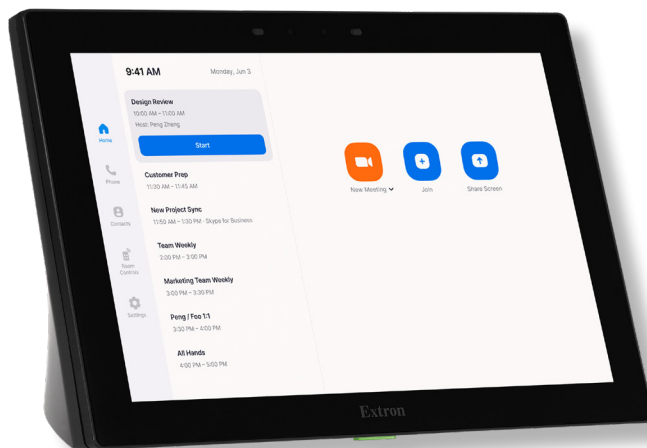




ZRTP Pro 725 and 1025 Series

Zoom Room Touchpanels



User Guide TouchLink®

Safety Instructions

Safety Instructions • English

⚠ WARNING: This symbol, ⚠, when used on the product, is intended to alert the user of the presence of uninsulated dangerous voltage within the product's enclosure that may present a risk of electric shock.

⚠ ATTENTION: This symbol, ⚠, when used on the product, is intended to alert the user of important operating and maintenance (servicing) instructions in the literature provided with the equipment.

For information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the Extron Safety and Regulatory Compliance Guide, part number 68-290-01, on the Extron website, www.extron.com.

تعليمات السلامة • العربية

⚠ تحذير: هذا الرمز، ⚠، عند استخدامه على المنتج، مخصص لتنبيه المستخدم فيما يتعلق بوجود جهد كهربائي غير معزول على الغلاف الخارجي للمنتج وهو ما قد ينطوي على مخاطر حدوث صدمة كهربائية.

⚠ انتبه: هذا الرمز، ⚠، عند استخدامه على المنتج، مخصص لتنبيه المستخدم بتعليمات التشغيل والصيانة الهامة (الخدمة) في المواد التي يتم توفيرها مع المعدات.

للحصول على المزيد من المعلومات حول إرشادات السلامة، والتوافق التنظيمية، والتوافق الكهرومغناطيسي/المجال الكهرومغناطيسي، وإمكانية الوصول، والموضوعات ذات الصلة، يرجى مراجعة دليل السلامة والتوافق التنظيمي www.extron.com الخاص بإكسترون، الجزء رقم 68-290-01، على موقع إكسترون.

Sicherheitsanweisungen • Deutsch

⚠ WARUNG: Dieses Symbol ⚠ auf dem Produkt soll den Benutzer darauf aufmerksam machen, dass im Inneren des Gehäuses dieses Produktes gefährliche Spannungen herrschen, die nicht isoliert sind und die einen elektrischen Schlag verursachen können.

⚠ VORSICHT: Dieses Symbol ⚠ auf dem Produkt soll dem Benutzer in der im Lieferumfang enthaltenen Dokumentation besonders wichtige Hinweise zur Bedienung und Wartung (Instandhaltung) geben.

Weitere Informationen über die Sicherheitsrichtlinien, Produkthandhabung, EMI/EMF-Kompatibilität, Zugänglichkeit und verwandte Themen finden Sie in den Extron-Richtlinien für Sicherheit und Handhabung (Artikelnummer 68-290-01) auf der Extron-Website, www.extron.com.

Instrucciones de seguridad • Español

⚠ ADVERTENCIA: Este símbolo, ⚠, cuando se utiliza en el producto, avisa al usuario de la presencia de voltaje peligroso sin aislar dentro del producto, lo que puede representar un riesgo de descarga eléctrica.

⚠ ATENCIÓN: Este símbolo, ⚠, cuando se utiliza en el producto, avisa al usuario de la presencia de importantes instrucciones de uso y mantenimiento estas están incluidas en la documentación proporcionada con el equipo.

Para obtener información sobre directrices de seguridad, cumplimiento de normativas, compatibilidad electromagnética, accesibilidad y temas relacionados, consulte la Guía de cumplimiento de normativas y seguridad de Extron, referencia 68-290-01, en el sitio Web de Extron, www.extron.com.

Instructions de sécurité • Français

⚠ AVERTISSEMENT : Ce pictogramme, ⚠, lorsqu'il est utilisé sur le produit, signale à l'utilisateur la présence à l'intérieur du boîtier du produit d'une tension électrique dangereuse susceptible de provoquer un choc électrique.

⚠ ATTENTION : Ce pictogramme, ⚠, lorsqu'il est utilisé sur le produit, signale à l'utilisateur des instructions d'utilisation ou de maintenance importantes qui se trouvent dans la documentation fournie avec l'équipement.

Pour en savoir plus sur les règles de sécurité, la conformité à la réglementation, la compatibilité EMI/EMF, l'accessibilité, et autres sujets connexes, lisez les informations de sécurité et de conformité Extron, réf. 68-290-01, sur le site Extron, www.extron.com.

Istruzioni di sicurezza • Italiano

⚠ AVVERTENZA: Il simbolo, ⚠, se usato sul prodotto, serve ad avvertire l'utente della presenza di tensione non isolata pericolosa all'interno del contenitore del prodotto che può costituire un rischio di scosse elettriche.

⚠ ATTENZIONE: Il simbolo, ⚠, se usato sul prodotto, serve ad avvertire l'utente della presenza di importanti istruzioni di funzionamento e manutenzione nella documentazione fornita con l'apparecchio.

Per informazioni su parametri di sicurezza, conformità alle normative, compatibilità EMI/EMF, accessibilità e argomenti simili, fare riferimento alla Guida alla conformità normativa e di sicurezza di Extron, cod. articolo 68-290-01, sul sito web di Extron, www.extron.com.

Instrukcje bezpieczeństwa • Polska

⚠ OSTRZEŻENIE: Ten symbol, ⚠, gdy używany na produkt, ma na celu poinformować użytkownika o obecności izolowanego i niebezpiecznego napięcia wewnątrz obudowy produktu, który może stanowić zagrożenie porażenia prądem elektrycznym.

⚠ UWAGI: Ten symbol, ⚠, gdy używany na produkt, jest przeznaczony do ostrzegania użytkownika ważne operacyjne oraz instrukcje konserwacji (obsługi) w literaturze, wyposażone w sprzęt.

Informacji na temat wytycznych w sprawie bezpieczeństwa, regulacji wzajemnej zgodności, zgodności EMI/EMF, dostępności i Tematy pokrewne, zobacz Extron bezpieczeństwa i regulacyjnego zgodności przewodnik, część numer 68-290-01, na stronie internetowej Extron, www.extron.com.

Инструкция по технике безопасности • Русский

⚠ ПРЕДУПРЕЖДЕНИЕ: Данный символ, ⚠, если указан на продукте, предупреждает пользователя о наличии неизолированного опасного напряжения внутри корпуса продукта, которое может привести к поражению электрическим током.

⚠ ВНИМАНИЕ: Данный символ, ⚠, если указан на продукте, предупреждает пользователя о наличии важных инструкций по эксплуатации и обслуживанию в руководстве, прилагаемом к данному оборудованию.

Для получения информации о правилах техники безопасности, соблюдении нормативных требований, электромагнитной совместимости (ЭМП/ЭДС), возможности доступа и других вопросах см. руководство по безопасности и соблюдению нормативных требований Extron на сайте Extron: , www.extron.com, номер по каталогу - 68-290-01.

