

OS 2.7 FAQ—T3 Series In-Wall Touch Screens



Q) What version of the Control4 OS will be required to operate the new T3 Series Touch Screens?

A) OS 2.7 and above.

Q) Can I use older touch screens in the same project as the new T3 Series Touch Screens?

A) Yes, you can use any combination of the V1 and V2 touch screens in a project with the new touch screens and have fully functional intercom between all models (note that the V1 touch screens do not have a camera and therefore cannot broadcast video during an intercom session). Also note that you must delete your existing intercom agent and replace it with the communications agent in Composer in order for this to work.

Q) Can I install the new T3 Touch Screens into an existing wall box?

A) Yes, the V1, V2, and T3 Touch Screens all use the same wall box. The T3 touch screens use a different mid-box (power box), which is included in the T3 packaging.

Q) What are the dimensions of the touch screens?

A) The dimensions of the 7" in-wall touch screen are 6.9" × 5.0" × 0.53" (175 × 127 × 13 mm)
The dimensions of the 10" in-wall touch screen are 9.4" × 6.5" × 0.53" (239 × 165 × 13 mm)

Q) What is that metal thing that was included in the T3 in-wall packaging?

A) That is a removal tool that is required in the event that you need to remove a touch screen from the wall. Please see the install guide for proper usage.

Q) Do the new T3 touch screens sit on the wall at the same height as the V1/V2 touch screens?

A) No, the new touch screens sit slightly lower than the current models. Make sure you check the wall for desired placement. There is a wall template included with all back boxes for reference.

Q) Do the new touch screens support 5GHz WiFi?

A) No, not at this time.

Q) Do the new touch screens have programmable hard buttons?

A) No, custom buttons are available through software only.

Q) What is the resolution of the new touch screens?

A) All models are 1280x800

Q) Do the new touch screens function as video or audio endpoints?

A) Not at this time.

Q) How do I do a factory reset on the new touch screens?

A) Touch Settings > System Info > Factory Data Reset