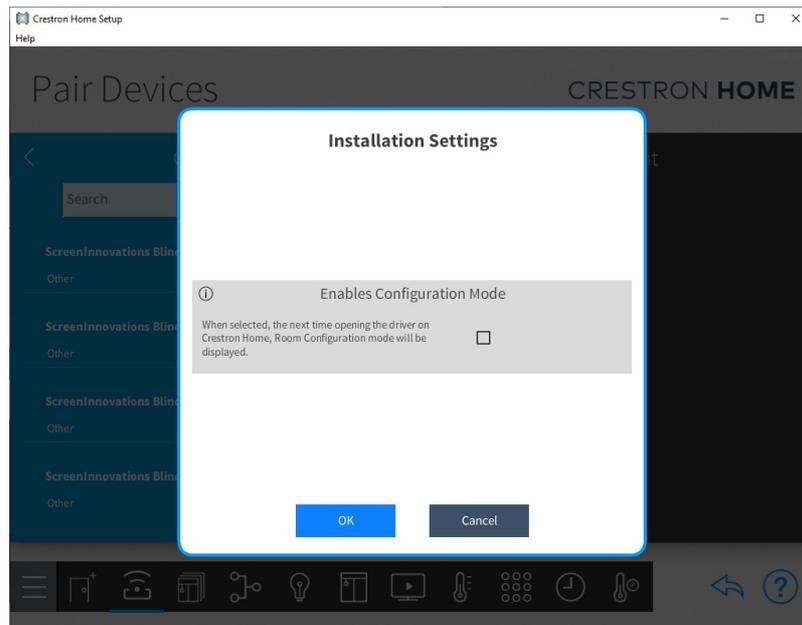
# TroubleShooting

- If no extension drivers get created this is probably because the driver can't connect to the gateway to perform initial interrogation (see next point).

- If there are driver connection issues, please check that there is only one device trying to communicate with the gateway at any one time, and that the ip/port/username/password fields are entered correctly. To check the IP address, enter it in a web browser to go to the web interface of the gateway. To check the username/password, see Integration Settings on the web interface.

- The platform driver always reports as online even if it isn't connected to the gateway. This is a current known issue with Crestron Platform drivers.

- Make sure the User Interface Device Password has been enabled in the Crestron Home Setup Tool as this will enable the touch panel control via iphone /ipad apps etc.

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home Processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

# Support

If you require support for this driver please fill in a support request at https://janustechnology.co.uk/support/

Please ensure you provide the following information.

- Driver version you are using.
- Platform you are using i.e. Crestron Home
- Firmware version of your ScreenInnovations_TroyGateway.
- Firmware version of your Crestron system.
- A full description of the issue you are having and how to recreate the issue.

# Change Log

## Date 10th March 2022 - Version - 1.0.13

### Enhancements

- Invert slider levels

### Bug Fixes

- N/A

### Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

- Tested externally

### Tested on

- N/A (tested externally)

# Date 1st February 2022 - Version - 1.0.12

## Enhancements

- n/a

## Bug Fixes

- Allow multiple JSON objects in a single TCP fragment.
- Prevent sending queued commands until fully logged in.

## Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

## Tested on

- Firmware - MC4-R 3.011.0070

# Date 28th January 2022 - Version - 1.0.11

## Enhancements

- n/a

## Bug Fixes

- Undo position change and flip toggle commands to keep UI in sync

## Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

## Tested on

- Firmware - MC4-R 3.011.0070

# Date 28th January 2022 - Version - 1.0.10

## Enhancements

- Update common libraries
- Fix driver versioning details

## Bug Fixes

- N/A

## Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

## Tested on

- Firmware - MC4-R 3.011.0070

# Date 27th January 2022 - Version - 1.0.9

## Enhancements

- N/A

## Bug Fixes

- Reimplement Toggle Open and Close using sdn.move.up and down

## Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

## Tested on

- Firmware - MC4-R 3.011.0070

# Date 27th October 2021 - Version - 1.0.8

## Enhancements

- N/A

## Bug Fixes

- User password fields fix

## Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

## Tested on

- Firmware - CP4-R 2.4508.00093

# Date 7th October 2021 - Version - 1.0.7

## Enhancements

- Initial release

## Bug Fixes

## Exceptions

- After initial setup, if you edit the IP address, username or password properties of the platform driver, it is recommended to reboot the Crestron Home processor afterwards. This is to workaround current known issues with Crestron Platform Drivers.

- There is a known Crestron Extension driver issue with the toggle on a slider sometimes not working if the slider has just been dragged to 0.

## Tested on

- Crestron Home Version - v3.009.0104