

# SAVANT

## Savant® Touch Control Screen

5.5 inch - White or Black (ITP-E5500W-xx/ITP-E5500B-xx)

8.0 inch - White or Black (ITP-E8000W-xx/ITP-E8000B-xx)

## Deployment Guide

Document Number: 009-1475-01

Document Date: August 2017

Document Supports: da Vinci 8.5



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## Important Safety Information - Read First

Before installing, configuring, and operating Savant equipment and other vendor equipment, Savant recommends that each dealer, integrator, installer, etc. access and read all the required technical documentation. Savant technical documentation can be located by visiting [Savant.com](http://Savant.com). Vendor documentation is supplied with the equipment.

Read and understand all safety instructions, cautions, and warnings in this document and the labels on the equipment.

### Safety Classifications in this Document

<b>NOTE:</b>	Provides special information for installing, configuring, and operating the equipment.
 <b>IMPORTANT!</b>	Provides special information that is critical to installing, configuring, and operating the equipment.
 <b>CAUTION!</b>	Provides special information for avoiding situations that may cause damage to equipment.
 <b>WARNING!</b>	Provides special information for avoiding situations that may cause physical danger to the installer, end user, etc.

### Electric Shock Prevention

 **ELECTRIC SHOCK!**

The source power poses an electric shock hazard that has the potential to cause serious injury to installers and end users.

 **ELECTRICAL DISCONNECT:**

The source power outlet and power supply input power sockets should be easily accessible to disconnect power in the event of an electrical hazard or malfunction.

### Weight Injury Prevention

 **WEIGHT INJURY!**

Installing some of the Savant equipment requires two installers to ensure safe handling during installation. Failure to use two installers may result in injury.

## Safety Statements

Follow all of the safety instructions listed below and apply where applicable. Additional safety information will be included where applicable.

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. To completely disconnect this equipment from the AC mains, disconnect the power supply cord plug from the AC receptacle.

# 1. Introduction

This Deployment Guide will guide the installer through the process of installing and configuring the Savant In-Wall Touch Screen.

## 1.1. Before You Begin

Read through this document in its entirety and ensure that the following required items are available:

- Savant In-Wall Touch Screen .....
  - Savant Host licensed and running da Vinci 8.5 or higher.....
  - Power over Ethernet connection meeting Savant requirements.....
- See [Appendix A: Network Requirements](#)

# 2. Deployment Steps

Follow these steps to successfully deploy a Savant In-Wall Touch Screen. This page can be used as a checklist to record which steps have been completed.

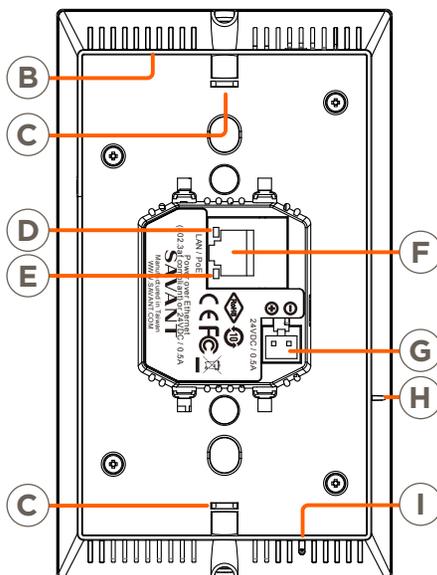
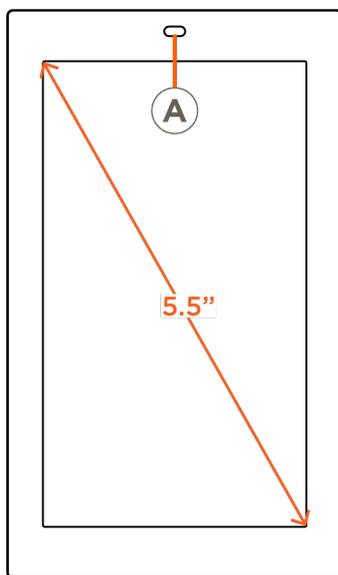
- 1. Review product specifications and connection details.....   
See [Savant In-Wall Touch Screen Overview](#)
  
- 2. Install the In-Wall Touch Screen.....   
See [Installation](#)
  
- 3. Setup In-Wall Touch Screen.....   
See [Setup](#)

