total control

Owner's Manual

TRC-820

Wi-Fi Remote Control



URC

Control the Experience.

For questions about your custom programming call:

Custom programming of a complex home theater and/or a multi-room system is one of the most challenging tasks within an audio/video installation. It involves intimate knowledge of how the components interact and exact details on the proper sequences of control.

Only a Total Control dealer has the requisite experience and training to quickly and effectively customize a remote control for true automation.

Congratulations on your choice!

TRC-820 Owner's Manual © 2015 Universal Remote Control, Inc.

The information in this manual is copyright protected. No part of this manual may be copied or reproduced in any form without prior written consent from Universal Remote Control, Inc.

UNIVERSAL REMOTE CONTROL, INC. SHALL NOT BE LIABLE FOR OPERATIONAL, TECHNICAL OR EDITORIAL ERRORS/OMISSIONS MADE IN THIS MANUAL.

The information in this manual may be subject to change without prior notice.

URC - Control the Experience is a registered trademark of Universal Remote Control, Inc.

Total Control is a registered trademark of Universal Remote Control, Inc.

All other brand or product names are trademarks or registered trademarks of their respective companies or organizations.



500 Mamaroneck Avenue, Harrison, NY 10528
Phone: (914) 835-4484 Fax: (914) 835-4532

Congratulations!	1
Features and Benefits	1
Before Getting Started	2
Parts Guide	2
Connecting the Battery Pack	3
Two-Way via Wi-Fi	3
Using the TRC-820	4
Displaying the Settings Menu	5
Sleep Settings	6
Wireless Network Settings	6
Brightness	6
System	7
Button Light	7
Power	7
Date and Time	7
Sound	8
Pickup	8
Factory Default	8
Exit	8
Specifications	9
Limited Warranty Statement	10
End User Agreement	12
Precautions and Information Concerning Rechargeable Lithium Ion Batteries	13
Federal Communications Commission Interference Statement	14
Declaration of Conformity	15

Congratulations!

Thank you for purchasing the TRC-820 handheld remote control for your Total Control system. This remote control connects to your system via its integrated Wi-Fi antenna and offers control of connected devices throughout your home or small business.

Features and Benefits

- **Two-Way Metadata Feedback**
  When the Total Control system is integrated with both URC and compatible third-party products, the TRC-820 provides two-way feedback in addition to device control. This includes album art, visual volume feedback as well as real-time status of devices such as thermostats, door locks, and cameras.

- **User Defined Shortcuts**
  Quickly access your favorite system functions through a user-defined shortcut menu. Imagine creating a menu of one-button solutions that execute your preferred activities.

- **Pick-Up Sensor**
  The TRC-820, with its integrated pick-up sensor, comes to life the moment its position is changed. Lift the remote and it immediately wakes up, turns on the backlight, illuminates the LCD screen, and instantly connects to the local Wi-Fi and your Total Control system.

- **Rechargeable Lithium Ion Battery and Charger**
  Save money by using the included rechargeable lithium ion battery and charger.

Before Getting Started

- For use exclusively with URC's Total Control system
  The TRC-820 only functions in conjunction with URC's Total Control system in combination with an MRX Advanced Network System Controller. This product will not operate without integration with these devices.

- Programmable only by a URC Certified Professional Custom Integrator
  To fully control and automate your system, your professional custom integrator must have detailed knowledge of each component, the local area network (LAN) architecture as well as Wi-Fi configuration and other system connections.
  Once configured to operate with your Total Control system most changes to the TRC-820, or the system, may be performed locally (at your home), or from any remote location (via internet, with your permission).

Parts Guide

What's included with the your new product:

- TRC-820 Wi-Fi Remote Control
- Rechargeable Battery
- Micro USB Charger
- Regional Power Adapter Notice
  For the CE / EU version, the AC power adapter is not included.
  Please use a commercially available, CE-certified power adapter that complies with applicable local safety requirements,
  Use only a power adapter with a output voltage and cuurent rating that matches the rated input marked on the product label.
- Warranty Card

Connecting and Charging the Battery Pack

- Remove the battery cover by sliding it down and away from the remote
  The battery is included when shipped from the factory

- Place the battery in the compartment, making sure to align the contacts on the battery to the contacts on the TRC-820
  The battery will snap into place when aligned properly

- Replace the battery cover

- Plug the 5V DC charger into a power outlet and plug the Micro USB connector into the port at the bottom of the TRC-820
  There is no harm in leaving the TRC-820 on its charging base when it is not in use



The TRC-820's battery can take up to five hours to fully charge. To check the current level disconnect the charger from the remote; the battery level indicator at the top right corner of display now shows the current level.

