

Installation and Operation Guide

It's Under Control®

RK10

In-Wall Controller



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FEDERAL COMMUNICATIONS COMMISSION NOTICE

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 the 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.

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.
2. This device must accept any interference received including interference that may cause undesired operation.



Contains FCC ID: I4L-MS6877

Contains IC (Canada) ID: 3715A-MS6877



117 612 914

DECLARATION OF CONFORMITY (DOC)

The Declaration of Conformity for this product can be found on the RTI website at: www.rticorp.com/declaration

SAFETY SUGGESTIONS

Read Instructions. Read all safety and operating instructions before operating the unit.

Retain Instructions. Keep the safety and operating instructions for future reference.

Heed Warnings. Adhere to all warnings on the unit and in the operating instructions.

Follow Instructions. Follow operating instructions and instructions for use.

Heat. Keep the unit away from heat sources such as radiators, heat registers, stoves, etc., including amplifiers that produce heat.

Power Sources. Connect the unit only to a power supply of the type described in the operating instructions, or as marked on the unit.

Power Cord Protection. Route power supply cords so that they are not likely to be walked on or pinched by items placed on or against them, paying particular attention to the cord plugs at power receptacles and at the point at which they exit from the unit.

Water and Moisture. Do not use the unit near water—for example, near a sink, in a wet basement, near a swimming pool, near an open window, etc.

Object and Liquid Entry. Do not allow objects to fall or liquids to be spilled into the enclosure through openings.

Cleaning. The unit should be cleaned only as recommended in the operating guide.

Servicing. Do not attempt any service beyond that described in the operating instructions. Refer all other service needs to qualified service personnel.

Damage Requiring Service. The unit should be serviced by qualified service personnel when:

- The power supply cord or the plug has been damaged.
- Objects have fallen or liquid has been spilled into the unit.
- The unit does not appear to operate normally or exhibits a marked change in performance.

WARNING!

**TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK,
DO NOT EXPOSE THE UNIT TO RAIN OR MOISTURE.**

LIMITED WARRANTY

Remote Technologies Incorporated warrants its products for a period of one (1) year (90 days only for included battery packs) from the date of purchase from Remote Technologies Incorporated or an authorized Remote Technologies Incorporated distributor.

This warranty may be enforced by the original purchaser and subsequent owners during the warranty period, so long as the original dated sales receipt or other proof of warranty coverage is presented when warranty service is required.

Except as specified below, this warranty covers all defects in material and workmanship in this product. The following are not covered by the warranty:

Damage resulting from:

1. Accident, misuse, abuse, or neglect.
2. Failure to follow instructions contained in this Guide.
3. Repair or attempted repair by anyone other than Remote Technologies Incorporated.
4. Failure to perform recommended periodic maintenance.
5. Causes other than product defects, including lack of skill, competence or experience of user.
6. Shipment of this product (claims must be made to the carrier).
7. Being altered or which the serial number has been defaced, modified or removed.

Remote Technologies Incorporated is not liable for any damages caused by its products or for its failure of its products to perform, including any lost profits, lost savings, incidental damages, or consequential damages.

Remote Technologies Incorporated is not liable for damages based upon inconvenience, loss of use of the product, loss of time, interrupted operation, commercial loss, any claim made by a third party or made by you for a third party.

Remote Technologies Incorporated's liability for any defective product is limited to repair or replacement of the product, at our option.

If your RK10 In-Wall Controller needs service, please contact Remote Technologies Incorporated by telephone, fax or E-mail for return information.

Please do not return products to Remote Technologies Incorporated without return authorization.

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CHAPTER 1 | WELCOME

Thank you for purchasing the RK10 In-Wall Controller!

Some applications require more than just the standard level of control, and the RK10 Universal Controller answers the call. With a big, beautiful touchscreen display and the horsepower of an Intel® Atom processor, it combines the power of a PC with the reliability and ease-of-use of a control system. Flexible mounting options allow the RK10 to be flush or surface mounted on a wall, as well as attached to standard VESA (Video Electronics Standards Association) style display mounts. Extensive control and communication capabilities include built-in wired and wireless Ethernet, and direct RS-232 control. Designed for sophisticated installations that require a touchpanel with the size and power to take command of a room's environmental technology, the RK10 also possesses the style and user-friendliness required to fit any type of setting.

The RK10 can be used as a stand-alone device or as a part of an expandable central control system. When used with the available RTI accessory devices, the RK10 is capable of infrared routing, relay control, power sensing, and two-way RS-232 communications for advanced control. In any situation, from simple to complex, the RK10 provides the perfect level of control.

SOFTWARE REQUIREMENTS

The recommended minimum system requirements needed to run the *Integration Designer*® software are as follows:

- Windows XP®, Windows Vista®, Windows 7® or later version of Microsoft operating system.

CHAPTER 1 | WELCOME

UNPACKING AND INSPECTION

After unpacking your new RK10 In-Wall Controller, save all of the packing materials in case you ever have to ship the unit.

Thoroughly inspect the RK10 and packing materials for signs of damage. Report any damage to the carrier immediately. Report any equipment malfunctions to Remote Technologies Incorporated or an authorized Remote Technologies Incorporated distributor.

PRODUCT CONTENTS

Contents within the box include the following items:

- One (1) RK10 In-Wall Controller (Gloss White)
- One (1) Faceplate assembly
- One (1) Power supply (24VDC/2Amp)
- One (1) Cut-out template.
- One (1) Drywall mounting kit (2 brackets/ 4 screws).
- Two (2) RJ-45 to DB-9 adapter cable for RS-232 communication.
- One (1) Stylus
- One (1) Operation and installation guide.