安全说明 • 简体中文

警告: ⚠ 产品上的这个标志意在警告用户, 该产品机壳内有暴露的危险电压, 有触电危险。

注意: ⚠ 产品上的这个标志意在提示用户, 设备随附的用户手册中有重要的操作和维护(维修)说明。

关于我们产品的安全指南、遵循的规范、EMI/EMF 的兼容性、无障碍使用的特性等相关内容, 敬请访问 Extron 网站, www.extron.com, 参见 Extron 安全规范指南, 产品编号 68-290-01。

安全記事 • 繁體中文

警告: ⚠ 若產品上使用此符號, 是為了提醒使用者, 產品機殼內存在未隔離的危險電壓, 可能會導致觸電之風險。

注意: ⚠ 若產品上使用此符號, 是為了提醒使用者, 設備隨附的用戶手冊中有重要的操作和維護(維修)說明。

有關安全性指導方針、法規遵守、EMI/EMF 相容性、存取範圍和相關主題的詳細資訊, 請瀏覽 Extron 網站: www.extron.com, 然後參閱《Extron 安全性與法規遵守手冊》, 準則編號 68-290-01。

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安全上のご注意 • 日本語

警告: この記号 ⚠ が製品上に表示されている場合は、筐体内に絶縁されていない高電圧が流れ、感電の危険があることを示しています。

注意: この記号 ⚠ が製品上に表示されている場合は、本機の取扱説明書に記載されている重要な操作と保守(整備)の指示についてユーザーの注意を喚起するものです。

安全上のご注意、法規遵守、EMI/EMF適合性、その他の関連項目については、エクストロンのウェブサイト www.extron.com より『Extron Safety and Regulatory Compliance Guide』(P/N 68-290-01) をご覧ください。

안전 지침 • 한국어

경고: 이 기호 ⚠ 가 제품에 사용될 경우, 제품의 인클로저 내에 있는 접지되지 않은 위험한 전류로 인해 사용자가 감전될 위험이 있음을 경고합니다.

주의: 이 기호 ⚠ 가 제품에 사용될 경우, 장비와 함께 제공된 책자에 나와 있는 주요 운영 및 유지보수(정비) 지침을 경고합니다.

안전 가이드라인, 규제 준수, EMI/EMF 호환성, 접근성, 그리고 관련 항목에 대한 자세한 내용은 Extron 웹 사이트(www.extron.com)의 Extron 안전 및 규제 준수 안내서, 68-290-01 조항을 참조하십시오.

FCC Class B Notice

NOTE: 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.

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 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. There is no guarantee that interference will not occur. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, you are 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 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.

In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of the manufacturer could void the user's authority to operate this equipment.

NOTE: For more information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the [Extron Safety and Regulatory Compliance Guide](#) on the Extron website.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Battery Notice

This product contains a battery. Do not open the unit to replace the battery. If the battery needs replacing, return the entire unit to Extron (for the correct address, see the Extron Warranty section on the last page of this guide).

CAUTION: Risk of Explosion if Battery is replaced by an Incorrect Type. Dispose of Used Batteries According to the Instructions.

ATTENTION : Risque d'explosion. Ne pas remplacer la pile par le mauvais type de pile. Débarrassez-vous des piles utilisées selon le mode d'emploi.

Class 1 Laser Product

Any service to this product must be carried out by Extron and its qualified service personnel.

CAUTION: Using controls, making adjustments, or performing procedures in a manner other than what is specified herein may result in hazardous radiation exposure.

NOTES:

- For more information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the [Extron Safety and Regulatory Compliance Guide](#) on the Extron website.
- Complies with 21 CFR 1040.10 and 1040.11.

Produit laser de classe 1

Si ce produit a besoin d'un quelconque entretien, celui-ci doit être fait par Extron Electronics et son personnel qualifié.

ATTENTION : L'utilisation de commandes, la réalisation de réglages, ou l'exécution de procédures de manière contraire aux dispositions établies dans le présent document, présente un risque d'exposition dangereuse aux radiations.

Remarque :

- Pour plus d'informations sur les directives de sécurité, les conformités de régulation, la compatibilité EMI/EMF, l'accessibilité, et les sujets en lien, consultez le « [Informations de sécurité et de conformité Extron](#) » sur le site internet d'Extron.
- Conforme à la section 1040.10 du titre 21 du Code des règlements fédéraux des États-Unis.

FCC Radio Frequency Interference — Safety Notices

NOTE: The Safety Notices and Industry Canada Notices on this and the following pages refer to the ZRTP Pro 1025T models.

Antenna Warnings

 **WARNING:** The radiated output power of the wireless device is far below the FCC radio frequency exposure limits. Nevertheless, the unit should be used in such a manner that the potential for human contact during normal operation is minimized. To avoid the possibility of exceeding the FCC radio frequency exposure limits, you should keep a distance of at least 20 cm between you (or any other person in the vicinity) and the antenna that is built into the unit.

AVERTISSEMENT : La puissance de sortie rayonnée de l'appareil sans fil est bien inférieure aux limites d'exposition aux radiofréquences de l'organisme américain FCC (Federal Communications Commission). Néanmoins, l'unité doit être utilisée de telle sorte que le contact humain éventuel durant le fonctionnement régulier de l'appareil soit réduit. Afin d'éviter toute possibilité de dépassement des limites d'exposition aux radiofréquences de la FCC, vous êtes tenu de conserver une distance de 20 cm (8') au minimum entre vous (ou toute autre personne située à proximité) et l'antenne intégrée à l'unité.

NOTE: The wireless network device must be installed and used in strict accordance with Extron Electronic's instructions as described in the user documentation that comes with the product. Any other installation or use will violate FCC Part 15 regulations.

Compliance IC

Canada, Industry Canada (IC) Notices

CAN ICES-3 (B)/NMB-3(B)

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with RSS247 of Industry Canada.

This Class B digital apparatus complies with Canadian ICES-003, Issue 4, and RSS-247, No 4.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

IC Antenna Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This radio transmitter has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Type: Chip

Maximum Peak Gain: 0.5 dBi

Impedance: 50 Ohm

Radio Frequency (RF) Exposure Information

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the antenna and your body.

IC conformité

Canada, avis d'Industry Canada (IC)

CAN ICES-3 (B)/NMB-3(B)

Cet appareil est conforme aux normes des cahiers des charges sur les normes radioélectriques (CNR) de l'ISDE applicables aux appareils exempts de licence. Son utilisation est subordonnée aux deux conditions suivantes : (1) Cet appareil ne doit provoquer aucune interférence, et (2) cet appareil doit accepter toute interférence, y compris l'interférence susceptible de compromettre son fonctionnement.

Cet appareil est conforme aux normes CNR-247 de l'ISDE.

Cet appareil numérique de classe B est conforme aux normes canadiennes NMB-003, 4ème édition, et CNR-247, 4ème édition.

Afin d'éviter toute interférence électromagnétique avec le service faisant l'objet d'une licence, cet appareil doit être utilisé dans des applications intérieures et être éloigné des fenêtres afin de garantir une protection maximale. L'équipement (ou son antenne d'émission) installé dans des applications extérieures fait l'objet d'une licence.

Note du ministère ISDE Canada relative aux antennes

En vertu de la réglementation d'Industrie Canada, cet émetteur radio doit être utilisé uniquement avec une antenne d'un certain type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par le ministère. Afin de réduire les éventuelles interférences électromagnétiques préjudiciables aux autres utilisateurs, il est essentiel de choisir le type d'antenne et son gain de telle sorte que la puissance isotrope rayonnée équivalente (EIRP) se révèle inférieure aux besoins requis pour garantir une communication satisfaisante.