Two-Way via Wi-Fi

To operate as part of a Total Control system the TRC-820 connects to your LAN via Wi-Fi (IEEE802.11 b/g/n) provided by a wireless access point or wireless router.

This is not configurable by the end-user, ask your professional custom integrator for details.

Using the TRC-820

The TRC-820 offers a customizable user interface and may be modified (by your Professional Custom Integrator) to look many different ways. The use of this remote, in its basic configuration, is described below.

The TRC-820's Main Menu pages display the activities and devices in your system. Press the Main button to view the activities and devices available in the room. Large systems may have more than one page. Press either of the Page buttons to view additional options; press any screen button to select that activity or device. The button choices change to display the commands available for the chosen activity. The Page buttons may reveal even more buttons for some devices/activities.

To control a different device (or select a new activity) press the Main button and select a new activity or device from that page.

The Main button always displays the Main menu pages.

The Battery Indicator displays the current charge level.

The Page buttons display additional pages of controls, devices or activities.

The Volume and Mute buttons are always available regardless of what screen is displayed.

The 5-way navigation pad is used to navigate through a device's menu with ease.

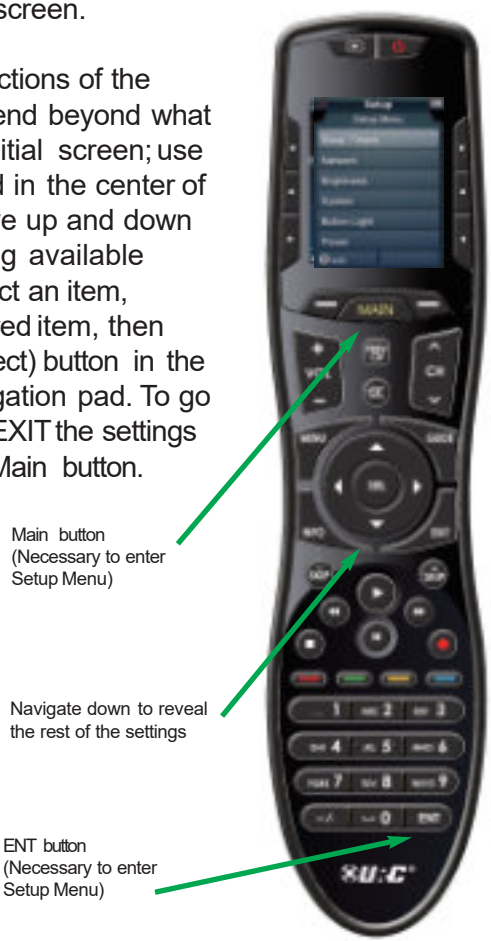


Displaying the Settings Menu

The Settings menu is where options such as screen brightness, button beep volume and more can be adjusted. Information on the hardware and software configuration can also be accessed from this Settings menu.

The Settings menu is accessed by pressing and holding the Main and ENT buttons simultaneously for three seconds. Once the Settings menu appears, the next action must made within 60 seconds, after which time the remote will revert back to the Main screen.

The available selections of the Settings menu extend beyond what is visible on the initial screen; use the navigation pad in the center of the remote to move up and down the list, highlighting available selections. To select an item, highlight the desired item, then press the SEL(Select) button in the center of the navigation pad. To go back a step or to EXIT the settings screen, press the Main button.



Sleep Timers



Adjust the amount of time that the remote's LCD screen and button backlight remain lit. There are separate settings based on the power method (battery vs. charger).

Once the Sleep Timers are adjusted, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

Wireless Network Settings



WARNING! Only use this button when instructed to by Technical Support or your Custom Professional. The screen displays network information about your TRC-820 and the wireless network it is connected to. Do not make any changes on this screen!