### 3. Savant Touch Control Screen Overview

#### 3.1. Box Contents and Specifications

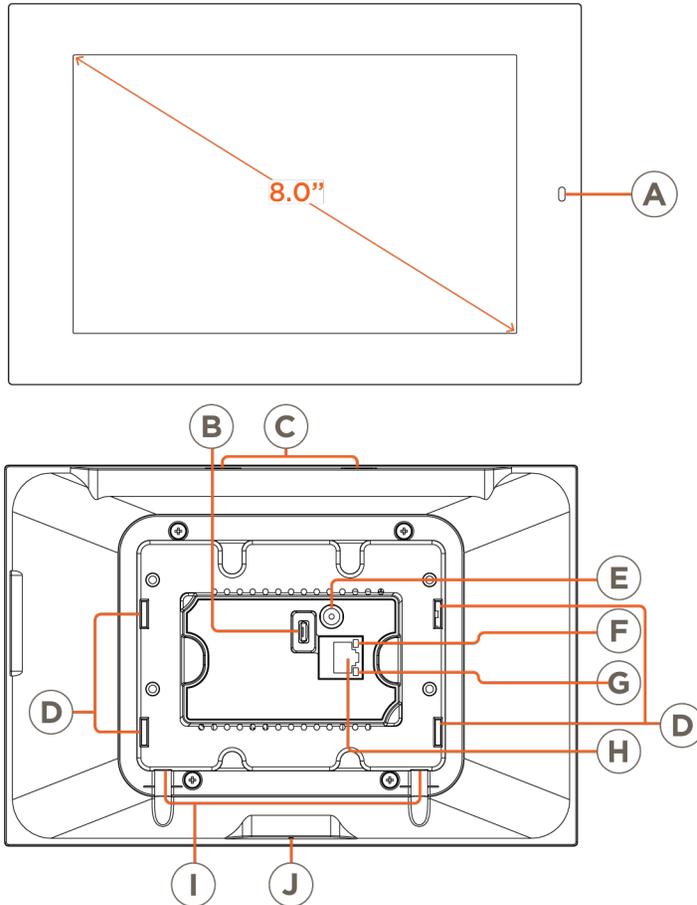
Refer to the Quick Reference Guide for this product located on the [Savant Customer Community](#) for Box Contents and Specifications.

#### 3.2. Front/Rear Panels (Savant Touch 5.5/ITP-E5500x)



(A) Proximity Sensor	Sensor (proximity) mounted in front Screen will wake up the display when movement is detected in front of display.
(B) Embedded Speaker	For future use
(C) Mounting Slots	Slots for mounting touch Screen to mounting bracket. Insert tabs from the mounting bracket into these slots. Once inserted, secure the touch Screen to the bracket using the two captive screws
(D) Link LED	<b>Solid Orange</b> - Link is established. <b>Off</b> - No link established
(E) Link Activity LED	<b>Green Blinking</b> - Indicates data activity. <b>Off</b> - No Activity
(F) Ethernet	8-pin RJ-45 port: - 10/100/1000 Base-T auto-negotiating port with link and activity LEDs PoE - 802.3af compliant
(G) Alternate Power Input	Not Used
(H) Reset Button	Using a paperclip or similar, press and release the button to reboot the display.
(I) Embedded Microphone	For future use

### 3.3. Front/Rear Panels (Savant Touch 8/ITP-E8000x)

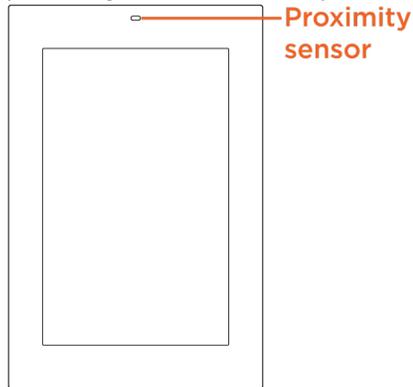


(A) Proximity Sensor	Sensor (proximity) mounted in front Screen will wake up the display when movement is detected in front of display.
(B) Micro USB	Not Used.
(C) Embedded Speaker	For future use
(D) Mounting Slots	Align the mounting frame hooks and press down to seat.
(E) Alternate Power Input	Not Used
(F) Link LED	<b>Solid Orange</b> - Link is established. <b>Off</b> - No link established
(G) Link Activity LED	<b>Green Blinking</b> - Indicates data activity. <b>Off</b> - No Activity
(H) Ethernet	8-pin RJ-45 port: - 10/100/1000 Base-T auto-negotiating port with link and activity LEDs PoE - 802.3at compliant
(I) Captive Screws	Once mounting frame hooks are seated, secure the touch Screen to the bracket using the two captive screws.
(J) Embedded Microphone	For future use