Le fonctionnement de l'émetteur radio avec les types d'antenne listés ci-dessous a été approuvé par Industrie Canada. Le gain maximal autorisé et l'impédance requise pour chaque antenne sont par ailleurs indiqués. L'utilisation des types d'antenne non inclus dans cette liste, qui possèdent un gain supérieur au gain maximal indiqué pour chaque type, est strictement interdite avec cet appareil.

Type : puce électronique

Gain d'antenne maximal : 0.5 dBi

Impédance : 50 ohms

Informations sur les limites d'exposition aux radiofréquences

Cet équipement est conforme aux limites d'exposition aux radiations CNR-102 établies pour un environnement non contrôlé. Il doit être installé et contrôlé à une distance minimale de 20 cm entre l'antenne et votre corps.

Conventions Used in this Guide

Notifications

In this user guide, the following are used:



WARNING: Potential risk of severe injury or death.

AVERTISSEMENT : Risque potentiel de blessure grave ou de mort.

CAUTION: Risk of minor personal injury.

ATTENTION : Risque de blessure mineure.

ATTENTION:

- Risk of property damage.
- Risque de dommages matériels.

NOTE: A note draws attention to important information.

Software Commands

Directory paths that do not have variables are written in the font shown here:

Reply from 208.132.180.48: bytes=32 times=2ms TTL=32

C:\Program Files\Extron

Variables are written in slanted form as shown here:

ping xxx.xxx.xxx.xxx -t

SOH R *Data STX Command* ETB ETX

Selectable items, such as menu names, menu options, buttons, tabs, and field names are written in the font shown here:

From the **File** menu, select **New**.

Click the **OK** button.

Specifications Availability

Product specifications are available on the Extron website, www.extron.com.

Extron Glossary of Terms

A glossary of terms is available at www.extron.com/technology/glossary.aspx.

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Introduction

This section discusses the following topics:

- [About This Guide](#)
- [About the ZRTP Pro 725 and 1025 Series](#)
- [Features](#)
- [Application Diagram](#)
- [Requirements](#)

About This Guide

This guide describes the function, installation, and operation of the following Extron Zoom Room Touchpanels:

- **ZRTP Pro 725M, and ZRTP Pro 1025M** — wall mountable Zoom Room Touchpanels.
A range of mounting options are available for each model (see [Mounting](#) on page 20).
- **ZRTP Pro 725T and ZRTP Pro 1025T** — Zoom Room Touchpanels with weighted bases that allow them to stand on any suitable flat surface.

Unless otherwise stated:

- The terms “Zoom Room Touchpanel” and “ZRTP” refer to all models.
- “Wall mount” refers to the ZRTP Pro 725M and ZRTP Pro 1025M.
- “Tabletop” refers to the ZRTP Pro 725T and ZRTP Pro 1025T.

About the ZRTP Pro 725 and 1025 Series

The ZRTP Pro 725 and 1025 series panels are certified by Zoom and operate as either a Zoom Rooms controller or a Zoom Scheduling panel.

As a Zoom Rooms controller, these touchpanels let users manage the Zoom Rooms meeting experience and offer optional AV system control from a single device. Extend AV and room control capabilities by using an IPCP Pro xi Series control processor and the Extron Control for Zoom Rooms app. The ZRTP Pro Series also provides dynamic room scheduling for any space.

In the Zoom Rooms scheduling display mode, the touchpanel is mounted outside of a conference room for room reservations and at-a-glance room occupancy status.

Features

- **Certified Zoom Rooms controllers and Zoom Scheduling panels**
- **Provides advanced room and AV controls when paired with an IPCP Pro xi control processor and the Extron Control for Zoom Rooms App**
- **Support for Zoom Device Management - ZDM, which allows centralized room and device management** — Provides out of the box functionality with no pre-enrollment or enrollment process necessary.
- **7" and 10" touchpanels available in both wall mount and tabletop form factors**
- **Power over Ethernet provides power and communication over a single Ethernet cable**
- **Proximity detection allows one-click direct sharing via built-in speakers** — Ultrasonic sound proximity detection enables the ZRTP Pro Series touchpanel to generate an ultrasonic signal that can be detected by the Zoom Desktop Client. If the Zoom Desktop Client detects the signal in a Zoom Room, it automatically connects to the Zoom Room when the attendee clicks **Screen Share**.

- **Gorilla® Glass screen is tough, scratch, and smudge-resistant** — Corning® Gorilla Glass is stronger and more scratch-resistant than standard glass, while maintaining touch sensitivity, color saturation, and brightness.
- **Light sensor adjusts screen brightness as the ambient room lighting changes**
- **Status lights show green or red based on Zoom call status or room availability**
- **Motion detector wakes the touchpanel when approached**
- **When used as a Zoom Rooms controller with the Extron Control for Zoom Rooms App, the ZRTP Pro series is customizable using Extron control system software** — GUI Designer combined with Global Configurator Plus, Global Configurator Professional, or ControlScript Deployment Utility.
- **Compatible with all Extron 7" and 10" wall mount and tabletop mounting accessories**
- **Contemporary design that complements the aesthetics of any environment**

Application Diagram

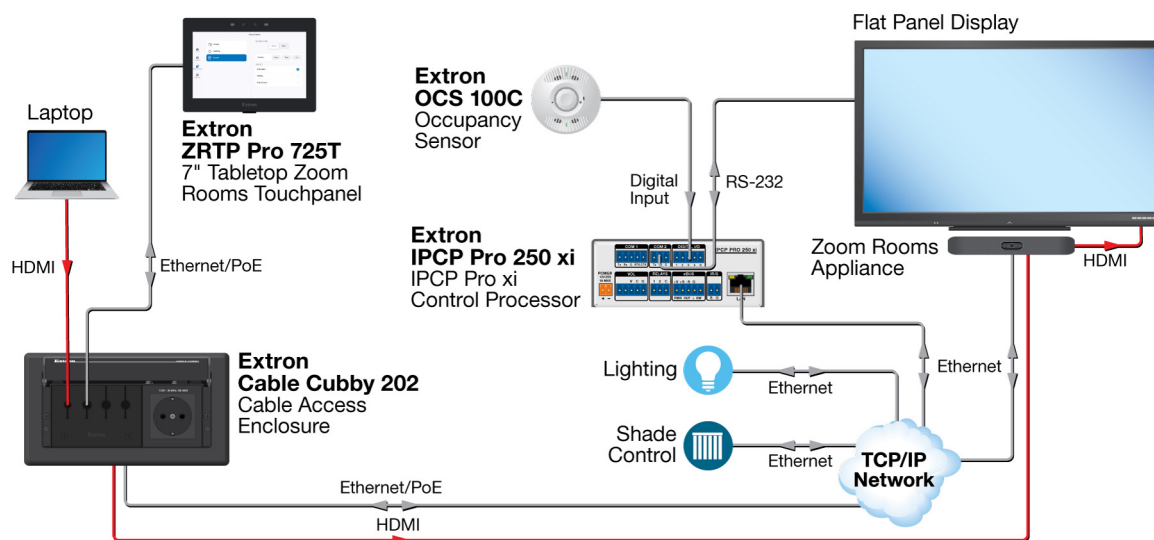


Figure 1. Application Diagram

Requirements

Software

Extron GUI Designer, Global Configurator Plus and Professional, ControlScript Deployment Utility — For a complete list of the requirements for running these software products, see the Extron web page (www.extron.com) for that software.

