

Pro Remote User Guide

Document Number:	009-1410-01
Document Date:	October 2016
Document Supports:	Savant® Pro Remote (REM-1000)

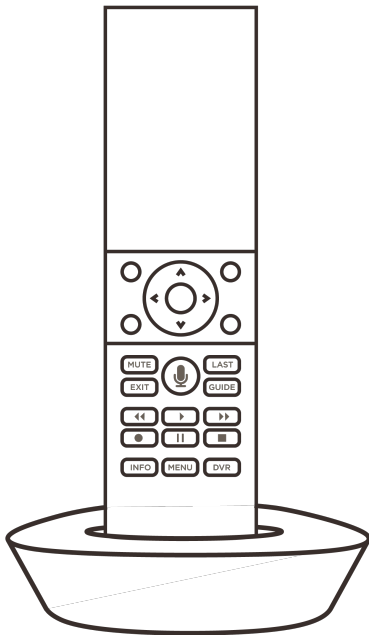


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Welcome to Savant Pro Remote









Welcome to the Savant Pro Remote and Base (REM-1000). This User Guide is an overview of the hardware, software, and how to use the touchscreen to navigate through the various main screens. Read the Pro Remote User Guide in its entirety prior to operating the REM-1000 to control your Savant Pro system.

Networking

- Local Wi-Fi® Network supporting 2.4 GHz (802.11 b/g/n)
- Local Wi-Fi® Network Security – WPA1™, WPA2™, WPA1™ + WPA2™, WEP

Gestures

The Savant Pro Remote User Guide instructs a user to tap, press and hold, and swipe left, right, up or down on the LED screen.

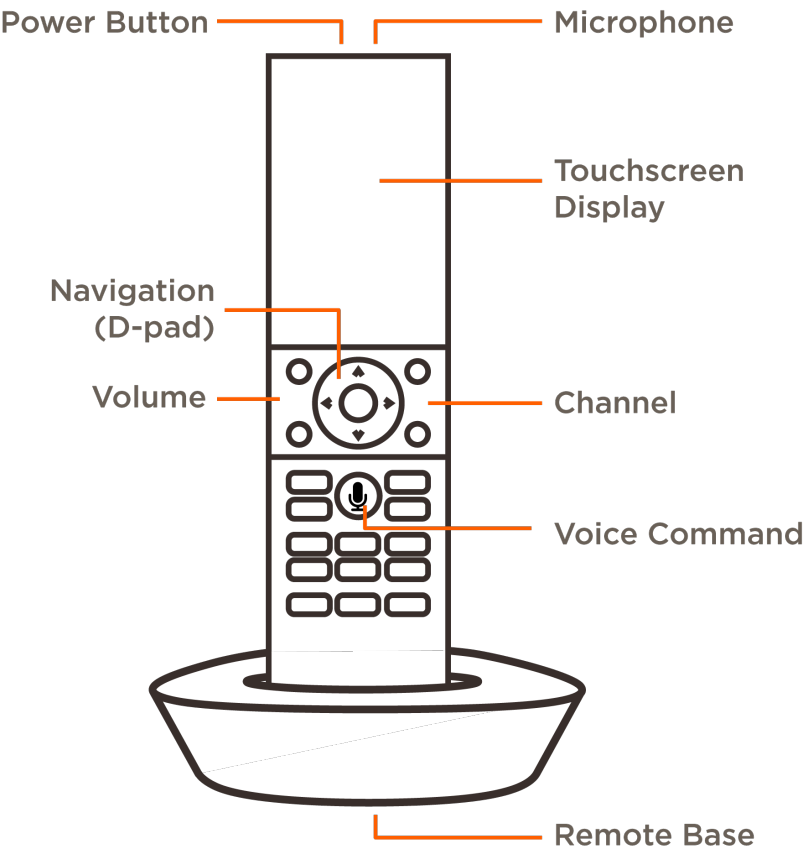
	Tap	Press and release (tap) a button or icon.
	Press and Hold	Press and hold a button or icon on the screen until a pop-up menu or some other feature appears.
	Swipe Right	Press and swipe your finger to the right.
	Swipe Left	Press and swipe your finger to the left.
	Swipe Left or Right	Press and swipe your finger to the left or right.
	Swipe Up	Press and swipe your finger toward the top of the screen.
	Swipe Down	Press and swipe your finger toward the bottom of the screen.
	Swipe Up or Down	Press and swipe your finger up or down.

