

Crestron **CNXHUB**  
Cresnet Hub/Repeater

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Operations Guide



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# Cresnet Hub/Repeater: CNXHUB

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## Description

### Functional Description

The Cresnet Hub/Repeater, CNXHUB, is a Cresnet compatible hub that can serve as a repeater, splitter, and wiring block. There are six independent RS-485 ports. Each port (or segment) has a dedicated driver/receiver. There are no master or slave ports and each port is interchangeable with the others.

The power (pin labeled 24) and ground (G) signals are common to all six connectors. Therefore, they can be used for power distribution. The CNXHUB draws power from any of the six connectors. **DO NOT** connect multiple power supplies to the CNXHUB.

Segments that are not in use or have devices that are not polled by a SIMPL program, are logically 'disconnected' from the other segments in operation. The LED for these segments going out indicates this condition.

### Physical Description

The CNXHUB is housed in a black enclosure with silk-screened labels on the front and rear panels. On the front of the unit there are seven LEDs for indicating the unit's current status. All connections are made on the back of the unit. Refer to the physical views shown on the next page. There are four rubber feet on the base of the unit for stability and to prevent slippage when the unit is stored on a surface or stacked. Up to two units can be rack mounted with an optional 19.00 inch (48.26 cm) rack mount kit (sold separately).

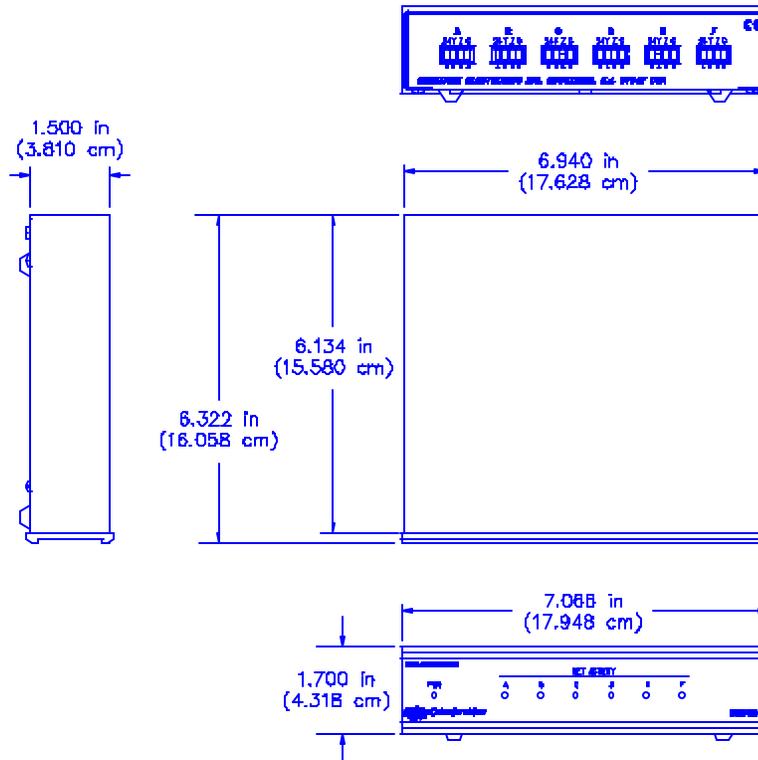
### CNXHUB Ports

All six ports (labeled A–F) are on the rear panel of the CNXHUB. Attach wiring per latest revision of either the Network Interconnection Drawing (Doc. 5411) or the Mini Network Interconnection Drawing (Doc. 5819). The Crestron or CAT 5 cables can be secured to the six supplied mini-phoenix connectors which can be plugged into the CNXHUB ports.

### CNXHUB Indicators

Seven LED indicators are located on the front panel of the CNXHUB. The **PWR** (Power) LED illuminates when power is supplied to the CNXHUB. The six **NET ACTIVITY (A–F)** LEDs illuminate when the device on a respective segment transmits data.

#### CNXHUB Physical Views



## Leading Specifications

The table below provides a summary of leading specifications for the CNXHUB. Dimensions and weight are rounded to the nearest hundredth unit.