Extron Control for Zoom — For information about this software, go to <https://www.extron.com/product/software/controlzoomrooms>.

Hardware

Control Processors — See the *Extron Control for Zoom Rooms Software Release Notes* at www.extron.com for a list of compatible Extron control processors.

For information about additional recommended hardware go to <https://zoom.us/hardware>.

The Zoom website also provides information about how to get started with Zoom Room at <https://support.zoom.com/hc>. Click the Getting Started link.

Installation Overview

This section provides an overview of the installation process. Follow the links for a more detailed explanation of each step.

1. Before starting to install the ZRTP Pro models, download and install the latest versions of the following software:

- Extron Control for Zoom Rooms App
- GUI Designer
- Global Configurator Plus and Professional
- Toolbelt
- ControlScript Deployment Utility

For information about these software programs, see [Installing Software](#) on page 15.

2. Before starting to install the ZRTP Pro models, obtain the following network information from your network administrator:

- **Dynamic Host Configuration Protocol (DHCP) status** (on or off). If DHCP is off, you also require:
 - **IP address**
 - **Subnet mask**
 - **Gateway**
 - **DNS Server**
- **User name** — This can be either admin or user.
- **Password** — The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords can be changed during configuration. Passwords are case sensitive.

NOTE: If the device is reset to default settings, the password is the default password configuration. The default password is extron (for either admin or user accounts).

- **MAC address** — Make a note of the touchpanel MAC address, which can be found on the rear panel label (ZRTP Pro 725M or 1025M) or a label on the base (ZRTP Pro 725T or 1025T).

3. Mount and cable the units:

- Mount the units.

NOTE: If you use the setup menu to configure the ZRTP Pro 725M or 1025M for network communication (see step 4, below), configure the touchpanel before mounting as access to the rear panel **MENU** button is obstructed by mounting.

- **Connect cables to the touchpanels** (see [Tabletop Rear and Base Features](#) on page 6 or [Wall Mount Rear Panel Features](#) on page 5).
- **Connect the power cords and power on all devices** (see [Connecting Power](#) on page 7).

4. **Set up the touchpanels for network communication** — Connect the PC that you are using for setup, the Extron control processor, and the touchpanel to the same Ethernet subnetwork. Use either Toolbelt or the Settings app to set DHCP status and, if required, the IP address, subnet mask, gateway, and related settings for the touchpanel.

5. **Configure Time and Date and Language** — Use the Settings menu for additional configuration.

6. **Configure or program the Touchpanels** — The *GUI Designer Help File*, the *Global Configurator Plus and Professional Help File*, the *ControlScript Deployment Utility Help File*, and the *Toolbelt Help File* provide step-by-step instructions and detailed information.

The *Global Configurator Help File* also includes an introduction to that software and sections on how to start a project and configuration.

Panel Features

This section describes the ZRTP Pro touchpanels:

- [Wall Mount and Tabletop Front Panel Features](#)
- [Wall Mount Rear Panel Features](#)
- [Tabletop Rear and Base Features](#)
- [Connecting Power](#)

Wall Mount and Tabletop Front Panel Features

Figure 2 shows the ZRTP Pro 725M (left) and ZRTP Pro 725T (right) front panels. The front panels for all models have the same features and are very similar, apart from size.

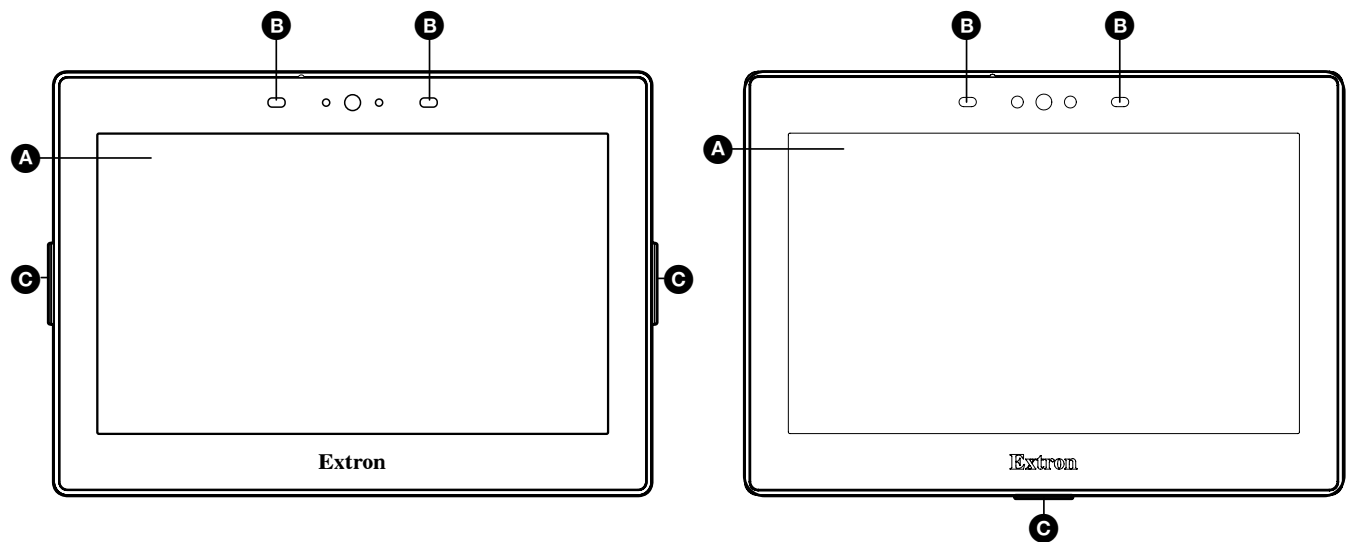


Figure 2. ZRTP Pro 725M (left) and ZRTP Pro 725T (right) Front Panels

- A LCD touchscreen** — Made with tough, scratch-resistant touchscreen.
 - ZRTP Pro 725 Series — 7-inch touchscreen with 1024x600 (WSVGA) resolution
 - ZRTP Pro 1025 Series — 10.1-inch touchscreen with 1280x800 (WXGA) resolution
- B Motion sensor (two)** — The sensor detects motion between 3 to 5 feet (0.9 to 1.5 meters) from the ZRTP, and at least 15° from the center axis.

If motion is detected by the sensor, while the unit is in sleep mode, the screen display is restored and active.
- C Front status light** — The ZRTP Pro 725M and 1025M have two LEDs (one on each side). The ZRTP Pro 725T and 1025T have a single LED (in the center of the bottom edge).

