

# Crestron RL™

## Frequently Asked Questions



### What you need to know to get started:

**When is Crestron RL™ available?**

Crestron RL is available now.

**What comes with the system?**

It is a pre-packaged system, including the display(s), mount(s), cables, codec, camera, and 10" touch screen.

**What does it cost?**

**Single Display System (CCS-UC-100-1 KIT) \$19,995 MSRP**

Includes Crestron UC Codec for Lync®, one 65" touch display, 10" tabletop touch screen, HD camera, microphone, sound bar, mounting hardware, cables & accessories

**Dual Display System (CCS-UC-100-2 KIT) \$27,995 MSRP**

Includes Crestron UC Codec for Lync, two 65" touch displays, 10" tabletop touch screen, HD camera, microphone, sound bar, mounting hardware, cables & accessories

**Also available:**

Mobile Cart (CCS-TS-6500-MCK) \$599

Table Microphone (CCS-MIC-USB-100) \$139

**Where can I find CAD drawings and measurements?**

Go to [crestron.com/rlcad](http://crestron.com/rlcad).

**Can I order it without a display?**

Yes. For more information, contact us at [orders@crestron.com](mailto:orders@crestron.com) or call 888-604-2127.

**If I already have a Crestron touch screen do I need to buy the 10-inch touch screen that is included in the Crestron RL package?**

Yes. While you cannot use your existing touch screen to control the Crestron RL system, the 10" RL touch screen can be used to communicate with the existing control system. It can also be used to control all other systems in the room.

**Does the Crestron RL 10" touch screen use Smart Graphics™?**

Yes. You can create a touch screen project using the same methods as other Crestron touch screens. In VT Pro-e®, choose the panel type "CCS-UC-CODEC-100". You upload the project directly to the RL codec using Crestron Toolbox™.

**Do I need a Crestron control system for Crestron RL?**

No. Crestron RL is a standalone system and no programming is necessary. A Crestron control system can be added for total room control and remote network management.

**How do I purchase Crestron RL?**

All Crestron dealers can purchase Crestron RL directly through the normal ordering process.

# Crestron RL™ FAQs

## If I purchase through distribution, how is installation and support handled?

Integration services are purchased from the distributor to ensure that the system will be properly installed and configured at the customer site. Support also will be provided by the distributor, however, if there is a Crestron specific question that the distributor cannot answer, Crestron will provide the needed support. (Go to [crestron.com/crestronrl](http://crestron.com/crestronrl) for a list of authorized IT distributors).

## Do Crestron RL purchases count toward Partner Reward Points?

All RL purchases are eligible for inclusion in Crestron incentive programs.

## Do I need any special training to purchase and install RL?

There are no mandatory trainings. A suggested video tutorial about [how to setup and deploy Crestron RL](#) is now available. A tutorial detailing Crestron RL configuration in varied networked environments will be available soon.

## What you need to know for installation:

### What version of Lync® do I need?

It is common for companies to have different versions of Microsoft Lync (e.g. 2010 and 2013) running at the same time. Crestron RL can operate in a mixed environment, but it must be registered to a 2013 Lync server.

### Does it work with Office 365™?

Yes, Crestron RL has been tested and works with both Lync Online and Lync on premise, called Office 365 Hybrid mode.

### Does it connect to H.323 endpoints?

Yes, with the use of an industry standard MCU or Gateway, which allows everyone to meet at the bridge. The MCUs support PSTN, ISDN, H.323, SIP and Lync clients. Read about the [Microsoft® Video Interoperability Program](#) for more details.

### What is a UC Codec?

A unified communication codec is a SIP-based codec rather than a H.323 codec. This allows calling to be completed with names rather than IP addresses (e.g. ConferenceRoom10@domain.com).

### What codecs does it use?

Crestron RL supports the latest industry standard codec for video, called H.264/SVC. SVC is Scalable Video Coding.

### What is the bandwidth needed?

H.264/SVC needs about 1.7 Megs of bandwidth for a 1080/30 call. Lync has features that allow the best possible resolution and frame rate given the bandwidth and network latency which provides the user with the highest quality user experience supported by that connection. The way Lync uses bandwidth is much more efficient than traditional H.323 endpoints.

### Is Crestron RL difficult to set up?

Setup with a standard Lync and Exchange user account takes less than 10 minutes and is far easier than setting up a traditional H.323 endpoint with Lync compatibility.

### What do I need from my IT department?

A standard Lync and Exchange account which is enabled in Active Directory. Run a test on a PC with Lync and Outlook installed. If it works on the PC it will work with Crestron RL.

### Cameras and mics - which ones come with the system?

The cameras and microphones that come with Crestron RL have been selected based on Microsoft specifications as "Qualified devices for Lync." This ensures a high-quality user experience with Lync and other Lync devices.

### How do I upgrade the system to the next version of Lync?

Crestron RL is an enterprise appliance and can be upgraded and managed via the network.

Reference [crestron.com/rIFAQ](http://crestron.com/rIFAQ) for updates to this document