Customer Support

- For additional assistance with the Savant Pro Remote or other Savant Products, refer to information on the Savant Customer Community -or-
- Call your Integrator for assistance.

1. Hardware Overview

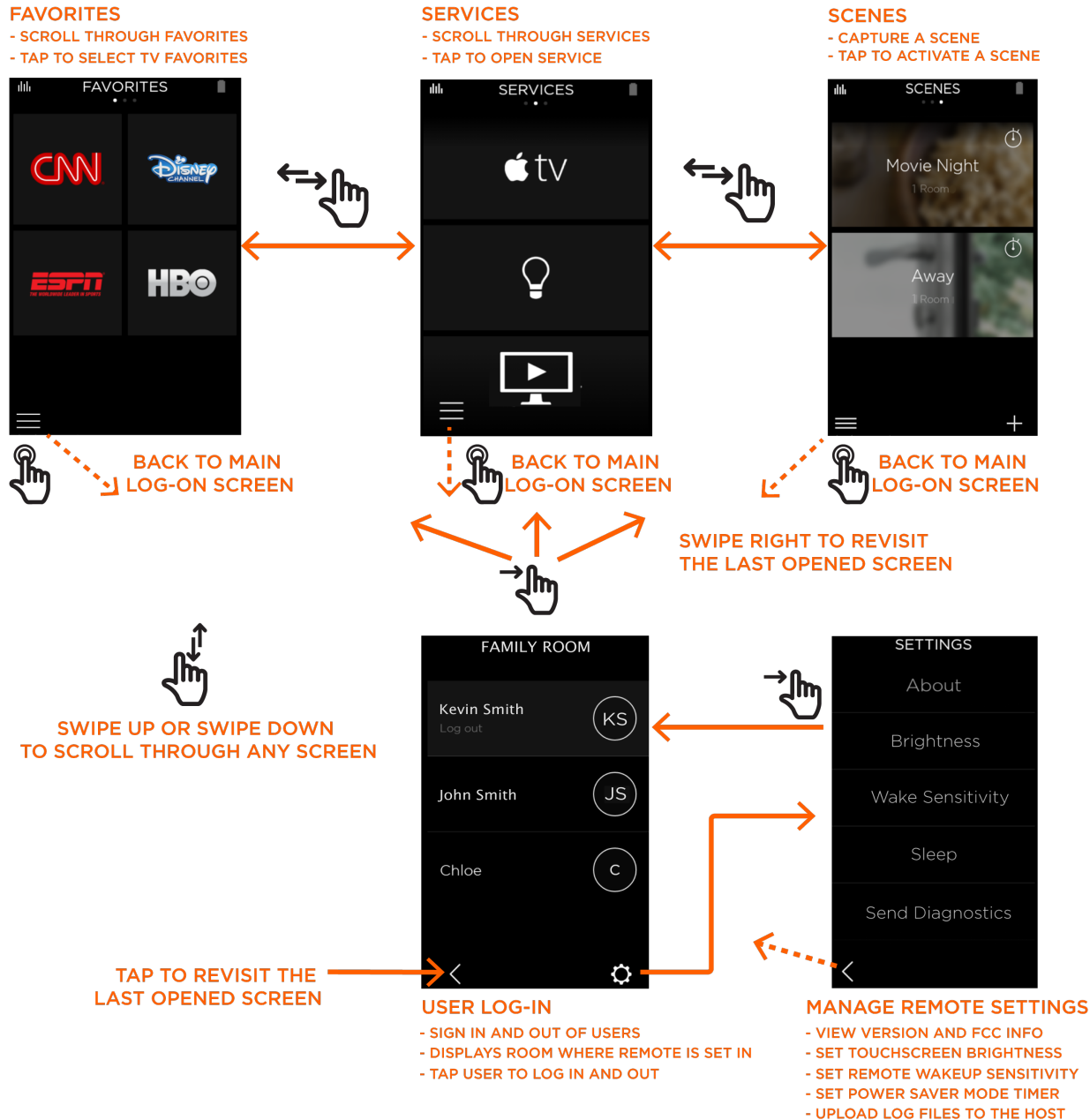
Hardware information and button descriptions are described below.