Brightness



Adjust the screen brightness by pressing the adjacent hard buttons to increase or decrease the brightness level. The current level is displayed.

Once the brightness is adjusted, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

Note: The higher the brightness, the faster the batteries will deplete.

System



The System Information screen displays data about the TRC-820's Operating System, Memory etc.

Press the More button to view further system information. Pressing the Exit button will exit to the remote's settings menu.

Button Light



You can adjust the brightness of the LEDs that backlight the buttons of the TRC-820. Press the adjacent buttons to increase or decrease the button light level. The current level is displayed.

Once the button light is adjusted, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

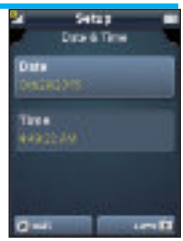
Power



You can display the remaining battery level by selecting Power. You can also adjust at what level the Low Battery warning screen will appear.

Once the power is adjusted, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

Date and Time



The remote's internal clock is automatically set when the system configuration is transferred to it. It can also be manually adjusted here.

After adjusting the date and time, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

Sound



Adjust the button press feedback volume by pressing the adjacent buttons to your desired level. The current level is displayed.

Once the sound is adjusted, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

Pickup



You can set your TRC-820 to turn on when the remote is picked up. Simply select Yes (Turn ON) or No (Turn OFF).

Once the pickup is adjusted, press the Save button. Pressing the Exit button will revert to the remote's last saved setting.

Factory Default

WARNING! Only use this button when instructed to by Technical Support. It resets the memory of the TRC-820 to the factory settings. All your programming will be lost!

Exit

When you have finished adjusting Settings, simply press the Exit button to return to normal operation.

Specifications

RAM: 64Mbyte Mobile DDR

NAND: 128Mbyte

LCD: 2 Inch Screen (240 by 320) LCD

Devices: Supports up to 255 Devices with text, less with heavy graphics

Usage Pages: Supports up to 255 Pageson each Device with text, less with heavy graphics usage

Macro Capability: Up to 255 steps each, however nesting is allowed

Wi-Fi: IEEE802.11b/g/n

Battery: Lithium ion, 1,960mAh

Battery Charging Time: 5 Hours

Size: 8.66" H x 2.04" W x 1.19" D

Battery Warranty: 90 Days

Weight (with battery loaded): 5.6 oz

SMPS: 5V/1A

USB Connector: Use only for charging

Limited Warranty Statement

1. LIMITED WARRANTY AND DISCLAIMERS

Universal Remote Control, Inc. ("URC") warrants that URC equipment purchased directly from URC or from an authorized URC dealer or distributor shall be free from defects in material and workmanship under normal usage for a period of one (1) year from the date of purchase of the product by the end-user, but no longer than thirty-six (36) months from the date of shipment of the URC equipment by URC to an authorized URC dealer or distributor, except that with respect to Total Control® whole-house products, the warranty extends for two (2) years from the date of purchase by the end-user, but no longer than forty-eight (48) months from the date of shipment of the URC equipment by URC to an authorized URC dealer or distributor.

This limited warranty is valid only in the United States of America.

URC equipment purchased from other than an authorized URC dealer or distributor is without warranty.

URC warrants that the software will substantially conform in any material respect to its functional specifications at the time of delivery. URC SHALL NOT BE LIABLE FOR OPERATIONAL, TECHNICAL OR EDITORIAL ERRORS AND/OR OMISSIONS MADE IN THE URC DOCUMENTATION. URC DOES NOT WARRANT THAT THE URC SOFTWARE IS BUG-FREE OR ERROR FREE OR THAT THERE ARE NO ERRORS/BUGS IN THE URC SOFTWARE.

URC warrants that at the time of purchase the URC equipment and the URC software complied with all applicable regulations and policies of the Federal Communications Commission ("FCC") regarding electromagnetic interference caused by electronic/computing devices and to the extent that the URC equipment and/or the URC software fails to so comply, URC shall, at its own expense, take all reasonable measures to promptly cause such to comply.