Wall Mount Rear Panel Features

Many of the features shown on the ZRTP Pro 725M, or 1025M rear panels are found on the [Tabletop Rear and Base Features](#) (see page 6)

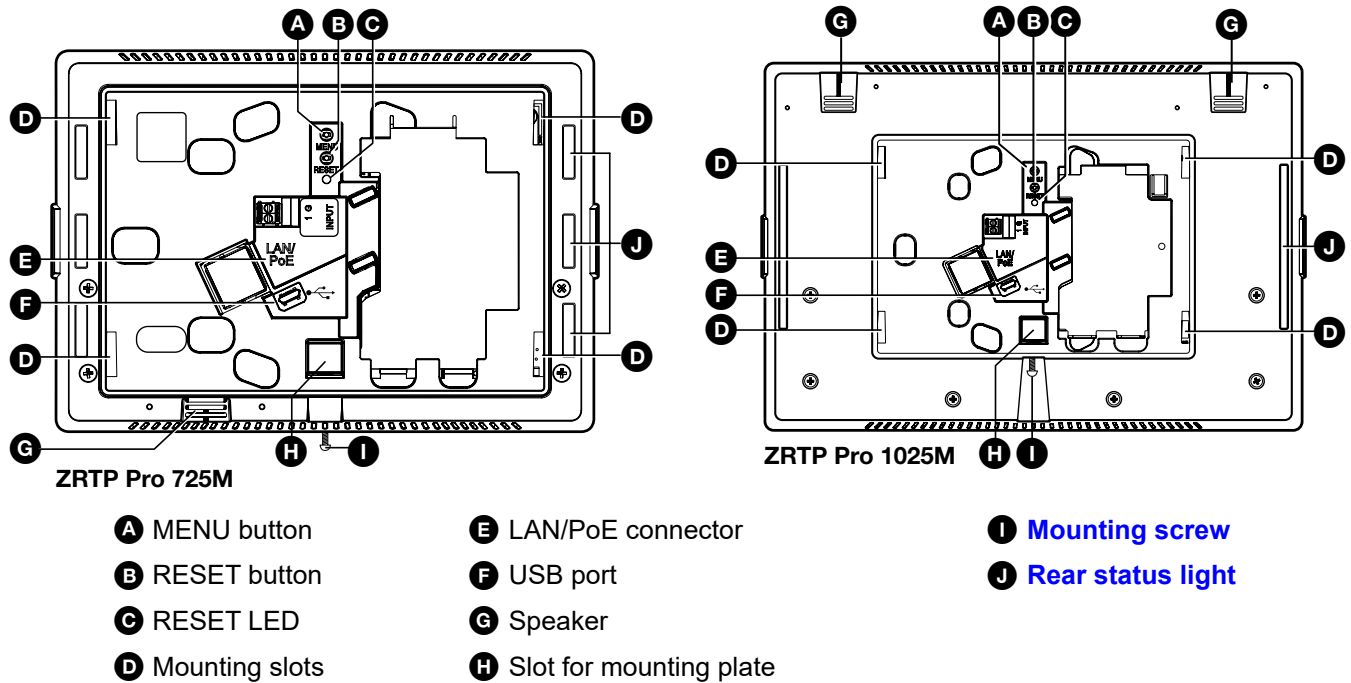


Figure 3. ZRTP Pro 725M (top), 1025M (bottom left) and 725T (bottom right) Rear Panels

- A MENU button** (see figure 3) — Allows user to enter or exit the system settings.
- B RESET button** — Allows the user to carry out a factory firmware reset (see [Reset Mode](#) on page 24).
- C Reset LED** — Provides feedback for the [Reset Mode](#).
- D Mounting slots** — Four, one in each corner (see [Mounting the ZRTP Pro 725M and 1025M](#) on page 20). The hooks on the corners of the mounting plate (see [figure 23](#), ③, on page 21) fit into these slots for wall mounting.
- E LAN/PoE connector** — Connect the touchpanel to a PoE power injector (not provided) using a twisted pair cable, terminated with an RJ-45 connector. Connect the power injector to the LAN through a network switch (see [Connecting Power](#) on page 7).

ATTENTION:

- Do not power on the touchpanels or control processors until you have read the [Attention](#) about Power over Ethernet (PoE) power supplies (see page 7).
- Ne branchez pas les écrans tactiles ou les processeurs de contrôle avant d'avoir lu la [mise en garde](#) sur les sources d'alimentation via Ethernet (PoE) (voir page 7).

NOTE: The touchpanels ship without a power injector. The power injector must be purchased separately.

The network port has two LEDs. The green LED lights steadily to indicate that the touchpanel is connected correctly to a network. The yellow LED blinks to indicate that data is being passed to or from the touchpanel.

- F USB port** — Compatible with USB 2.0.
- G Speaker** — Provides audible feedback for the user. The ZRTP Pro 725M has a single speaker. The ZRTP Pro 1025M has two (dual mono) speakers.
- H Slot for mounting plate** — The tongue at the bottom of the mounting plate fits into this slot, for wall mounting (Mounting the ZRTP Pro 725 and 1025M).

- ❶ **Mounting screw** (see [figure 3](#) on page 5) — Tightens against the tongue of the mounting plate to secure the touchpanel (see Mounting the ZRTP Pro 725 and 1025M).
- ❷ **Rear status light** — Two rear status light bars, one on each side. The status lights show green or red based on Zoom call status or room availability.

Tabletop Rear and Base Features

Figure 4 shows the ZRTP Pro 725T. The ZRTP Pro 1025T base is similar.

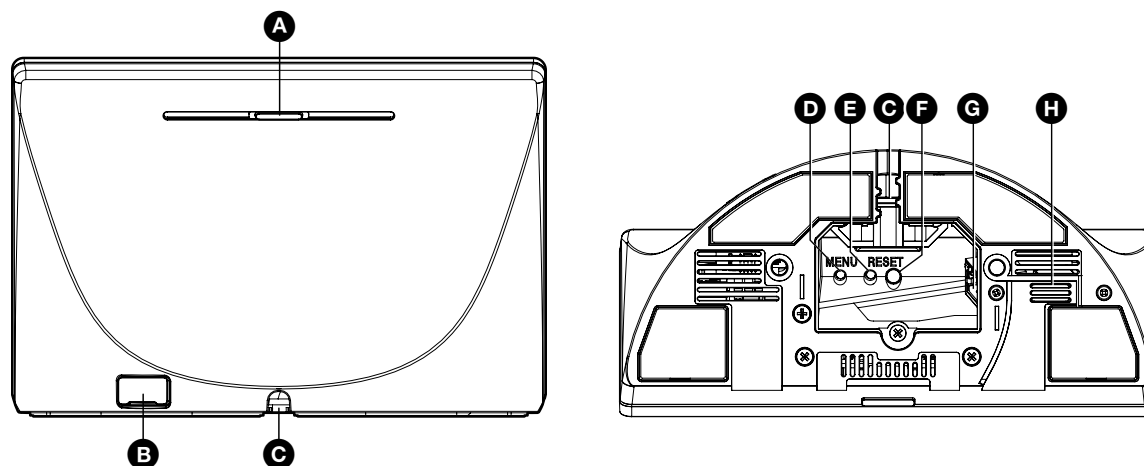


Figure 4. ZRTP Pro 725T and ZRTP Pro 1025T Base

- ❶ **Rear status light** — The ZRTP Pro 725T and ZRTP Pro 1025T have a single LED.
- ❷ **USB port** — Compatible with USB 2.0. The plastic cover that be removed for access.
- ❸ **Cable guide** — The Ethernet cable is inserted through this hole at the back of the base (see [Connecting Power](#) on page 7).
- ❹ **MENU button** — Allows user to enter or exit the system settings.
- ❺ **RESET button** — Allows the user to carry out a Full Factory Reset (see [Reset Mode](#) on page 24).
- ❻ **RESET LED** — Provides feedback for [Reset Mode](#).
- ❼ **LAN/PoE connector** — These touchpanels must be powered by Power over Ethernet (PoE; see [Connecting Power](#)).

ATTENTION:

- Do not power on the touchpanels or control processors until you have read the [Attention](#) about Power over Ethernet (PoE) power supplies (see page 7).
- Ne branchez pas les écrans tactiles ou les processeurs de contrôle avant d'avoir lu la [mise en garde](#) sur les sources d'alimentation via Ethernet (PoE) (voir page 7).