## 4. Installation (Savant Touch 5.5/ITP-E5500x)

### 4.1. Supported Orientations

**Portrait** - The touch Screen needs to be installed with the proximity sensor on the top of the installed unit.

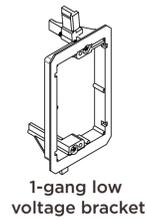
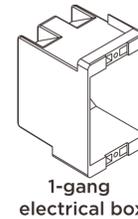


### 4.2. Mount the Bracket

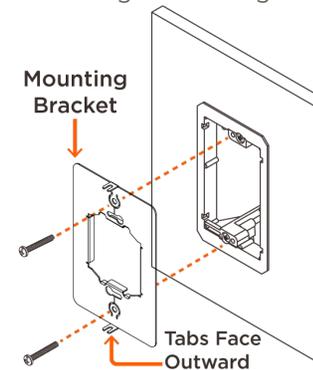
The Savant 5.5in In-Wall Touch Screen is designed to be mounted using either a standard 1-gang electrical box or low voltage 1-gang bracket.

**⚠ IMPORTANT!** Box should be oriented using the portrait format (screw holes oriented at top and bottom).

1. Mount a 1-gang standard electrical box or low voltage bracket to an existing wall. Recommended height to center of box is between 57 and 65 inches (145 - 165 cm) above a finished floor.

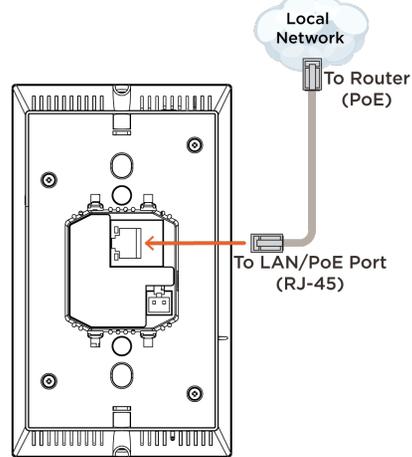


2. Secure the mounting bracket to the electrical box/bracket using the two 6-32 x 1 inch screws provided. Position the touch screen mounting tabs facing outward. See image below.



### 4.3. Make Connections

Connect a Cat 5e/6/7 Ethernet cable (T568A, T568B) to the RJ-45 LAN/PoE port on rear of touch screen. See image below.



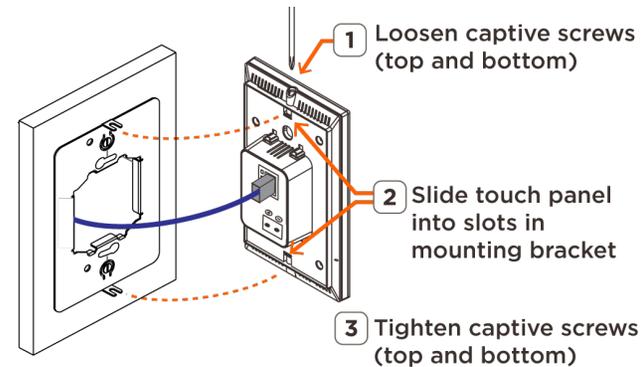
#### ⚠ IMPORTANT!

- The touch screen is powered through the Ethernet cable. An 802.3af compliant PoE network router is required to power the display.
- If a PoE network router is not available, a PoE network injector can be used.

### 4.4. Secure Screen to Bracket

Once cables are connected to rear of touch Screen, the Screen can be secured to the mounting bracket installed earlier.

1. Loosen the captive screws on the top and bottom of the touch Screen a few turns to allow the Screen to slide into the mounting bracket.
2. Insert the touch Screen into the mounting bracket. Ensure the tabs on the mounting bracket are inserted into the appropriate slots in the touch Screen.
3. Tighten the two captive screws to secure the touch Screen to the mounting bracket.