CHAPTER 2 | INTRODUCTION

FEATURES

The RK10 provides superior quality and reliability as well as these features:

- Stylish low-profile faceplate available in black and white with a gloss finish.
- Full color 10.2" TFT LCD (1024x600) with integrated touchscreen.
- Fanless PC architecture incorporating powerful Intel® Atom™ processor N270 1.6GHz CPU and 1GB of RAM.
- Runs Windows® Embedded Standard OS.
- Network connectivity via an integrated gigabit Ethernet port and 802.11b/g wireless LAN module.
- Built-in IP camera with digital microphone and two speakers.
- May be installed in a wall or rear panel provides VESA compliant screw holes for mounting bracket applications.
- Completely customizable and programmable.
- Equipped with two RS-232 ports for direct one-way RS-232 communication, without an RTI control processor.
- Capable of two-way RS-232 control when used with certain RTI control processors.
- 4GB of non-volatile Flash memory stores your program even when power is lost.
- Field upgradable firmware.
- USB and Ethernet programming.

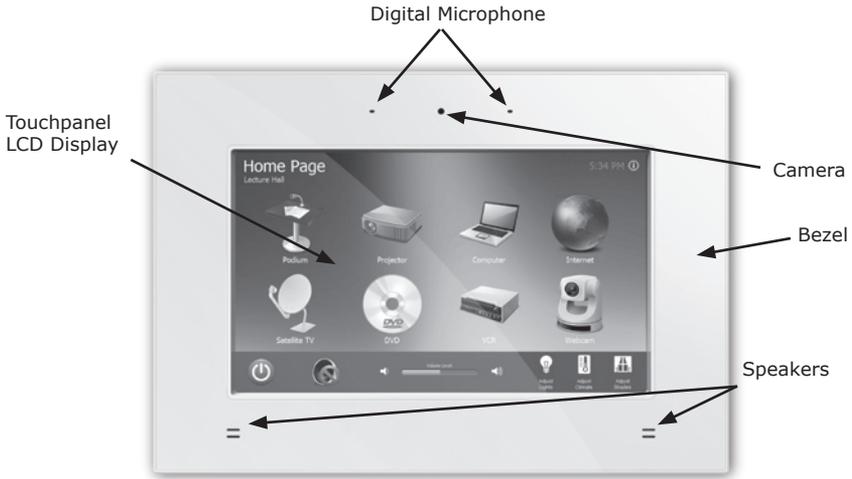
IMPORTANT NOTES

Please read these important notes about the RK10:

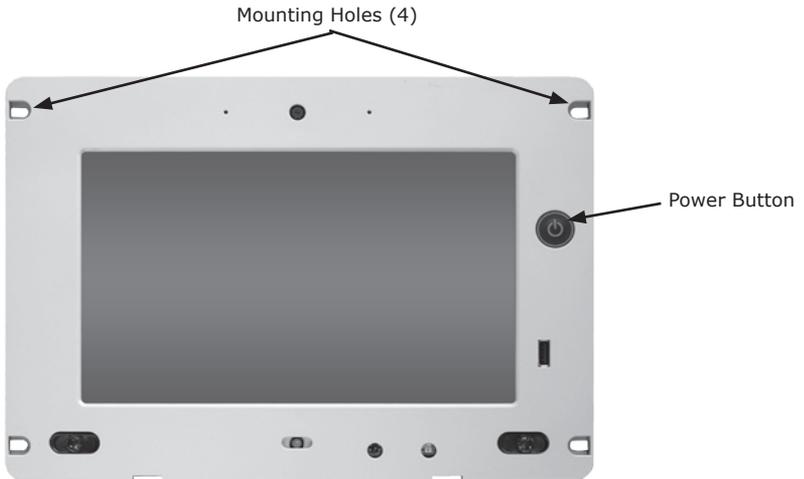
- The RK10 should be placed in an area where it is around normal room temperature (between 60° F to 90° F). If the temperature is too hot, the display appears dim. If the temperature is too cold, the display appears dark and may respond slowly.
- Avoid installing the RK10 in a location where it can come in contact with direct sunlight.
- Do not install the RK10 directly adjacent to thermostats. Heat generated by the RK10 may affect temperature measurement.
- Do not use sharp objects on the touchscreen. It is designed to operate with a touch of your finger.
- Do not let the RK10 get wet. It should not be handled with wet hands or placed in an area where it could get wet.
- Do not subject the RK10 to smoke, dust, or vibrations. The display may be damaged from excessive shock or vibration.
- Only use the power supply that is specified for the RK10. Using the wrong type of power supply may result in damage.
- Do not disassemble the unit. Service of the RK10 should be performed by authorized personnel only.

CHAPTER 2 | INTRODUCTION

RK10 REFERENCE



Front - Bezel On



Front - Bezel Off

RK10 REFERENCE

VESA Mount Screw Holes (8)