THIS LIMITED WARRANTY DOES NOT COVER TECHNICAL ASSISTANCE FOR HARDWARE OR SOFTWARE USAGE EXCEPT AS EXPRESSLY PROVIDED FOR HEREIN.

CERTAIN IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MAY BE AVAILABLE WITH RESPECT TO URC EQUIPMENT. IMPLIED WARRANTIES VARY FROM STATE TO STATE. URC EXPRESSLY LIMITS THESE IMPLIED WARRANTIES, TO THE EXTENT ALLOWABLE BY LAW, TO THE TIME PERIODS COVERED BY THE EXPRESS WRITTEN WARRANTIES PROVIDED HEREIN. OTHERWISE AND EXCEPT AS PROVIDED FOR HEREIN, URC EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS, STATUTORY OR IMPLIED, AND MAKES NO REPRESENTATIONS REGARDING THE USE OF, OR THE RESULTS OF THE USE OF, THE EQUIPMENT, SOFTWARE OR DOCUMENTATION IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY OR OTHERWISE.

EXCEPT AS EXPRESSLY PROVIDED FOR HEREIN, TECHNICAL SERVICES ARE SUPPLIED "AS IS", WITHOUT ANY WARRANTY, EXPRESS, STATUTORY OR IMPLIED, OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, URC EXPRESSLY DISCLAIMS ALL WARRANTIES RELATING TO TECHNICAL SERVICES, EXPRESS, STATUTORY OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF QUALITY OR REASONABLE SKILL AND CARE, OR OUTCOME OR RESULTS.

WITHOUT IN ANY WAY LIMITING THE GENERALITY OF THE OTHER PROVISIONS HEREIN, THIS LIMITED WARRANTY DOES NOT COVER: (I) DAMAGE FROM MISUSE, NEGLECT OR ACTS OF NATURE, (II) MODIFICATIONS, (III) INTEGRATION WITH THIRD PARTY CONTENT, OR (IV) BEYOND THE WARRANTY PERIOD AND/ OR FAILURE TO FOLLOW URC WARRANTY CLAIM PROCEDURE.

The warranty limitations and warranty disclaimers may not apply to end user in whole or in part, where such are restricted or excluded by applicable law, and such shall apply to the maximum extent permitted by applicable law.
In the event of any warranty claim, URC will, at its sole option, repair the URC equipment using new or comparable rebuilt parts, or exchange the URC equipment for new or rebuilt equipment. In the event of a defect, these are the end user's exclusive remedies.

All the URC equipment returned for service, exchange or repair require an RGA number. To obtain an RGA number, you must complete a Return Request Form which you may obtain by calling (914) 835-4484 or contacting URC at returnrequest@universalremote.com. To obtain warranty service, end user must deliver the URC equipment, freight prepaid, in its original packaging or packaging affording adequate protection to URC at 420 Columbus Avenue, Valhalla, NY 10595. It is end user's responsibility to backup any macro programming, artwork, software or other materials that may have been programmed into the unit. It is likely that such data, software, or other materials will be lost during service and URC will not be responsible for any such damage or loss. A dated purchase receipt, bill of sale, installation contract or other verifiable proof of purchase is required. For the URC equipment support and other important information, please visit URC's website available at www.universalremote.com or call the Customer Service Center at (914) 835-4484.

This limited warranty only covers the URC equipment issues caused by defects in material or workmanship during ordinary consumer use. It does not cover product issues caused by any other reason, including but not limited to product issues due to commercial use, acts of God, third-party installation, misuse, limitations of technology, or modification of or to any part of the URC equipment. This limited warranty does not cover the URC equipment sold as used, as is, refurbished, so called "B stock" or consumables (such as batteries). This limited warranty is invalid if the factory applied serial number has been altered or removed from the URC equipment. This limited warranty specifically excludes the URC equipment sold by unauthorized resellers.

With the exception of URC's IR-only, broad-based consumer remotes, none of URC's PC programmable remotes or any of our Total Control® whole-house equipment are authorized for online internet sales. Buying URC's PC programmable remotes or any of our Total Control® whole-house equipment online means buying equipment that does not have URC's limited warranty. Such equipment is not eligible for URC tech support or software support, either.