NOTE: The touchpanels ship without a power injector. The power injector must be purchased separately.

The network port has two LEDs. The green LED lights steadily to indicate that the touchpanel is connected correctly to a network. The yellow LED blinks to indicate that data is being passed to or from the touchpanel.

- ❶ **Speaker** — A single speaker provides audible feedback for the user.

Connecting Power

These touchpanels must be powered by Power over Ethernet (PoE). Users must provide their own PoE power injector. Figure 5 shows the Extron PI 115. Your power injector may look different.

1. Connect a straight-through Ethernet cable from the power injector to a switch or router (see figure 5, ❶). This cable carries network information from the switch or router to the power supply.
2. Connect a second straight-through cable (❷) from the power injector to the touchpanel. This cable carries the network information and 48 VDC from the power injector to the touchpanel.
3. Connect the IEC power cord to a convenient 100 VAC to 240 VAC, 50-60 Hz power source (❸).

Alternatively, connect the touchpanel to a PoE switch.

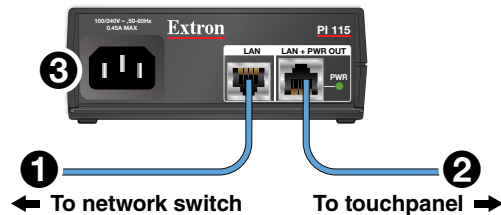


Figure 5. PI 115 Power Injector

ATTENTION:

- The installation must always be in accordance with the applicable provisions of National Electrical Code ANSI/NFPA 70, article 725 and the Canadian Electrical Code part 1, section 16.
- Cette installation doit toujours être conforme aux dispositions applicables du Code américain de l'électricité (National Electrical Code) ANSI/NFPA 70, article 725, et du Code canadien de l'électricité, partie 1, section 16.
- The power supply shall not be permanently fixed to building structure or similar structure.
- La source d'alimentation ne devra pas être fixée de façon permanente à une structure de bâtiment ou à d'autres structures similaires.
- Power over Ethernet (PoE) is intended for indoor use only. It is to be connected only to networks or circuits that are not routed to the outside plant or building.
- L'alimentation via Ethernet (PoE) est destinée à une utilisation en intérieur uniquement. Elle doit être connectée seulement à des réseaux ou des circuits qui ne sont pas routés au réseau ou au bâtiment extérieur.
- Unless otherwise stated, the AC/DC adapters are not suitable for use in air handling spaces or in wall cavities. The power supply is to be located within the same vicinity as the Extron AV processing equipment in an ordinary location, Pollution Degree 2, secured to the equipment rack within the dedicated closet, podium, or desk.
- Sauf mention contraire, les adaptateurs AC/DC ne sont pas appropriés pour une utilisation dans les espaces d'aération ou dans les cavités murales. La source d'alimentation doit être située à proximité de l'équipement de traitement audiovisuel dans un endroit ordinaire, avec un degré 2 de pollution, fixé à un équipement de rack à l'intérieur d'un placard, d'une estrade, ou d'un bureau.
- Always use a power supply provided by or specified by Extron. Use of an unauthorized power supply voids all regulatory compliance certification and may cause damage to the supply and the end product.
- Utilisez toujours une source d'alimentation fournie ou recommandée par Extron. L'utilisation d'une source d'alimentation non autorisée annule toute conformité réglementaire et peut endommager la source d'alimentation ainsi que le produit final.

ATTENTION:

- If not provided with a power supply, this product is intended to be supplied by a UL Listed power source marked "Class 2" or "LPS" rated output 48 VDC or 56 VDC (PoE), minimum 0.35 A, or an Extron UL Listed XTP/DTP remote power source.
- Si le produit n'est pas fourni avec une source d'alimentation, il doit être utilisé avec une source d'alimentation certifiée UL de classe 2 ou LPS avec une tension nominale 48 Vcc ou 56 Vcc (PoE), 0,35 A minimum, ou une source d'alimentation à distance XTP/DTP Extron certifiée UL.
- The touchpanels are intended for connection to a Power over Ethernet circuit for intra-building use only and are considered to be part of a Network Environment 0 per IEC TR62101. Power over Ethernet (PoE) is to be connected only to networks or circuits that are not routed to the outside plant or building.
- Les écrans tactiles sont conçus pour une connexion à un circuit PoE pour une utilisation intérieure uniquement et sont considérés comme faisant partie d'un environnement réseau 0 selon la norme IEC TR62101. L'alimentation via Ethernet (PoE) doit être connectée seulement à des réseaux ou des circuits qui ne sont pas routés au réseau ou au bâtiment extérieur.
- Extron power supplies are certified to UL/CSA 60950-1 and are classified as LPS (Limited Power Source). Use of a non-LPS or unlisted power supply will void all regulatory compliance certification.
- Les sources d'alimentation Extron sont qualifiées UL/CSA 60950-1 et sont classées LPS (Limited Power Source). L'utilisation d'une source d'alimentation non-listée ou non-listée LPS annulera toute certification de conformité réglementaire.

Configuring Zoom Rooms

When the device is powered on for the first time, select either **Zoom Rooms Controller** or **Scheduling Display** and click **Next**.

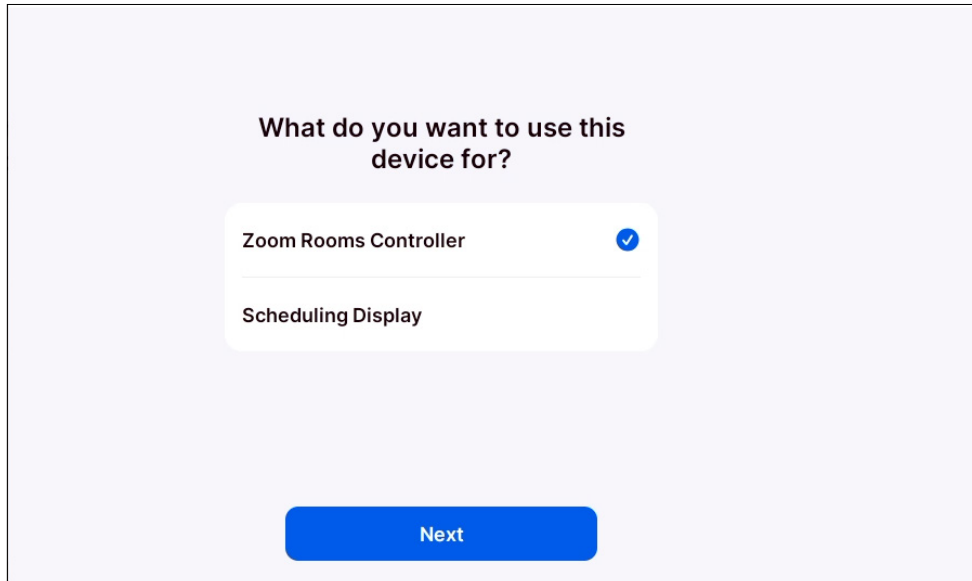


Figure 6. Select Zoom Rooms Controller

Click the **settings** icon (see figure 7, **1**).