Compact Flash® (CF) Memory Slot Cover



Rear View

Cooling Vents



Top View



Side View

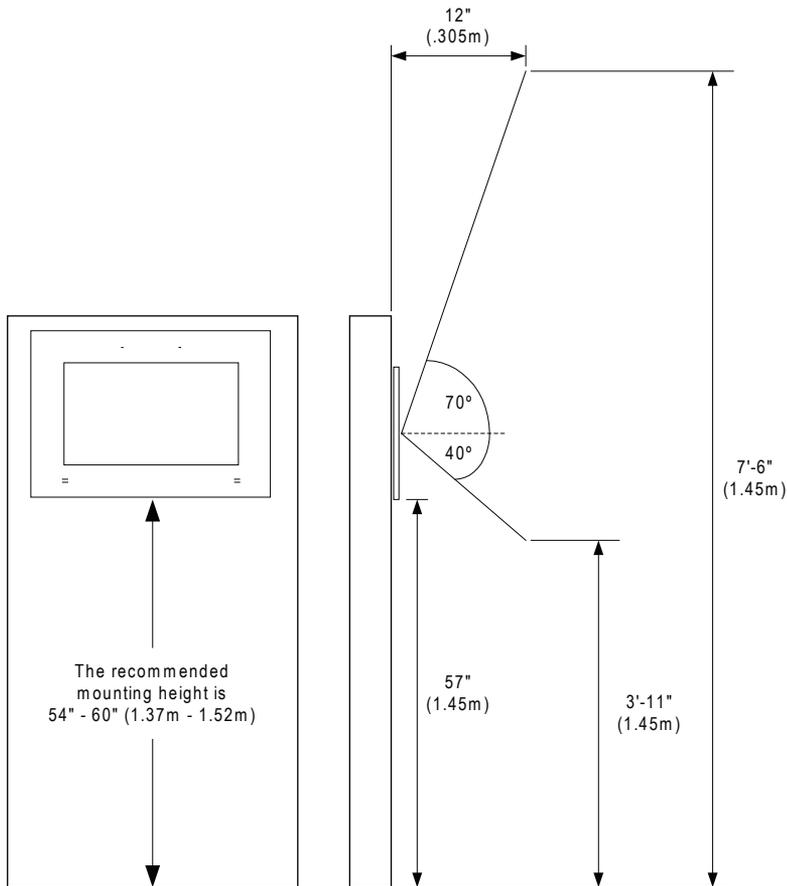
NOTE: See chapter 3 for a **bottom view** showing all of the wiring connections on the RK10.

CHAPTER 3 | INSTALLATION

The RK10 is designed for flush-mount installations in walls or cabinets. In a retrofit installation use the supplied Drywall Mounting Brackets. For new construction, a metal back box is available separately. The RK10 also has a VESA compliant screw pattern that allows the unit to be installed using a wall mount or swing arm.

MOUNTING HEIGHT

The recommended mounting height for the RK10 is between 54" (1.37m) and 60" (1.52m) from the bottom of the faceplate.



RK10 side view: Viewing angle at 57"

CHAPTER 3 | INSTALLATION

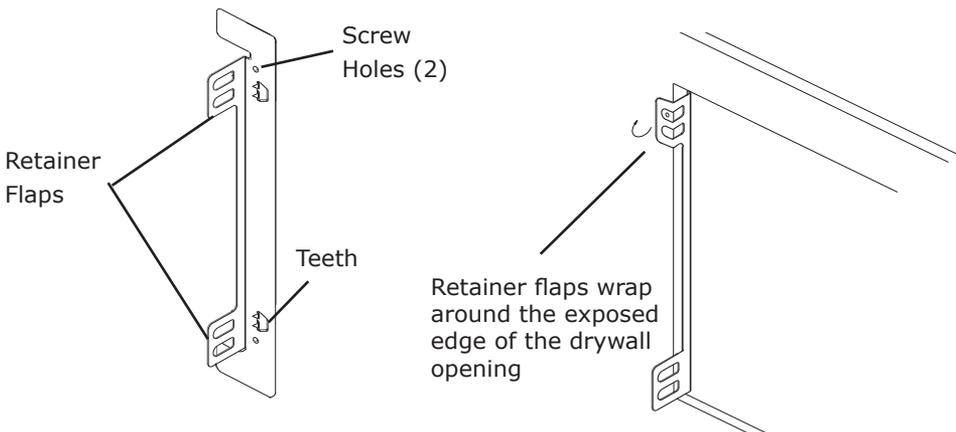
DRYWALL/RETROFIT INSTRUCTIONS

- 1) Decide on the installation location of your RK10 In-Wall Touch Panel between wall studs, leaving at least one inch for the Drywall Mounting Brackets.

Important Note: In-wall installations require an available mounting depth of 1.6 inches (41mm) from the front surface of the wall. Make sure the location you choose is clear of high-voltage wiring, piping or other obstructions.

