

HR-310/HR-310-I
Handheld Remote



DO Customize the Hard Buttons

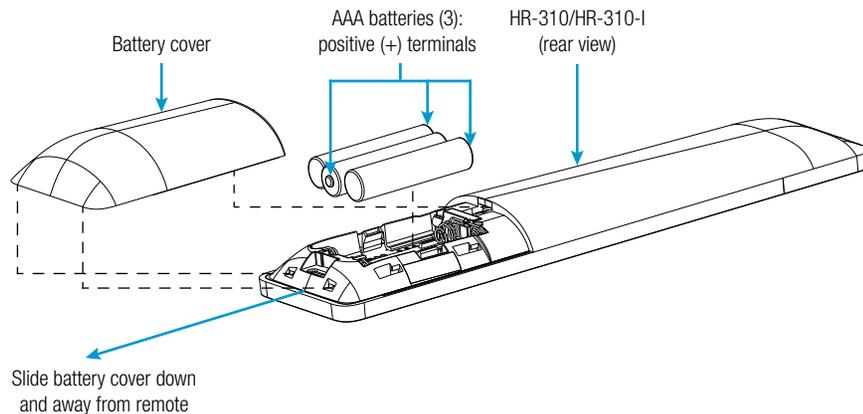
The remote ships with a default set of nine configurable hard buttons installed. Custom-engraved buttons can be created and ordered using Crestron Engraver software to replace the default button set. A custom-engraved frame that secures the custom button set to the remote is also included with each engraving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

DO Install the Batteries

The Crestron® HR-310 and HR-310-I ship with three AAA alkaline batteries that must be installed prior to operating the remote. Use the following procedure to install the batteries.

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

1. Locate the battery cover on the rear of the remote. Gently push on the battery cover while sliding it down and away from the remote until the tabs connecting the cover to the remote disengage.
2. Install the three included AAA batteries as shown in the illustration following step 3. Observe the correct polarity when inserting the batteries into the compartment.
3. 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, and then gently slide the cover upward until the tabs snap into place.



NOTE: The remote features intelligent keypad backlighting, which illuminates the 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 backlighting (aside from the color indicators) remains off for maximum battery life.

DO Check the Box

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

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 (both not included) before it can be used with a Crestron control system. Supported devices with infiNET EX gateways include the Crestron CEN-GWEXER, CEN-RFGW-EX, DIN-AP3MEX, and MC3. Use the procedures outlined in this section 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 a CEN-RFGW-EX gateway, the acquire process may need to be performed twice.

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

Joining an 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, only one gateway should be placed in Acquire mode at any time.
2. Quickly press the **⊖** (Home) button on the remote three times, and then press and hold the **⊖** button (press, press, press, press + hold) until the 5-way navigation pad backlight on the remote flashes once. (This process can take up to 10 seconds.)
3. Release the **⊖** button to start the acquire process. The navigation pad backlight 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 navigation pad backlight stops flashing and turns on for several seconds.
 - If the remote is not acquired by the infiNET EX network, the navigation pad backlight rapidly flashes 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.

NOTE: If the remote is acquired to a CEN-RFGW-EX gateway, repeat steps 2 and 3.
5. After the acquire process is complete, remove the gateway from Acquire mode as described by the gateway’s documentation.



Leaving an infiNET EX Network

To leave an infiNET EX network, put the remote into Acquire mode as described in steps 2 and 3 of “Joining an infiNET EX Network” without putting a gateway into Acquire mode first.

Verifying Communication Status

To check the communication status of the remote, quickly press the  button three times, and then press and hold the  button for up to two seconds. The navigation pad backlight flashes to indicate the current communication status as described in the table below.

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

DO Set the Device RFID

If required, use the following procedure to set the RFID (radio-frequency identification) of the remote.

NOTE: The remote RFID is set to “01” by default.

NOTE: The remote must be kept awake to maintain communications while setting the device RFID via a wireless connection. After completing the below procedure, press any button on the HR-310 to wake the remote so that it receives the change ID command from the gateway.

1. Ensure that the remote has been acquired to the infiNET EX wireless gateway as described in the “DO Acquire the Remote” section on the previous page.
2. Open Crestron Toolbox and select the InfiNetEx Diagnostic Tool. The tool scans the infiNET EX network for the wireless gateway and all acquired devices.

3. Once the gateway has been discovered, locate the remote in the **Connected Devices** table. Right click on the remote’s entry in the **Connected Devices** table, and then click **infiNET(EX) ID**.
4. Select a new RFID from the provided drop-down menu, and then click **Apply** to send the new RFID to the device. Click **OK** to exit.

Alternatively, the device RFID can also be set through the Text Console tool in Crestron Toolbox. 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. Open the Text Console tool in Crestron Toolbox, and then issue the `MNETID [xx]` command, where `xx` is the desired RFID. The remote remains awake when connected to a USB host.

NOTE: Firmware updates can only be performed 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 (not included). For more information on performing firmware updates in Crestron Toolbox, refer to the embedded Crestron Toolbox help file.

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, or click the QR images to load the web pages. The instructional videos can also be accessed by visiting <https://vimeo.com/album/4939476>.

Product Page



Instructional Videos



Crestron Electronics

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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.

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