#### Leading Specifications of the CNXHUB

SPECIFICATION	DETAILS
Power Requirements	24 VDC, Load Factor of 2 Watts
Dimensions & Weight	Height: 1.70 in (4.32 cm) Width: 7.07 in (17.95 cm) Depth: 6.32 in (16.06 cm) Weight: 1.91 lb (0.86 kg)

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



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**NOTE:** This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) these devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation.

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## Preparation for Use

Any Cresnet compatible device can be connected to the CNXHUB when there is a need for a repeater, splitter, and wiring block. Other than making the power connection last, complete the connections in any order. The CNXHUB connectors support various cable types. A single Crestron cable can be used or up to two CAT 5 cables can be accommodated by the connector. If you are using Crestron cable, refer to the latest revision of the Network Interconnection Drawing (Doc. 5411). When making category 5 wire connections, refer to the latest revision of the Cresnet Mini Network Cat 5 Interconnect Data Sheet (Doc. 5819).

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## Problem Solving

### Troubleshooting

The table following this paragraph provides corrective action for possible trouble situations. If further assistance is required, please contact a Crestron technical support representative.

#### *CNXHUB Troubleshooting*

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
PWR LED does not illuminate.	CNXHUB is not receiving power.	Confirm that the CNXHUB is securely attached to a Cresnet compatible power supply.
Segment LED does not illuminate.	Segment is improperly wired.	Verify wiring connections: proper connector is used, cable in intact, and connections are secure.
	Device attached to segment is not properly identified in SIMPL Windows.	Use Viewport (F4) to verify that SIMPL Windows program recognizes device.
	Other segment is improperly wired.	Remove all segment connections except for segment attached to control system and segment for which the LED is not illuminating.
Network not working and only one LED is illuminated.	Wiring problem.	Disconnect segment that resulted in illuminated LED and correct wiring.

## Further Inquiries

If after reviewing this Operations Guide for the CNXHUB, you cannot locate specific information or have questions, please take advantage of Crestron's award winning technical support team by calling:

- In the US and Canada, call Crestron's corporate headquarters at 1-888-CRESTRON [1.888.273.7876] or 1.201.767.3400.
- In Europe, call Crestron International at +32.15.730.974.
- In Asia, call Crestron Asia at +852.2341.2016.
- In Latin America, call Crestron Latin America at +525.574.15.90.

For local support from exclusive Crestron factory-trained personnel call:

- In Australia, call Soundcorp at +613.941.61066.
- In New Zealand, call Amber Technologies at +649.410.8382.

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## Return and Warranty Policies

### Merchandise Returns / Repair Service

1. No merchandise may be returned for credit, exchange, or service without prior authorization from CRESTRON. To obtain warranty service for CRESTRON products, contact the factory and request an RMA (Return Merchandise Authorization) number. Enclose a note specifying the nature of the problem, name and phone number of contact person, RMA number, and return address.
2. Products may be returned for credit, exchange, or service with a CRESTRON Return Merchandise Authorization (RMA) number. Authorized returns must be shipped freight prepaid to CRESTRON, Cresskill, N.J., or its authorized subsidiaries, with RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. CRESTRON reserves the right in its sole and absolute discretion to charge a 15% restocking fee, plus shipping costs, on any products returned with an RMA.
3. Return freight charges following repair of items under warranty shall be paid by CRESTRON, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

### CRESTRON Limited Warranty

CRESTRON ELECTRONICS, Inc. warrants its Cresnet products, denoted by a "CN" prefix model number, to be free from manufacturing defects in materials and workmanship for a period of three (3) years from the date of shipment to purchaser. Disk drives and any other moving or rotating mechanical parts are covered for a period of one (1) year. CRESTRON warrants all its other products for a period of one year from the defects mentioned above, excluding touchscreen display components which are covered for 90 days. Incandescent lamps are completely excluded from Crestron's Limited Warranty. CRESTRON shall, at its option, repair or replace any product found defective without charge for parts or labor. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty.

CRESTRON shall not be liable to honor warranty terms if the product has been used in any application other than that for which it was intended, or if it has been subjected to misuse, accidental damage, modification, or improper installation procedures. Furthermore, this warranty does not cover any product that has had the serial number altered, defaced, or removed.

This warranty shall be the sole and exclusive remedy to the purchaser. In no event shall CRESTRON be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. CRESTRON makes no other warranties nor authorizes any other party to offer any warranty, expressed or implied, including warranties of merchantability for this product. This warranty statement supersedes all previous warranties.

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