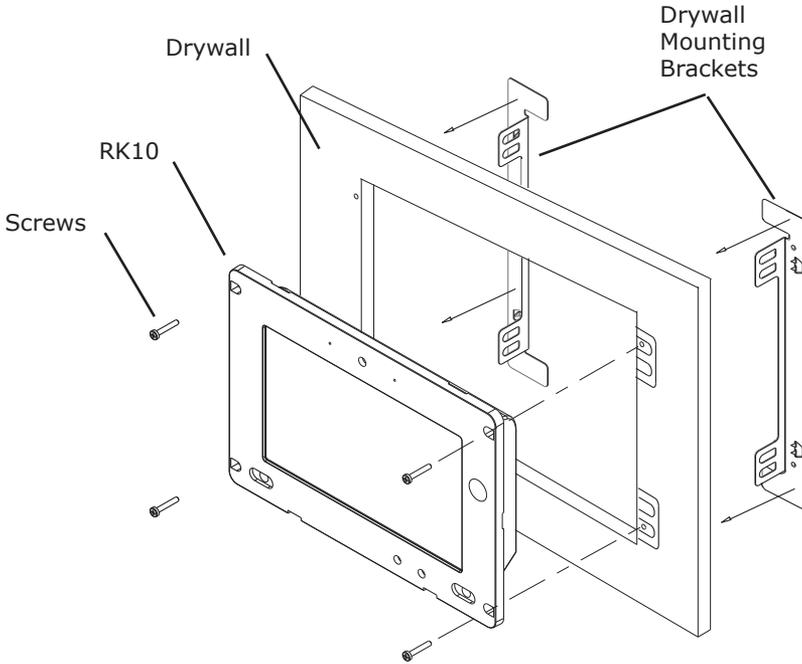
- 2) Position the cut-out template on the wall and tape into place.
- 3) Cut-out drywall following the inside edge of the template and drill four 3/16" (5mm) holes where indicated on the template.
- 3) Place one of the Drywall Mounting Brackets inside the opening in the wall along the left or right side and align the bend in the bracket with the inside edge of the drywall. The flat side of the bracket (with the screw holes) should be against the inside of the drywall and the retainer flaps should be protruding out of the hole.
- 4) Holding the bracket firmly against the drywall, fold the retainer flap toward the drywall on to the outside (visible side) of the drywall, wrapping the bracket around the exposed edge of the drywall.
- 5) Repeat steps 3-4, for the other side of the drywall opening.
- 6) Remove RK10 bezel and make the required electrical connections to the bottom of the unit.
- 7) Set the RK10 into the opening in the drywall, install the four included screws through the front of the RK10, the dry wall and into the tapped screw hole in the Drywall Mounting Bracket.
- 8) Press the power button on the front of the unit and snap the bezel into place.

RK10 Drywall Mounting Bracket



CHAPTER 3 | INSTALLATION

DRYWALL/RETROFIT DIAGRAM



VESA MOUNT INSTRUCTIONS

The RK10 is VESA (Video Electronics Standards Association) compliant and can be mounted on a mounting arm with a 75mm or 100mm interface pad.

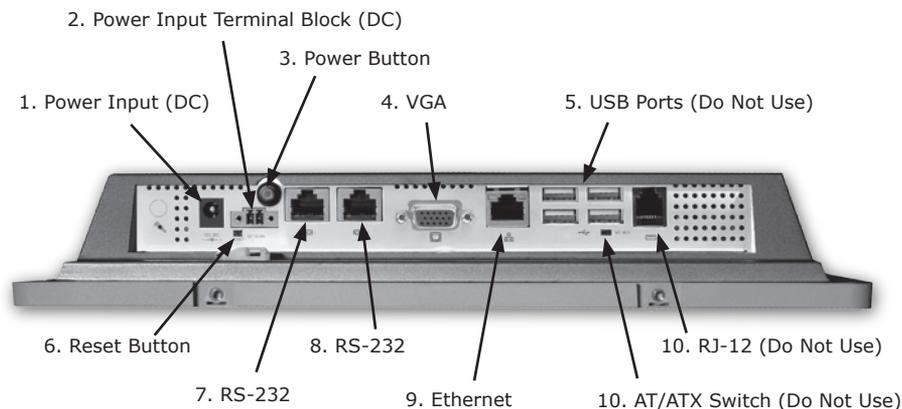
1) The arm is a separately purchased item. Please correctly mount the arm onto the surface it uses as a base. To do this, refer to the installation documentation that came with the mounting arm.

Note: When purchasing the mount/arm please ensure that it is VESA compliant and that it has a 75mm or 100mm interface pad. If the mount is not VESA compliant it cannot be used to support the RK10.

2) Once the mounting arm has been firmly attached to the surface, lift the RK10 onto the interface pad of the mounting arm.

CHAPTER 3 | INSTALLATION

CONNECTIONS



RK10 Bottom View

1. Power Input (DC) - (see Chap. 4)

The RK10 can be powered using a 12VDC/4Amp power supply.

2. Power Input Terminal Block (DC)

The RK10 can be powered using the supplied 24VDC/2Amp Power Supply wired to the Power Input Terminal Block screw down terminals. See Chapter 4 for more information.

Note: This is the **recommended method** of powering the RK10.

3. Power Button

This button toggles the power on the RK10.

4. VGA Video Output - DO NOT USE

This DB15 jack is not supported.

5. USB 2.0 Ports (4) - DO NOT USE

These USB ports are not recommended for use. Please use the USB on the front of the RK10 to download the programming into the unit.

CHAPTER 3 | INSTALLATION

6. Reset Button

This button reboots the operating system on the RK10.

7 & 8. RS-232 Ports

This port can be used to control devices using one-way RS-232 communication which is configured in the Integration Designer® programming software. Plug the included RJ-45 to DB9 Adapter Cable into the RJ-45 jack. A serial cable wired to the device being controlled is plugged into the adapter cable.

Important Note: The pinout of the RJ-45 port used for RS-232 on the RK10 may not be the same as the pinout on other RTI control processors and other products.