Power Button	Press/Release	
	<ul style="list-style-type: none">– Powers on the Remote. Remote will take 5-7 seconds before Savant logo appears.– With Remote powered on, the power button will toggle the last used A/V Service on or off.	
Microphone	Press/Hold (5 sec.) – Powers remote Off.	
	Used for voice commands and is positioned behind small hole on top of remote. Important: Do not insert objects into the microphone opening.	
Touchscreen Display	Multi colored LCD display with multiple screens for viewing and control. <ul style="list-style-type: none">– Motion Activated– One touch and swipe operation– Controls for Services	
Volume	Increase or decrease volume of the Service shown on the touchscreen display.	
Channel	Channel up or down the service selected on the touchscreen display (if applicable).	
Navigation (D-pad)	<ul style="list-style-type: none">– Standard up, down, left, and right arrows used for on-screen control.– Press and hold the up/down arrows to page up or down the on-screen menus.– Press Select button to select the highlighted item.	
Voice Command	Activate services, scenes, environmental controls, and various other functions using voice commands. See the Voice Commands section	
Remote Base	Charging Station	Charges the battery when the Remote is set into the Remote Base.
	Wi-Fi®	Communicates with the Savant Pro system over the local Wi-Fi network.
	Bluetooth	Communicates with the Pro Remote using Bluetooth v4.0


2. Introduction to the Pro Remote Screens

The Pro Remote has several main screens. The diagram below shows how to navigate through these screens. Refer to the appropriate section for additional information for each screen.



HELPFUL INFORMATION!

- From the User Log in/Log out screen, tap a User to log out the active user and log in the selected user.
- Swipe right on the User Log in screen to revisit the last viewed screen (SCENES, SERVICES, FAVORITES).
- To traverse the FAVORITES, SERVICES, and SCENES screens, simply swipe left or right.
- Scenes created on the Pro Remote are synced to the Savant Pro 8 App and vice versa.
- Users added in the Savant Pro 8 App are synced to the Pro Remote.
- Swipe up or down to scroll through the fields of any screen.
- The Scenes and Favorites available to each user are the Scenes and Favorites set up for that user. Each user has their own set of Scenes and Favorites to choose from.

 - A device is On and streaming audio, video, or both.

 - Battery Level Indicator.

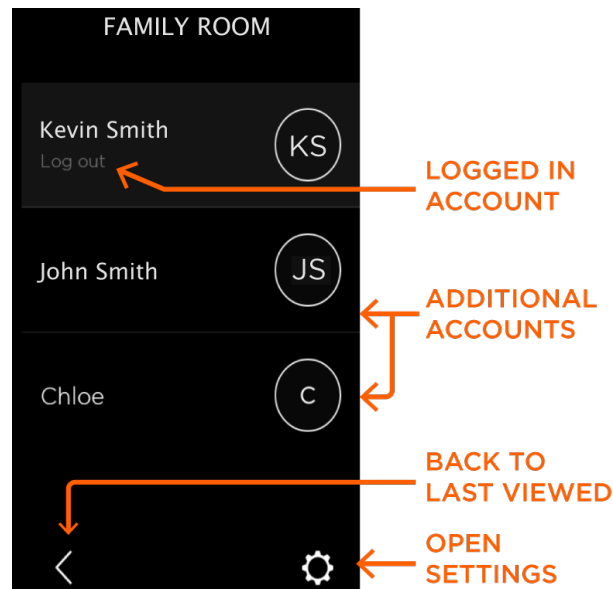
For additional information on each screen, refer to the appropriate sections below.

3. User Log In/Log Out

The Remote's Log in screen is opened when the Remote is first powered on. Any User Accounts created in the Savant Pro 8 App will be synced to and appear on the Remote.

3.1. Users (Configured User Accounts)

After creating a Savant Pro 8 App User account in the existing Savant Pro system, the new user is automatically synced to the Pro Remote (made available). In addition, any other users who were granted access through the Savant Pro 8 App will sync to the Pro Remote as well.



- There are three types of Remote Users (Admin, Household, and Guest). All permissions are set up through the Savant Pro 8 App and synced to the Remote. Refer to the Savant Pro 8 App User Guide on the **Savant Customer Community** for more information on User types.
- The active user (logged in) has the words **Log out** visible just below it. This indicates which is the active user.
- Only one user can be active at a time.
- Swipe right to open the last viewed screen. This will be either the FAVORITES, SERVICES, or SCENES screen.
- Select the ◀ icon to open the last viewed screen. This will be either the FAVORITES, SERVICES, or SCENES screen. The left arrow functions like the swipe right action above.
- To log on, tap the appropriate user. This will automatically log out the active user and log on the selected user.
- To log out, tap the active user and that user is logged out.
- Select the ⚙ icon to open the **SETTINGS** screen.
- The ≡ icon from any other screen (FAVORITES, SERVICES, or SCENES) reverts the user back to the log on screen.