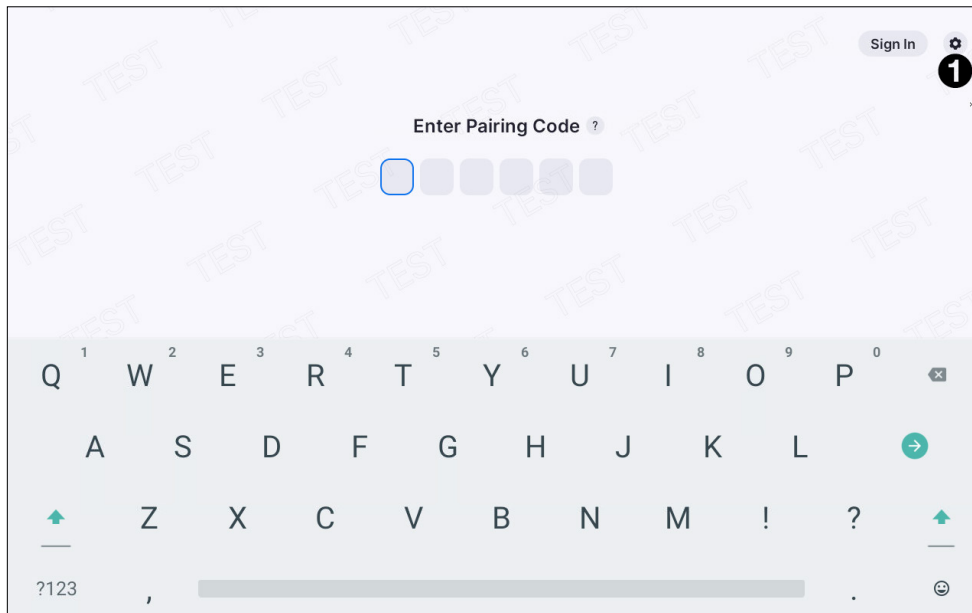


Figure 7. Click Settings Icon

Click **System Settings** (see figure 8, ❶).

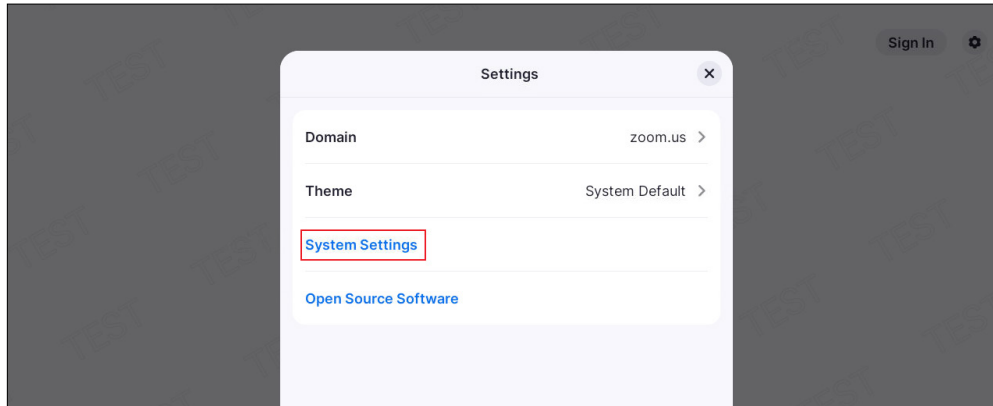


Figure 8. Settings Menu

The Settings menu opens.

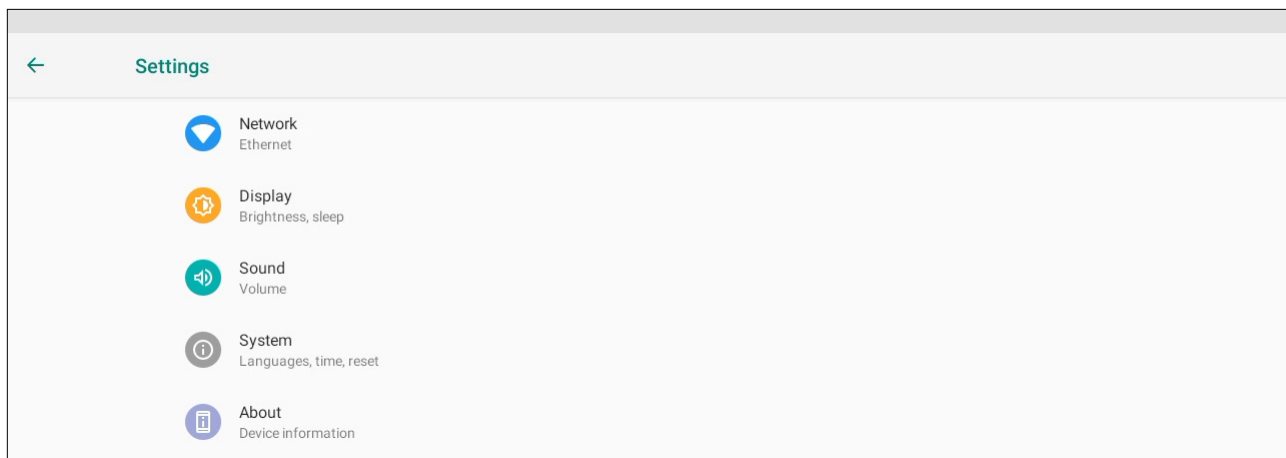


Figure 9. Settings Menu

The Settings menu provides access to five sub-menus:

- ❶ **Network** on page 11
- ❷ **Display** on page 11
- ❸ **Sound** on page 12
- ❹ **System** on page 12
- ❺ **About** on page 13

NOTE: All sub-menus have an icon in the top right corner (🔍), which exits the Settings menu and returns to the Zoom Room Control app.

Network

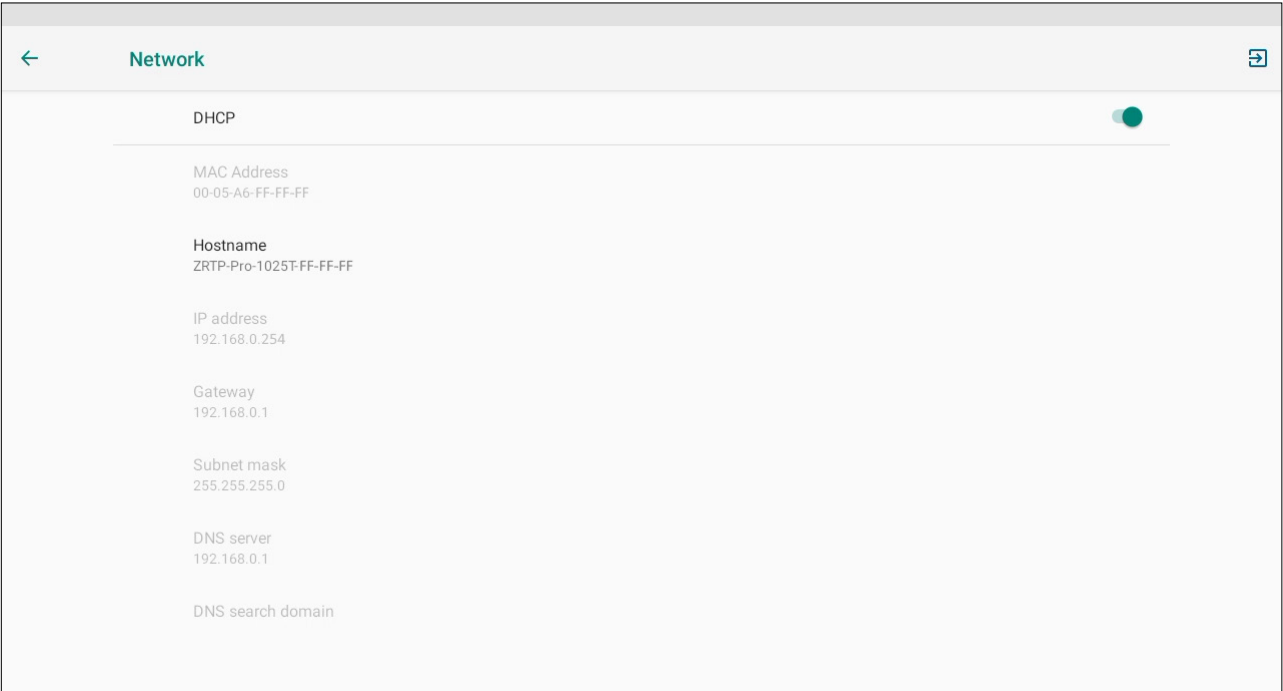


Figure 10. Network Sub-menu

Use the toggle switch to select DHCP enabled or disabled.