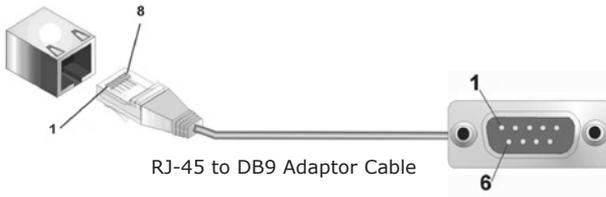
RJ-45 to DB-9 Cable Pinout

RJ-45 Pin#

- 1 - DCD
- 2 - DSR
- 3 - RX
- 4 - RTS
- 5 - TX
- 6 - CTS
- 7 - DTR
- 8 - RI
- 9 - GND

DB9 Pin#

- 1 - DCD
- 2 - RX
- 3 - TX
- 4 - DTR
- 5 - GND
- 6 - DSR
- 7 - RTS
- 8 - CTS
- 9 - RI



9. Ethernet - 10/100/1000Base-T

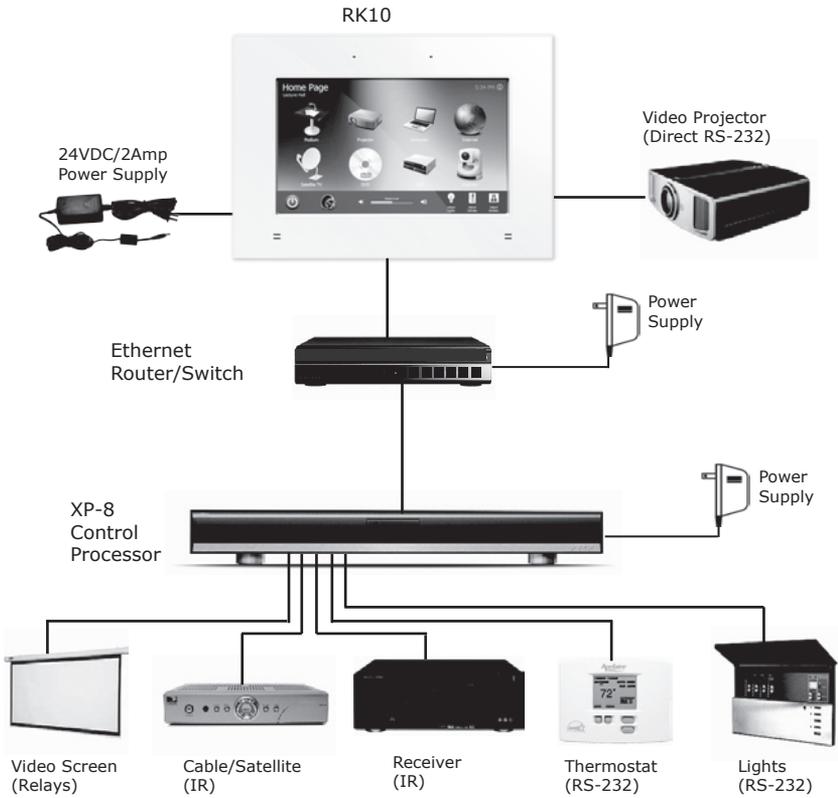
The RK10 gigabit Ethernet port is used for control, accessing the Internet and for downloading RTI program files.

Note: The RK10 also has an integrated 802.11 b/g wireless LAN module for wireless Ethernet.

10. RJ-12 Jack - DO NOT USE

This RJ-12 jack is not supported.

RK10 INSTALLATION EXAMPLE



CHAPTER 4 | OPERATION

GETTING STARTED

POWERING THE RK10

Power Input Terminal Block (DC) - *Recommended Method*

The RK10 can be powered using the supplied 24VDC/2Amp Power Supply wired to the screw down terminals.

Wire Size

16 AWG

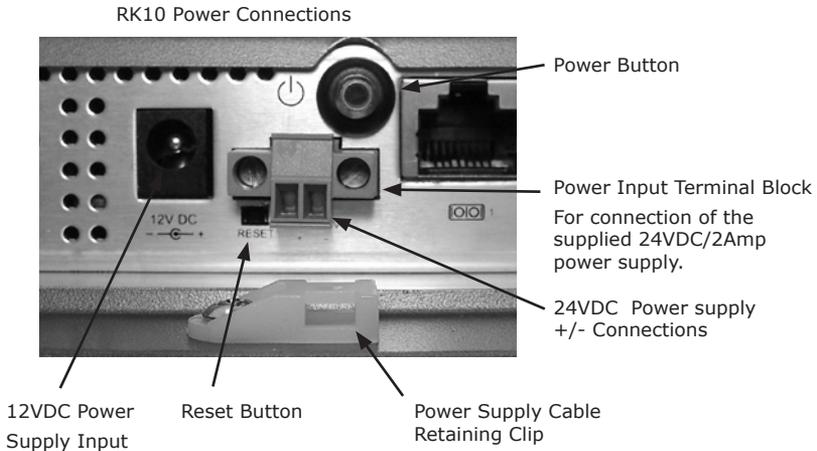
Distance

328' (100m)

OR

Power Supply Input (DC)

The RK10 can be powered using a 12VDC/4Amp power supply.



The RK10 is turned-on by pressing one of the power buttons located on the bottom or front of the unit.

After power is applied, the RK10 will take approximately thirty seconds to load the operating system, the application software, and the user program. This long delay only occurs from a power down state. During normal use the RK10 turns-on instantly from its sleep mode.

After timing out and going into idle mode, the RK10 is activated by touching any area of the touchpanel display.

CHAPTER 4 | OPERATION

UPDATING SOFTWARE/FIRMWARE

DOWNLOADING THE RTI DATA FILE INTO THE RK10 – The RTI data file (Integration Designer system file) can be downloaded to the RK10 via hard-wired or wireless Ethernet and using a USB Flash memory stick.

- **Hard-wired Ethernet:** If the RK10 is hard-wired to a local network and the router has DHCP enabled, the initial data file and subsequent updates to the data file can be made over Ethernet.
- **Wireless Ethernet:** Once the initial data file has been downloaded to the RK10 with the network settings that will allow the RK10 to connect to the LAN wirelessly, subsequent updates to the data file can be made using wireless Ethernet.
- **USB Flash Memory Stick:** The user will have the option to send the data file to a USB Flash memory stick from the "Communications>Send to Device" menu in Integration Designer®. Next, plug the Flash memory stick into the USB slot on the front of the RK10. The RK10 will automatically update itself with the new data file. This technique is provided as a way to update the RK10 when a LAN connection is not possible.