HELPFUL INFORMATION - Savant User (Default User Profile)

If the Savant Pro system that the Remote is being added to does not have an iOS® or Android® device with the Savant Pro 8 App and a Savant Pro 8 App account created, the user available on the Pro Remote defaults to user: Savant User. The Savant User on the Remote has limited access. Basic functions such as adjusting the functions in the **SETTINGS** screen and controlling the available Services in the **SERVICES** screen are enabled.

Functions that require the Remote to sync with the Savant Pro 8 App are not enabled. For example:

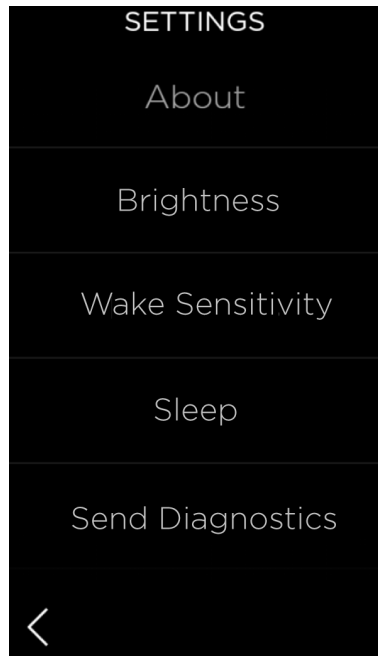
- Favorites that exist in the cloud are not available.
- A Scene can be captured using the Remote but additional functions such as deleting or modifying that scene cannot be done since the Savant Pro 8 App is where that functionality exists.

Since the Remote has such limited access and functionality, the Remote should be synced to a User Account on the Savant Cloud Server. To do this, download and install the Savant App to an iOS or Android® device and create an account. Once the account created is associated with the Savant Pro system (Savant Host) the Remote will automatically sync to the Savant Pro 8 App. From there a User can be selected.

For information on Downloading, Installing, and Creating a User for the Savant Pro 8 App, refer to the Savant Pro 8 App User Guide (009-1399-xx) on the **Savant Customer Community**.

4. SETTINGS

In the SETTINGS screen, a user can view and modify hardware related functions. Adjusting sleep timers, screen brightness and viewing versioning information are a few of the actions available.



About

The About page gives specific versioning and FCC information about the Pro Remote

Model: Model Number of the Pro Remote (SUR-1000) is displayed.

 **HELPFUL INFORMATION!** This is the model number of just the Pro Remote. The Pro Remote Base is SRB-1000 and the combination of the two is REM-1000

Version: Version of software (OTA) loaded on the Pro Remote.

S/N: Serial number of the Pro Remote

FCC ID: / **IC:** Regulatory information

Brightness

Tap to access the Brightness adjustment screen. In this screen, there are five levels of intensity to choose from. Set the brightness level by selecting more or less dots. More dots selected indicate a brighter screen.

Wake Sensitivity

Wake Sensitivity is the amount of movement required to wake up the Remote after it has gone into Sleep or Power Saver Mode. Tap to access the Wake Sensitivity field. In the Wake Sensitivity adjustments screen, select Low, Medium, or High. A setting of High will require less movement of the Remote to wake it up.

Sleep

Sets the amount of time the Remote will stay active without moving or pressing a button before going to sleep or into power saver mode. Tap to access the Sleep adjustments screen. Select the time for the remote to stay active. The selections range from 10 seconds to 2 minutes.

Send Diagnostics

When troubleshooting a problem, the Savant Support Team may require the embedded logs from the Remote. Pressing the **Send Diagnostics** field will upload the log files to the Remote Base and then the Remote Base will upload the files to the Savant Pro system Host. Full communications between the Remote, Remote Base, and Host are required. With the log files loaded in the Host, the Savant Support Team can view the files and take any necessary actions required.

BACK ARROW

Select the left arrow to revert back to the [User Log In / Log Out](#) screen.