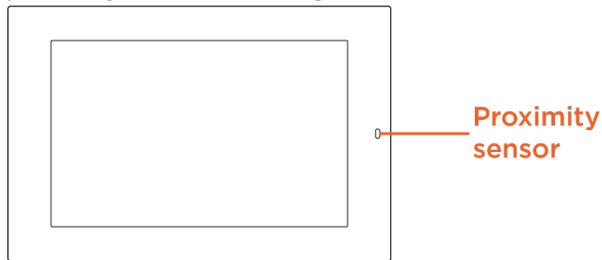


**TIP!** When installing, the proximity sensor located on the front of the display should be positioned towards the top.

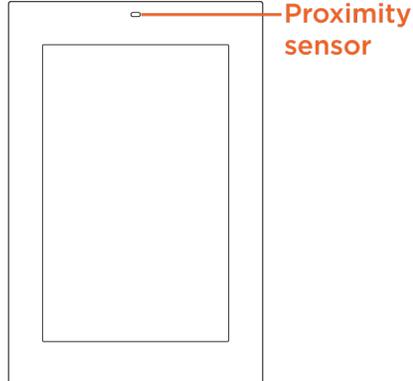
## 5. Installation (Savant Touch 8/ITP-E8000x)

### 5.1. Supported Orientations

**Landscape** - The touch Screen needs to be installed with the proximity sensor on the right side of the installed unit.



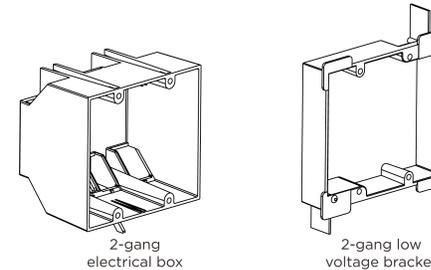
**Portrait** - The touch Screen needs to be installed with the proximity sensor on the top of the installed unit.



### 5.2. Mount the Bracket

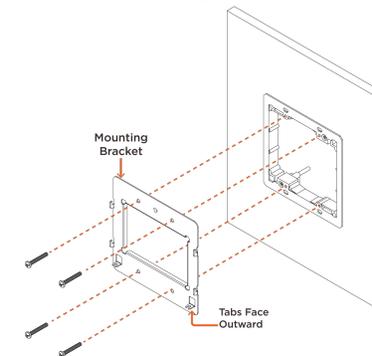
The Savant 8.0in In-Wall Touch Screen is designed to be mounted using either a standard 2-gang electrical box or low voltage 2-gang bracket. If using the low voltage bracket use the included installation template to mark the hole in the wall.

1. Mount a 2-gang standard electrical box or low voltage bracket to an existing wall. Recommended height to center of box is between 57 and 65 inches (145 - 165 cm) above a finished floor.



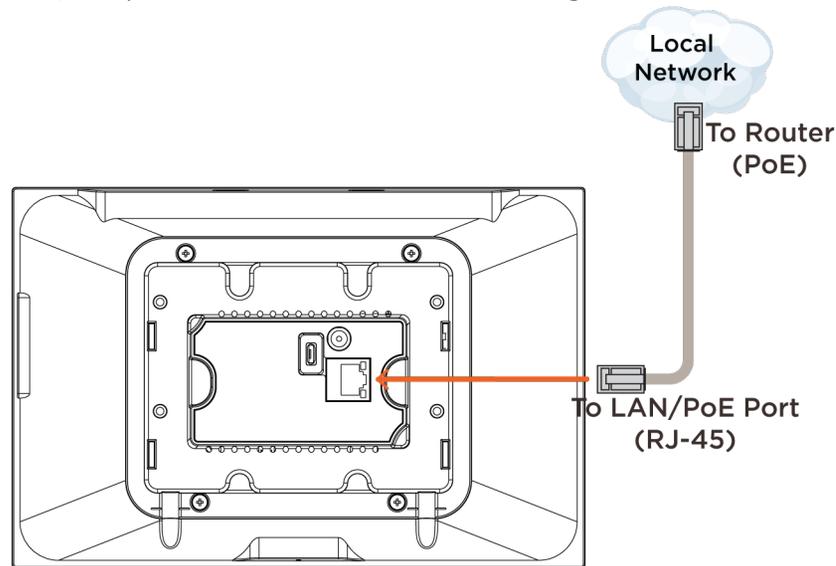
**NOTE:** If the Touch Screen is going to be installed Portrait the electrical box or bracket will need to be rotated 90°.

2. Secure the mounting bracket to the electrical box/bracket using the four 6-32 x 1 inch screws provided. Position the touch screen mounting tabs facing outward. See image below.



### 5.3. Make Connections

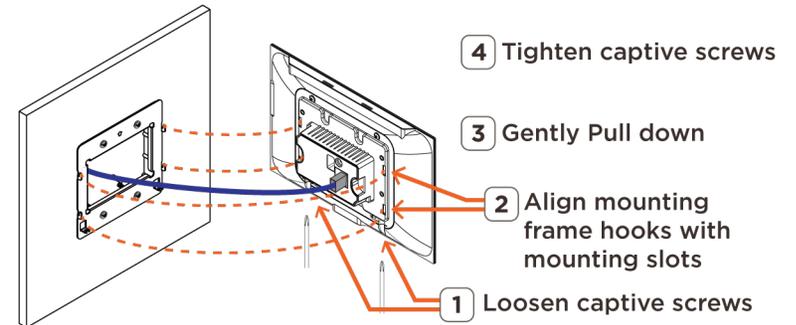
Connect a Cat 5e/6/7 Ethernet cable (T568A, T568B) to the RJ-45 LAN/PoE port on rear of touch screen. See image below.