USB Flash Memory Stick
(Not Included)

RK10 FIRMWARE UPDATES – New firmware releases will be on the RTI website as an RK10Update.zip file. This file should be placed on a USB Flash memory stick (DO NOT UNZIP THE FILE) and inserted into the USB port on the front of the RK10.

Important Note: A minimum of three reboots will occur. Do not remove the USB memory stick or reset the power on the RK10 during this process. To insure the update process has finished, the user should wait till the system loads the system file and sits idle for at least 1 minute before attempting to use the RK10.

INSTALLING PLUG-INS AND COMMITTING CHANGES – It is possible to install web browser plug-ins, such as the Adobe® Flash® Player. These plug-ins will be accessible immediately, however, they must be "committed" (saved) before they will be permanently installed on the RK10. If the changes are not committed they will be lost on the next power cycle. The Commit command can be found in the Integration Designer Library Browser under the Objects tab. It is a control command that can be placed on any button. Once the installer has committed the changes, he should remove the button containing the Commit command to prevent the end-user from saving changes.

Important Note: The installer should only "commit" changes after they have verified that no issues, such as lockups or error messages, have been introduced.

CHAPTER 4 | OPERATION

THE TOUCHSCREEN DISPLAY

The RK10 touchscreen display is organized into a series of pages. Each page is programmed with objects (buttons, text, graphics, etc.) that are related in some way. For instance, they may all display information necessary for controlling a particular DVD player.

By default, the RK10 has one Home page—all other pages are normally accessed from links on the Home page. In addition, any page can contain buttons with a link to any other page. Normally the Home page is used to display the names of the A/V sources and other devices being controlled. The RK10 will support a maximum of 200 pages including the Home page.



THE WEB BROWSER

The RK10 includes Microsoft Internet Explorer® for web browsing on the internet. Although most website content is compatible with the RK10, please note that plug-ins such as JAVA® and Adobe® Flash®, streaming video, and persistent cookies are not pre-installed (see previous section on installing plug-ins).

A graphical representation of a keyboard will popup on the display when the address bar is selected, or using the "OSK" (On Screen Keyboard) control command programmed on to a button in Integration Designer. This command is found in the Objects section of the library browser under RK10 Objects. The keyboard can be dragged around the display by using its title bar. It can be dismissed by touching anywhere on the display that is outside of the keyboard.



CHAPTER 4 | OPERATION

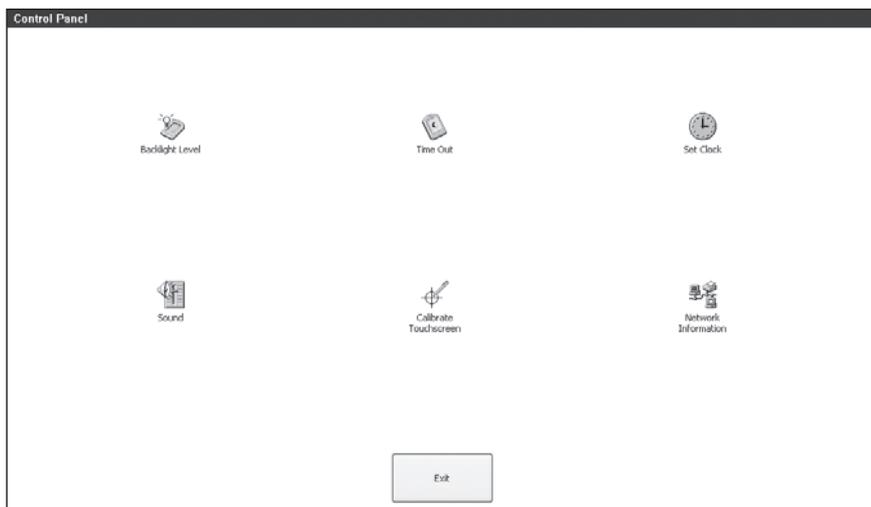
THE CONTROL PANEL PAGE

To access the Control Panel page of the RK10, assign a "Control Panel" page link to a button using the *Integration Designer*® software.

Note: It is **not** possible to access the Control Panel by resetting the RK10 and pressing the touchscreen.

To return to the user program, press Exit.

A representation of the Control Panel page is shown below:

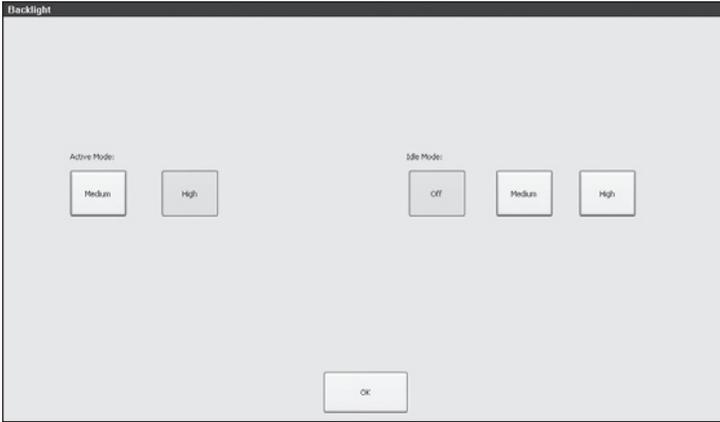


CHAPTER 4 | OPERATION

BACKLIGHT LEVEL

This button displays a window that allows you to adjust the backlight brightness.