5. SCENES

Scenes make it easy to control one or more Services using a button press or tap. The Pro Remote can capture a Scene using the current states and levels of the devices in the Savant Pro system. Once the Scene is created, it will be available in the SCENE screen. Before describing how to create a Scene, it is important to know the following:

- Any Scenes captured on the Remote are automatically synced to the Savant Pro 8 App.
- Scenes captured in one user account are not available to another user account.
- Deleting or modifying a Scene is set in the Savant Pro 8 App only. Once completed, the modifications are synced back to the Pro Remote.
- The Remote will only capture lighting and Media Services when building a Scene. All other Services that are not Media and Lighting related need to be set up in a Scene on the Savant Pro 8 App.
- Timers and Fade adjustments can't be set up in the Remote. Those functions are set up in the Savant Pro 8 App and automatically synced back to the Remote.

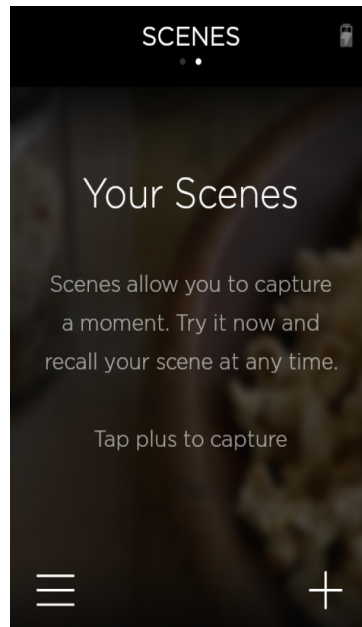
5.1. Adjust Services to the Desired Levels

The first step would be to set the levels and states of the Services (ceiling light, corner lamp in this example) to the desired levels. This can be completed using the Savant App, Savant Pro Remote, or manually adjusting each device. Any method that gets the Services to their desired levels and states is supported.

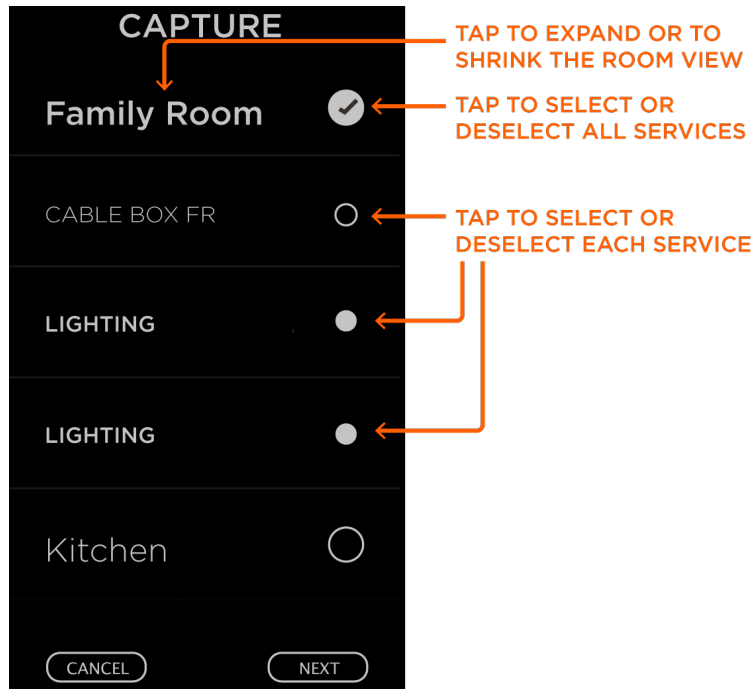
5.2. Capture the Current Service Levels

Once the levels and states of the Services are set, the current settings can be captured.

1. From the SCENES screen, tap + icon to start the CAPTURE process (See image below).



2. In the CAPTURE screen that opens, the Remote displays the captured Services. The captured Services are the active (switched on) Services in the room where the Remote is set up.
 - If the captured Services in the checked room are the only Services being added to the Scene, skip this step and move to step 3 below.
 - If the captured Services will need to be modified or if any additional Services from other rooms need to be added, refer to the information below in this step.