### 5.4. Secure Screen to Bracket

Once cables are connected to rear of touch Screen, the Screen can be secured to the mounting bracket installed earlier.

1. Loosen the captive screws on the bottom of the touch Screen a few turns to allow the Screen to slide into the mounting bracket.
2. Align the mounting frame hooks with the mounting slots.
3. Gently pull down the unit to seat the mounting frame hooks.
4. Tighten the two captive screws to secure the touch Screen to the mounting bracket.



#### **⚠ IMPORTANT!**

- The touch screen is powered through the Ethernet cable. An 802.3at compliant PoE network switch is required to power the display.
- If a PoE network switch is not available, a PoE network injector can be used.

## 6. Setup

Before connecting the Touch Screen to a Savant System, the Host must be updated to da Vinci 8.4. There is no profile in Blueprint for this device. It will function similar to the Savant Pro 8 Android App that is signed into a local user.

### 6.1. Local User (Blueprint)

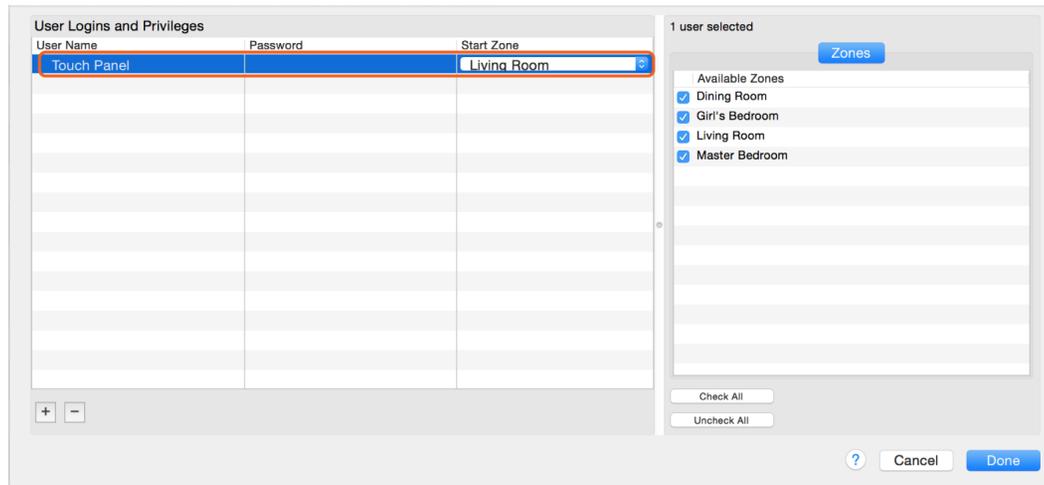
The Touch Screen requires a local user that is programmed in Blueprint.

In a Blueprint Configuration do the following.

1. Open **Tools > Review > User Login Management**.
2. Select the **+** to add a user.
3. Name the User.

 **TIP!** Savant recommends having a user named for the Touch Screen.

4. Create a local User for the Touch Screen.



User Name	Password	Start Zone
Touch Panel		Living Room

1 user selected

Zones

Available Zones

- Dining Room
- Girl's Bedroom
- Living Room
- Master Bedroom

Check All  
Uncheck All  
? Cancel Done

5. Select **Done**.

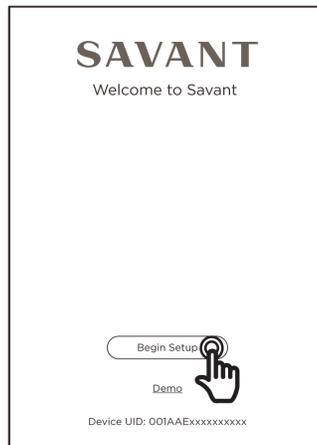
#### NOTES:

- If a Start Zone is selected, when the user signs in the Screen will load on the room selected as a Start Zone. If there is an active A/V service active in that zone the Touch Screen will wake to the active service's screen.
- If no Start Zone is selected, when the user signs in the Screen will load to the home screen and will wake to the last screen active.
- Setting a Wake Up Screen will override this feature. See the [Wake Up Screen](#) section for more information.