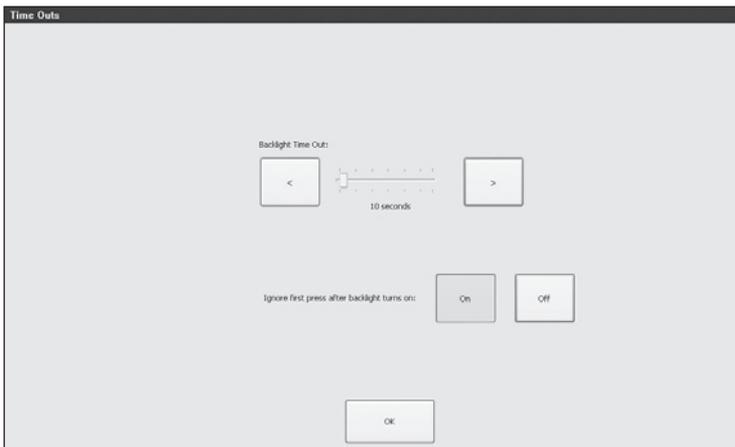
Select the backlight level for the RK10 idle and active (in use) states. Press the OK button when finished.



TIME OUT

This button displays a window that allows you to adjust the amount of time the unit stays awake after the last button press. The time is variable from 1 second to 120 seconds (the default is 10 seconds). Press the arrows to the left or right of the Time Out setting to adjust the time.

If the backlight is programmed to turn off in idle mode, it is a good idea to ignore the initial press of the touchscreen that turns the backlight on. This will prevent unwanted button activations from occurring (since you may not see what you're pressing on the touchscreen when the backlight is off). Select On to ignore the first press, or Off to accept the first press. Press the OK button when finished.

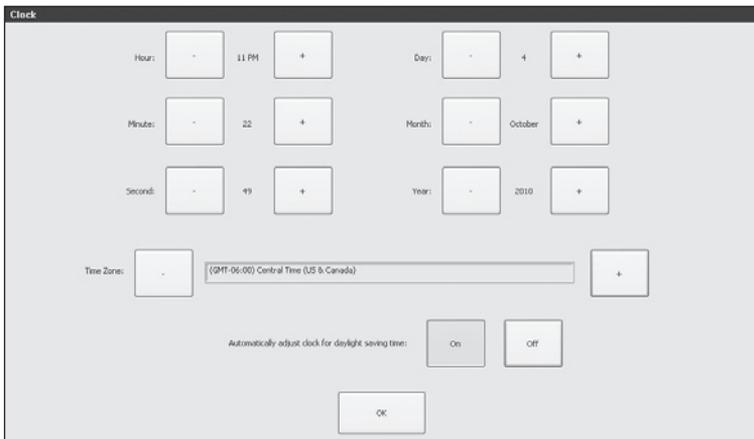


CHAPTER 4 | OPERATION

SET CLOCK

This button displays a window that allows you to adjust the settings for the built-in real time clock and calendar. You may never need to adjust these settings manually since the RK10 will automatically sync with an internet NTP server when connected.

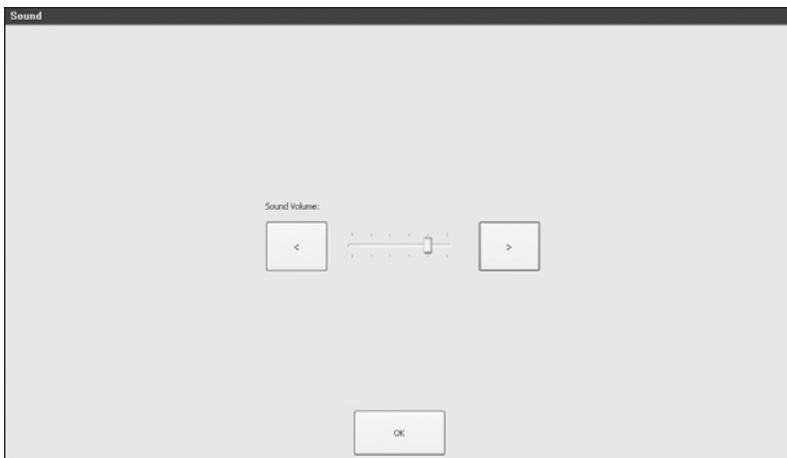
Press the OK button when finished.



SOUND

This button displays a window that allows you to adjust the volume of the audible speaker. The speaker sound provides feedback that a button was pressed. Press the arrows to the left or right to adjust the volume. There are six discrete volume settings. The lowest setting disables the speaker.

Press the OK button when finished.



CHAPTER 4 | OPERATION

CALIBRATE TOUCHSCREEN

This button runs a routine that allows you to calibrate the touchscreen. Since it normally should not be necessary to calibrate the touchscreen, this routine is included as a precaution only.

Note: Do not attempt to calibrate the touchscreen with your fingertip. Proper calibration requires a stylus or other fine tip. Do not use metal objects such as ball point pens or screwdrivers that can damage the surface of the touchscreen.

Press the Calibrate button to continue.



Follow the directions on the display to complete the calibration process.

NETWORK INFORMATION

This button displays a window that allows you to view the Ethernet network information. All networking is configured within the Integration Designer Programming Software. This is mainly for troubleshooting purposes.

Press the OK button when finished.



CHAPTER 4 | OPERATION

CLEANING

Occasional cleaning may be required, depending on use. It is recommended that you create a "Clean" button somewhere on the Home page of the RK10. This button should link to a page that does not contain commands or macros that could be inadvertently executed while cleaning the unit.