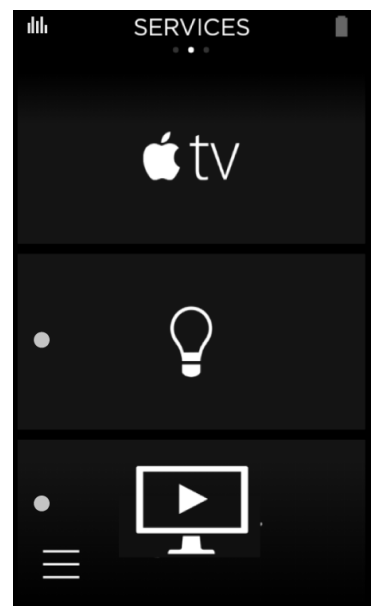


- A. The Remote captures a snapshot of the following:
 - All active (switched on) Services from the room that the Remote is set up in. These Services are automatically added to the Scene being created.
 - Services from other rooms that can be captured on the Remote. These Services are NOT selected.
- B. To expand any room, tap the text for that room. In the image to the left, the Family Room has been expanded to display all the captured Services.
- C. Any of the captured Services can be deselected by tapping that Service in the list. In this example, the CABLE BOX FR (family room) has been deselected and the two Lighting Services are left selected.
- D. To select or deselect a room with all of its Services, tap the room icon to add a check mark. This adds the room with all its Services to the Scene. For example, tapping the Kitchen icon in the image to the left adds the Kitchen with all its Services to the Scene.
- E. If adding a room to the Scene, the room can be expanded and each of the Services displayed in that room can be removed from the Scene.

3. Select the **NEXT** button when all Services are added or removed.
4. In the **SCENE NAME** screen that opens, select a name for the Scene from the list of default scene names available.
5. Select **SAVE** to save the Scene. The Scene is now saved and is available in the SCENES screen of the Remote. In addition, a default image will be added. The images are the same images available in the Savant Pro 8 App.
6. Test your newly created Scene and verify it works as intended. Modifications to the Scene will now need to be modified using the Savant Pro 8 App. All modifications made in the App will be synced back to the Remote.

6. SERVICES

A Service controls the devices in your Savant Pro system. All the available Services for your system are located in the SERVICES screen. Refer to the [Introduction to the Pro Remote Screens](#) section above to locate the SERVICES screen.



































- Swipe up or down to scroll through the available Services.
- Tap the Service to open.
- A dot (•) to the left of the Service Icon indicates the Service is active or switched on.
- Tap the ≡ icon to navigate to the [User Log In/Log Out](#) screen

SERVICE ICON TABLE

The table below displays the Service Icons and what they represent. For a guide comparing the Features and Services supported on the Savant Pro 8 App vs. the Features and Services supported on the Pro Remote, refer to the Savant Pro 8 App vs Remote Comparison Guide on the **Savant Customer Community**.

Icon	Description	Icon	Description
	Amazon Fire TV		Charter Spectrum Cable
	Apple TV		COX Cable
	AT&T Pay TV		DirecTV Satellite Cable
	Blu-ray DVD		Dish Network Satellite Cable
	Bright House Networks Cable		Fan Service