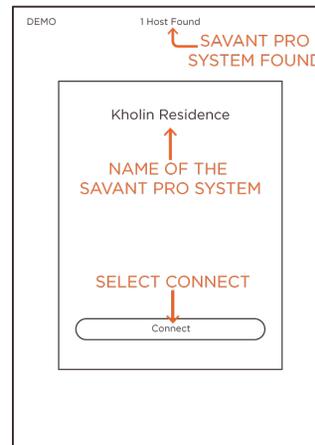
## 6.2. Connect to Savant System

Once connected to a PoE switch on the same network as the Savant Host. Follow the on-screen setup below:

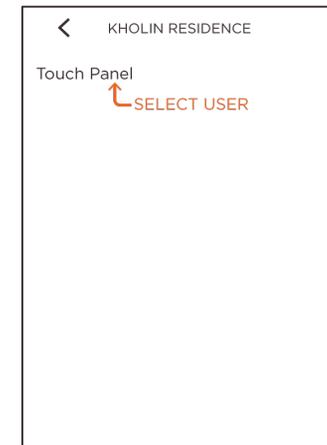
1. Tap Begin Setup.



2. Select Savant Host.



3. Select User.



4. Enter the password if needed.

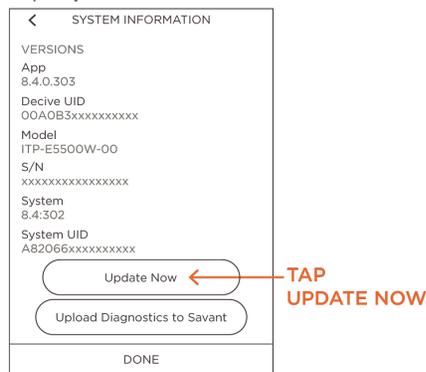
**NOTE:** The Savant Touch 8 (ITP-E8000x) has the ability to rotate the screen from its launch screen. The device is set in the portrait orientation by default. Tap the  icon in the upper left corner to rotate the screen 90° clockwise and set the Screen's orientation.

## 6.3. Updating Touch Screen

Savant recommends updating the Touch Screen after it is installed.

Once connected to a system follow the steps below.

1. From the Home Screen tap the  icon or swipe down.
2. Tap the  icon
3. Select System Information.
4. Tap **Update Now**



The Touch Screen will receive software updates when the Host discovers there is an updated version of software available on the Savant cloud than what is running on the Touch Screen.

### NOTES:

- If the "Update Now" button is not pressed, it will automatically update at 2:00am.
- If the "Update Now" button does not appear within the five minutes of connecting to the system, power cycle the Touch Screen.
- Update status can be viewed in System Monitor under Mobile Device Status.

## 7. Touch Screen Settings

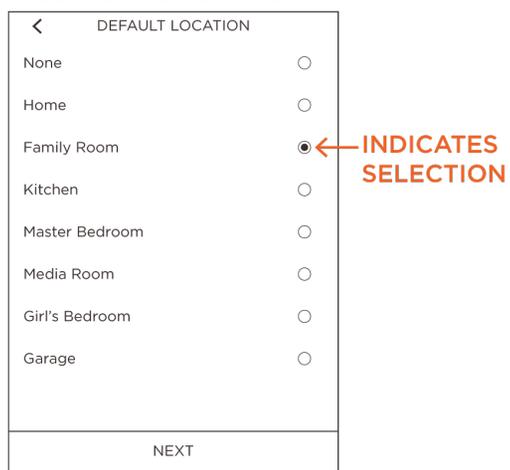
Description of the settings of the Touch Screen and how they are used.

### 7.1. Wake Up Screen

Setting a Default Location and Wake Screen can make the main use of the installed Touch Screen be used faster.

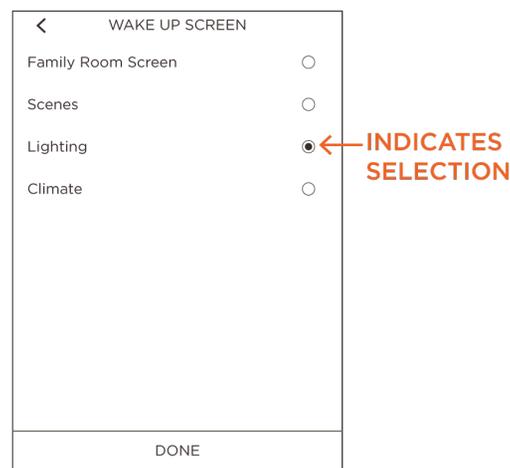
This example might be used at the doorway of a Family Room where its first use on entering the room will be a light switch.