2. URC'S LIMITATIONS OF LIABILITY

IN NO EVENT SHALL URC BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS OF PROFITS OR BUSINESS OPPORTUNITY, EVEN IF URC IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL URC BE LIABLE FOR LOSS OF OR DAMAGE TO DATA, COMPUTER SYSTEMS OR COMPUTER PROGRAMS.

URC'S LIABILITY, IF ANY, FOR DIRECT DAMAGES OF ANY FORM SHALL BE LIMITED TO ACTUAL DAMAGES, NOT IN EXCESS OF AMOUNTS PAID BY END USER FOR THE URC EQUIPMENT.

IN NO EVENT SHALL URC BE LIABLE FOR ANY EVENTS BEYOND ITS CONTROL, INCLUDING ANY INSTANCE OF FORCE MAJEURE.

IN NO EVENT SHALL URC BE LIABLE FOR THE ACTS OR OMISSIONS OF END USER OR ANY THIRD PARTY.

THE LIMITATIONS OF LIABILITY MAY NOT APPLY TO END USER IN WHOLE OR IN PART, WHERE SUCH ARE RESTRICTED LIMITED OR EXCLUDED BY APPLICABLE LAW AND SUCH SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

URC SHALL NOT BE HELD RESPONSIBLE FOR THE STATEMENTS MADE BY OTHERS.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO END USER. THIS LIMITED WARRANTY GIVES END USER SPECIFIC LEGAL RIGHTS AND END USER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

End User Agreement

The terms and conditions of the End User Agreement available at www.universalremote.com/eua.php shall apply.

Precautions and Information Concerning Rechargeable Lithium Ion Batteries

- If you will not be using your remote control for an extended period of time, be sure to remove the battery
- Do not attempt to disassemble, alter or apply heat to the battery
- Use care to avoid dropping the battery or subjecting it to severe impact that could damage the case
- The battery should not be immersed in water
- Risk of explosion if battery is replaced by an incorrect type
- Dispose of used batteries according to the instructions
- Lithium Ion Batteries are recyclable. For the address of a recycle drop-off location near you call toll free 1-800-822-8837 or visit http://www.rbrc.com

Federal Communications Commission Interference Statement

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 more of the following measures:

- ◆Reorient or relocate the receiving antenna.
- ◆Increase the separation between the equipment and 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.

Warning!

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.
Note : The manufacturer is not responsible for any Radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC Caution

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Federal Communications Commission (FCC) Radiation Exposure Statement

This remote device is approved as a hand-held and hand-operated only portable (relative to hand) device which is normally operated at 5 cm from a person's body.

Declaration of Conformity

Company Name	: Universal Remote Control Inc.
Company Address	: 500 Mamaroneck Avenue, Harrison, NY 10528, U.S.A www.universalremote.com
Contact Information	: Phone: (914)835-4484, Fax: (914)835-4532
Brand Name	: UNIVERSAL remote control
Product Name	: RF Remote Controller
Model Name	: TRC-820

This product herewith complies with the requirements of R&TTE Directive(1995/5/EC) issued by the Commission of the European Community

Compliance with these directives implies conformity to the following European Community

- R&TTE Directive
  - ETSI EN 300 328 V1.8.1 (2012)
  - ETSI EN 301 489-1 V1.9.2 (2011)
  - ETSI EN 301 489-17 V2.2.1 (2012)
  - EN 62479 (2010)
  - EN 60950-1 (2006) + A11 (2009) + A1 (2010) + A12 (2011)

- Test Report No.:
  - Radio : GETEC-E2-15-073
  - EMC : GETEC-E2-15-0074
  - Heath : GETEC-E2-15-073
  - Safety : GETEC-E7-15-033

List of test reports and/or certificate verified compliance with the standards above

- R&TTE Directive
  - Certificate No. : RT 60106072 0001
  - Certificate Body : TUV Rhineland (No. 0197)

Date of issue : Nov. 11, 2015

Name and signature of authorized person : James Novak

Senior Product Manager
Universal Remote Control Inc.

500 Mamaroneck Avenue, Harrison, NY 10528
Phone: (914) 835-4484 Fax: (914) 835-4532
www.universalremote.com