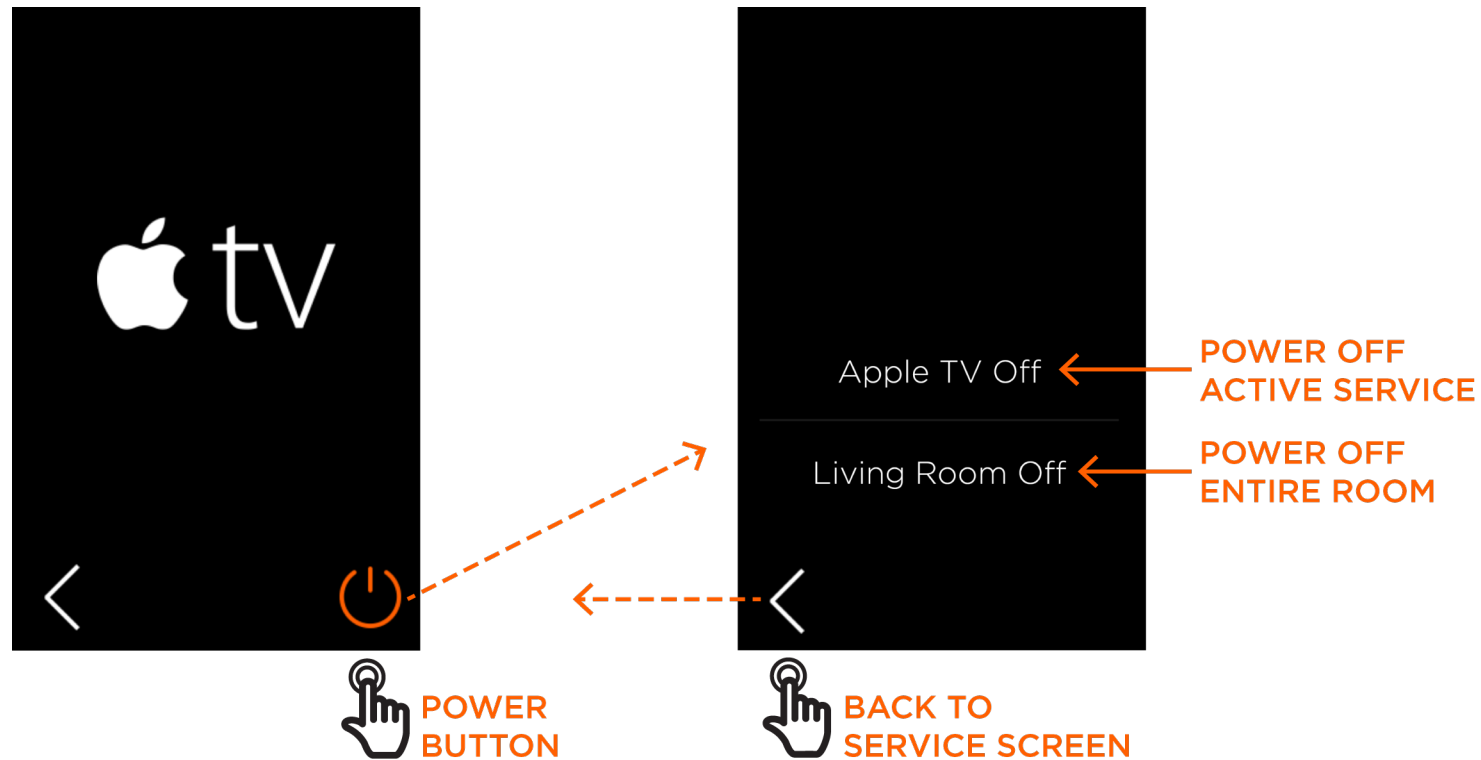
Icon	Description
	Generic Audio
	Generic Cable
	Generic CD
	Generic DVI
	Generic DVD
	Generic Game
	Generic HDMI
	Generic Media
	Generic Satellite
	Generic Video
	Lighting
	Google Chromecast
	Google Fiber
	Optimum Cable
	PlayStation 1
	PlayStation 2

Icon	Description
	PlayStation 3
	PlayStation 4
	Radio Service
	Radio (AM)
	Radio (FM)
	Radio (Satellite)
	RCN Cable
	Relay and Trigger
	ROKU
	Savant Music
	Shades
	SONOS
	Time Warner Cable
	TiVo
	VCR
	VGA

Icon	Description
Wii	Wii Game
Wii U	Wii U Game
	Xbox Game
 XBOX ONE	Xbox One Game
 XBOX 360	Xbox 360 Game
xfinity	Xfinity Cable
Fios	Verizon FIOS

6.1. Powering Off an Audio/Video (A/V) service

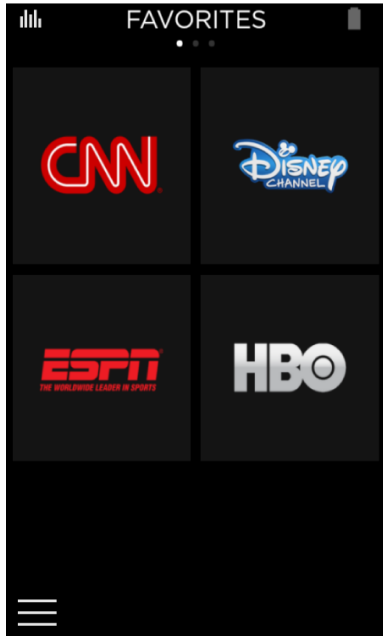
Within all A/V services there is a power button on the bottom right corner of the screen. With changes made in da Vinci 8.1 software, this on screen button now has a menu that allows the user to choose to power off the service or the entire room (including both A/V and Lighting Services).




Tapping the on-screen power button brings up the following menu.

7. FAVORITES

The FAVORITES screen is where favorites for a Cable or Satellite Provider are added. Refer to the [Introduction to the Pro Remote Screens](#) section above to locate the FAVORITES screen.



- Favorites can't be added using the Pro Remote.
- Favorites are added using either the Savant Pro 8 App or the Channel Listing Editor in RacePoint Blueprint (**Tools > Channel Listings Editor**).
- Favorites are synced from the Savant Pro 8 App to the Pro Remote.
- There is no limit to the number of Favorites that can be added. However, Savant recommends the number of favorites be limited to around 50.
- Tap the  icon to navigate to the [User Log In/Log Out](#) screen

8. Voice Commands

Your Savant Remote makes it easy to control various Services in your Savant Pro system through a series of simple voice commands.