1. From the Rooms Screen Tap the  icon.
2. Select **Wake Up Screen** in the list on the Setting screen.
3. Select a Default Location.



4. Tap **NEXT**.

5. Select Wake Up Screen.



6. Tap **DONE**.

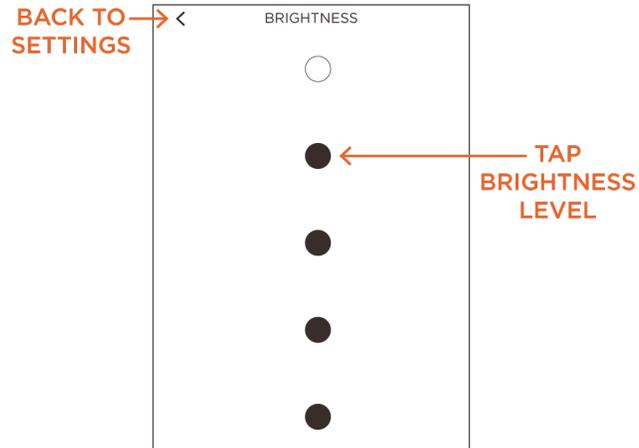
#### Supported Wake Screens

- Home Screen
- Room Screen
- Scenes
- Lighting
- Climate
- Shades
- Security Cameras
- Now Playing:  
Wakes the Screen at the active service in the room selected. If no A/V service is active it will wake at the Room Screen for the room selected

## 7.2. Brightness

Set the Brightness of the screen.

1. From the Rooms Screen Tap the  icon.
2. Select **Brightness** in the list on the Setting screen.

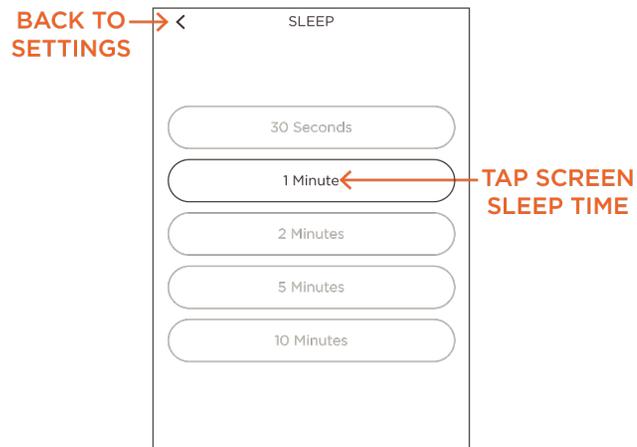


3. Tap Back.

## 7.3. Sleep

Sets the amount of time before the screen on the Touch Screen will go to sleep.

1. From the Rooms Screen Tap the  icon.
2. Select **Sleep** in the list on the Setting screen.
3. Select sleep time.



4. Tap Back.

## 7.4. Change Orientation (Savant Touch 8/ITP-E8000x only)

Rotates the Orientation 90° clockwise.

1. From the Rooms Screen Tap the  icon.
2. Select **Change Orientation**.

## Appendix A: Network Requirements

Savant requires the use of business class/commercial grade network equipment throughout the network to ensure the reliability of communication between devices. These higher quality components also allow for more accurate troubleshooting when needed.

### Device Network Connections

Connect all Savant devices to the same local area network (LAN) or subnet as the host. Savant recommends not implementing any type of traffic or packet shaping in your network topology for the Savant devices as this may interfere with performance.

### Managing IP Addresses

To ensure that the IP Address will not change due to a power outage, DHCP reservation should be configured.

#### Setting DHCP Reservation

Setting DHCP reservation varies from router to router. Refer to the documentation for the router to configure DHCP reservation.

### Power over Ethernet (PoE)

The Savant In-Wall Touch Screen requires a PoE network switch that is IEEE 802.3af compliant. Or a PoE network injector can be used.

### Network Changes

Savant recommends performing the following steps to refresh the IP connection after connecting to a new network, changing routers, or if the IP Address range is changed in the current router. This will reset any IP connection and ensure that the host is communicating with the network correctly.

- Reboot the device from the Settings Screen.  
From the Home Screen tap the  icon or swipe down > Tap the  icon > Tap Reboot.
- Using a paper clip or similar, press and release the Reset button on the side of the touch Screen (See Front/Rear Screen descriptions section). Allow the display to reset and obtain a new IP Address.