To clean your RK10, lightly dampen a lint-free cloth with a glass cleaner or mild detergent, and wipe the touchscreen and surrounding display bezel.

CHAPTER 5 | SPECIFICATIONS

Power	+12VDC to +28VDC, 2A max
Power Management	Adjustable backlight brightness/power down time
Touchscreen Display	High-brightness color TFT LCD, (1024x600 pixels) with 262K colors, 400:1 contrast ratio, integrated high-resolution resistive touchscreen
Display Size	10.2 in (259mm) diagonal
Backlights	Dual CCFL, 400nit
Wireless Ethernet	802.11b/g
Ethernet Port	RJ-45, Gigabit Ethernet
RS-232 Ports	Two (2) RJ45, RS-232 Communication
Camera	300K Pixel, digital
Operating Temperature	+32°F to +122°F (0°C to +50°C)
Operating Humidity	5% to 95% Non-condensing
Total System Memory	4GB Flash (non-volatile) memory, 1GB 533MHz DDR2 RAM
Device Capability	Total number of devices is limited only by memory
Macro Capability	Steps in a single macro limited only by memory Total number of macros is limited only by memory
USB Ports	Five (5) USB 2.0 ports (1 front, 4 rear)
Enclosure	ABS plastic / metal
Front Plate	ABS plastic, white or black
Mounting	Screws through front bezel (drywall mounts), or VESA compliant mounting holes
Dimensions (W x H x D)	12.3in (313mm) x 8.7in (222mm) x 2.0in (53mm)
Installation Cut-Out (H x W)	11.0in (279mm) x 7.5in (190mm)
Total Depth in Wall	1.6in (41mm)
Weight	2.2lbs (1kg)
Warranty	One Year (Parts & Labor)

All specifications subject to change without notice.

CHAPTER 6 | TROUBLESHOOTING

If you are having problems with your RK10 In-Wall Controller, please read the information below before contacting technical support.

If you continue to have problems, see Chapter 7 for more information on contacting RTI technical support.

DISPLAY IS DIM, BLANK OR UNREADABLE

- Make sure the external power supply is properly secured to the RK10, and it is functioning properly.
- Try adjusting the backlight level from the Control Panel page (Refer to Chapter 4 for more details).
- By nature, the contrast of an LCD screen changes with temperature, so if the display is cold it will appear dark and will return to normal as it warms.

IR CODE PROBLEMS

The RK10 cannot control devices with IR directly, it must be used along with an RTI control processor for IR control.

- Try adjusting the IR code "Minimum Repeats" value in the *Integration Designer*® programming software.
- Try a different set of IR codes.
- Try adjusting the output strength on the RTI control processor or IR connecting block.
- Try a new or "known good" IR emitter.
- If the IR code is executed inside a macro that contains multiple IR codes, try inserting a small time delay before the problem code. If there already is a delay, try increasing it.

RS-232 CONTROL PROBLEMS

- Verify that you are using the RJ-45 to DB9 adapter cable that is included with the RK10. See Chapter 3 for pinout diagram.
- Verify you have the output port selected correctly in the *Integration Designer*® programming software.
- Verify your RS-232 string is correct. Check the documentation from the manufacturer of device being controlled.
- Check whether you need a null modem adapter/cable.
- RS-232 should not be extended beyond 50-75feet. If you must go further, you may need an RS-232>RS-485 converter.

CHAPTER 7 | SERVICE AND SUPPORT

For news about the latest updates, new product information, and new accessories, please visit our web site at:

www.rticorp.com

CONTACTING RTI

For general info, you can contact RTI at:

Tel. (952) 253-3100

Fax (952) 253-3131

info@rticorp.com

RTI TECHNICAL SUPPORT

At RTI, customer service and satisfaction is an utmost priority. If you are encountering any problems or have a question about your RTI product, please contact RTI Technical Support for assistance.

RTI provides technical support by telephone, fax or e-mail. For the highest quality service, please have the following information ready, or provide it in your fax or e-mail.

- Your Name
- Company Name
- Telephone Number
- E-mail Address
- Product model and serial number (if applicable)

If you are having a problem with hardware, please note the equipment in your system, a description of the problem, and any troubleshooting you have already tried.

If you are having a problem with software, please note what version you have installed, the operating system on your PC, a description of the problem, and any troubleshooting you have already tried.

If you are calling about a software or programming question or problem, please be at you computer when you place your call. This will considerably speed up the troubleshooting process.

For technical support or assistance with your RK10, software, or accessories, contact RTI at:

(952) 253-3137

support@rticorp.com

www.rticorp.com

For questions regarding service or repair of your RK10, contact RTI at:

(952) 253-3136

service@rticorp.com

www.rticorp.com

Please do not return products to RTI without return authorization.

CHAPTER 7 | SERVICE AND SUPPORT

Shipment of RK10 for Service

RTI will pay all labor and material expenses for all repairs covered by this product's warranty. If necessary repairs are not covered by warranty, or if a unit is examined which is not in need of repair, you may be charged for the repairs or examination.

If it is necessary to ship the RK10 In-Wall Controller for service:

- Please pack it securely (we suggest that it be insured).
- Do not include accessories such as power cords or manuals unless instructed to do so.

You must pay any shipping charges incurred in getting your RK10 In-Wall Controller to RTI. RTI will pay reasonable return shipping charges via a carrier of our choice to any destination within the United States if the repairs are covered under warranty.

A copy of the original dated sales receipt must be provided whenever warranty service is required. You will need this receipt to establish the date of purchase.

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