8.1. Activate a Command

To utilize the Voice Command function, do the following:

1. Press and hold the voice command button  on the front of the Remote for a few seconds till the voice command ready icon appears.



2. Say the command and release the button (Microphone is on top near power button). For example, you could say **Watch Cable**. The touchscreen will display the command back to you.

Watch Cable



The spoken command will be performed.

8.2. List of Voice Commands

For a list of supported voice commands, do the following:

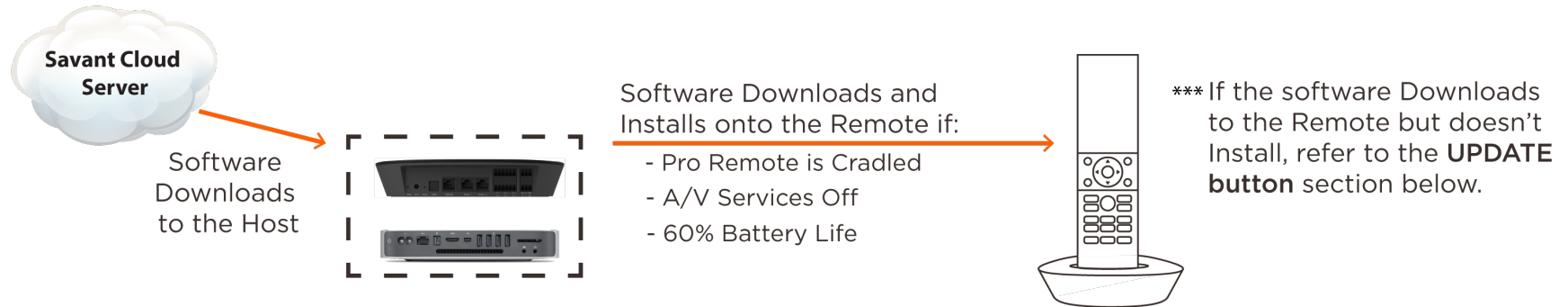
1. Press and hold the Voice Command button and say Voice Commands. A VOICE CONTROL screen will appear with a list of categories.
2. Swipe up or down and select a category.
3. In the screen that opens, a list of voice commands is displayed. Swipe up or down to scroll through the list of commands.

9. Software Updates

The software in the Pro Remote is pre-installed at the factory with a set version. The next few sections describe how these devices are updated if there are updates available after installing into the Savant Pro system.


9.1. Over The Air (OTA) Updates


As described above, a fixed version of software is installed onto the Pro Remote before leaving the factory. Once the Pro Remote and Base are configured and installed into the Savant Pro system, the Remote is eligible to receive Over The Air (OTA) software updates. OTA updates typically happen automatically with no interaction by the user. If however, the update process is interrupted and the software downloads but doesn't install, it can be finished manually by selecting the **UPDATE button** that appears on the touchscreen to allow a user to complete the process. This section describes both the automatic and manual update process.



1. Savant releases an Over the Air update and it is loaded into the Savant Host.
2. Once the update is loaded on the Host, the Host initiates a download to the Pro Remote as long as the following criteria is met:
 - Pro Remote must have at least a 60% charge on its rechargeable batteries
 - Pro Remote must be cradled in the Pro Remote Base.
 - No A/V Services are active or switched on.

If all of these criteria are met, the Host automatically downloads and installs the update. The download to the Pro Remote can take a few hours.


 **TIP!** It is good practice to cradle the Pro Remote in its Base overnight. The overnight hours are a good time for the Pro Remote to download and update itself without any interruptions. However, the download to the Pro Remote can begin at any time as long as the criteria above are met.

3. After the Remote is updated, the software version can be verified through the **About** screen on the Pro Remote.
(From the Remote's Main User Log on/Log out screen select  > **About**)

UPDATE button

There is a 2nd scenario where:

1. The software is downloaded to the Host.
2. Software is then downloaded to the Remote but never installed onto the Remote.

In this case, the software update is loaded onto the Remote but waiting to get installed. If this occurs, an **UPDATE** button appears in the **About** screen (From the Remote's Main User Log on/Log off screen, select  > **About**). If the **UPDATE** button appears in this screen, select it and the updated software will install. This will take a few minutes and the Remote will not be usable till after the update completes.

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