## Appendix B: Document Revision History

### 009-1475-01 – August 2017

Section	Update
3.3 Front/Rear Panels (Savant Touch Screen 8in/ITP-E8000x)	New Section.
5. Installation (Savant Touch Panel 8in/ITP-E8000x)	New Section.
6.2 Connect to Savant System	Added information for the Savant 8.0in (ITP-E8000x).
7.1 Wake Up Screen	Added information about the Now Playing option.
7.4 Change Orientation (Savant Touch Screen 8.0in/ITP-E8000x only)	New Section.
Appendix C: Troubleshooting	New Section.

### 009-1475-00 – June 2017

Section	Update
All	Initial releases of this Deployment Guide

## Appendix C: Troubleshooting

This appendix gives basic troubleshooting steps and shows where to gather the basic information that Savant Support may require in troubleshooting.

### System Information

This screen is used to gather information that can be helpful in troubleshooting. To get to the System information screen do the following.

1. From the Home Screen tap the  icon or swipe down
2. Tap the  icon.
3. Tap System Information.

 SYSTEM INFORMATION  VERSIONS App 8.5.0.30  Device UID 00A0B3xxxxxxxxxx  Model ITP-E5500W-00  S/N 170e19d000000000  System 8.5:33  System UID 001AAExxxxxx0000  <input type="button" value="Upload Diagnostics to Savant"/>	<table border="1"><tr><td>App</td><td>Version of the installed Touch Screen application.</td></tr><tr><td>Device UID</td><td>Unique Identifier of the device. Reserved for future use.</td></tr><tr><td>Model</td><td>Model number for the Touch Screen is displayed.</td></tr><tr><td>S/N</td><td>Serial number of the Touch Screen is displayed.</td></tr><tr><td>System</td><td>Version of da Vinci software installed on the System Host.</td></tr><tr><td>System UID</td><td>Savant Unique Identifier of the System Host.</td></tr><tr><td>Upload Diagnostics to Savant</td><td>When troubleshooting a problem, the Savant Support Team may require the embedded logs from the Touch Screen. Pressing this button will upload the log files to the Savant Pro System Host. Full communications between the Touch Screen and Host is required. With the log files loaded in the Host, the Savant Support Team can view the files and take any necessary actions required.</td></tr></table>	App	Version of the installed Touch Screen application.	Device UID	Unique Identifier of the device. Reserved for future use.	Model	Model number for the Touch Screen is displayed.	S/N	Serial number of the Touch Screen is displayed.	System	Version of da Vinci software installed on the System Host.	System UID	Savant Unique Identifier of the System Host.	Upload Diagnostics to Savant	When troubleshooting a problem, the Savant Support Team may require the embedded logs from the Touch Screen. Pressing this button will upload the log files to the Savant Pro System Host. Full communications between the Touch Screen and Host is required. With the log files loaded in the Host, the Savant Support Team can view the files and take any necessary actions required.
App	Version of the installed Touch Screen application.														
Device UID	Unique Identifier of the device. Reserved for future use.														
Model	Model number for the Touch Screen is displayed.														
S/N	Serial number of the Touch Screen is displayed.														
System	Version of da Vinci software installed on the System Host.														
System UID	Savant Unique Identifier of the System Host.														
Upload Diagnostics to Savant	When troubleshooting a problem, the Savant Support Team may require the embedded logs from the Touch Screen. Pressing this button will upload the log files to the Savant Pro System Host. Full communications between the Touch Screen and Host is required. With the log files loaded in the Host, the Savant Support Team can view the files and take any necessary actions required.														
DONE															

## Reboot

Used to reboot the device. Most common use of this is to reset the device after network changes.

1. From the Home Screen tap the ☰ icon or swipe down
2. Tap the ⚙️ icon.
3. Tap Reboot



## Factory Reset

This will remove all user and system information from the Touch Screen.

1. From the Home Screen tap the ☰ icon or swipe down
2. Tap the ⚙️ icon.
3. Tap Factory Reset



Once the reboot is complete, the Screen will load to the Welcome screen.

**NOTE:** If a software update has been downloaded but not installed it will be removed in this process.

# Important Notice

## Disclaimer

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## Technical and Sales Support

Savant Systems, LLC is dedicated to providing prompt and effective support in a timely and efficient manner.

- To contact Savant Support, access the **Savant Customer Community** and create a support case.
- To contact Savant Sales, visit Savant.com and select **Contact Us** to locate a local sales representative in your area.