- If DHCP is enabled, the unit Hostname can be configured. All other network settings are read-only.
- If DHCP is disabled, consult your network administrator to obtain a valid network IP address, Gateway address, Subnet mask, and DNS server.

Display



Figure 11. Display Sub-menu

- Brightness level allows you to set the screen the absolute brightness of the screen.
- Adaptive Brightness allows you to optimize the brightness level for the available light.

Sound

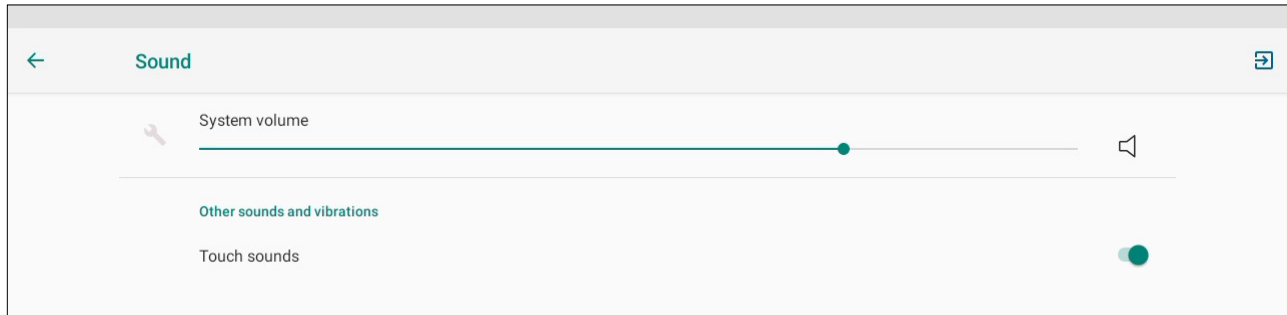


Figure 12. Sound Sub-menu

The Sound sub-menu allows you to configure the system sounds.

- System volume allows you to adjust the volume between 0-100%
- The **loudspeaker** icon allows you to toggle between mute and unmute. If the system mute is disabled, the sound level returns to the previous value
- Touch sounds can be enabled or disabled. When they are enabled, the unit provides feedback when the screen is pressed.

System

The System menu allows you to configure Language, Date & Time and Reset options.

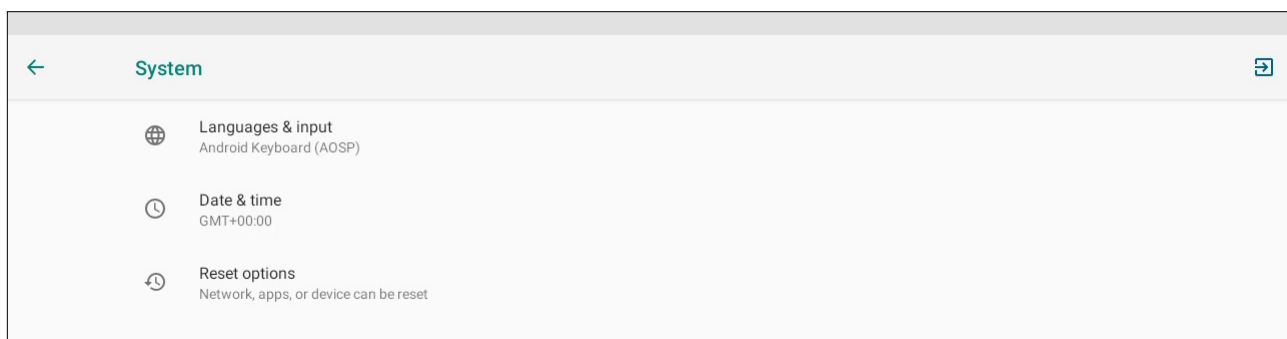


Figure 13. System Sub-menu

- Languages & input allows you to select the language used by the application.
- Date & time allows you to set date and time automatically, or to set date, time, and time zone manually. You can also toggle between a 12-hour or 24-hour clock.
- Reset options allows you to reset the device.

About

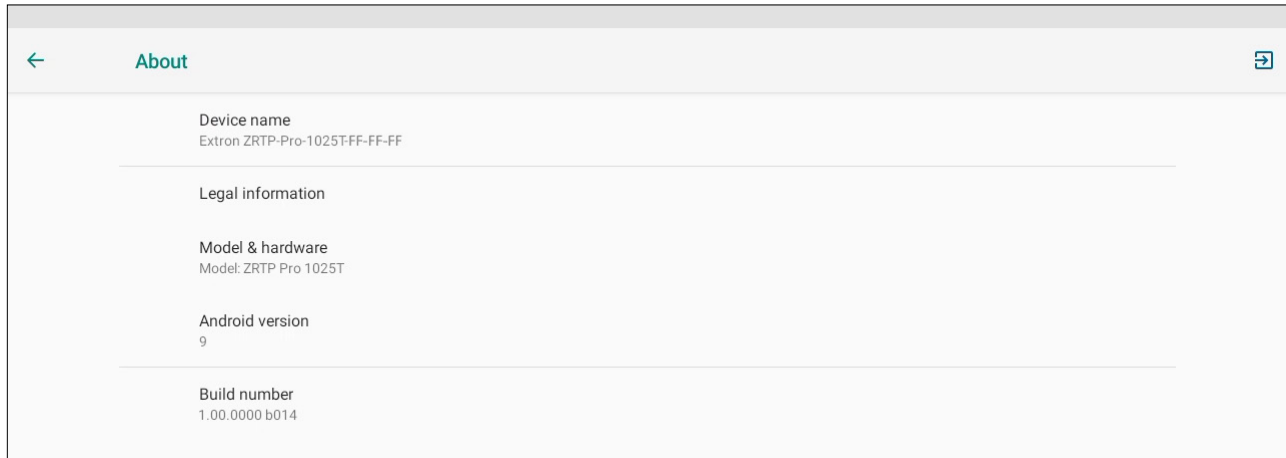


Figure 14. About Sub-menu

The About sub-menu provides information about the device:

- Device name.
- Legal information provides information about third-party licenses and system web view licenses.
- Model & hardware provides the model name, serial number, and part number.
- Android version provides the Android version, the patch level, the kernel version, the bootloader version, and the build number.
- Build number provides the Extron firmware version.

Installing Software

This section of the user guide provides information about:

- [Software Programs](#)
- [Installing Software](#)
- [Using the Software](#)
- [Updating the Firmware](#)

Software Programs

- **Extron Control for Zoom Rooms App** — Adds Extron AV control capabilities to the conferencing features provided by any Android and Windows based Zoom Rooms controller. For more information go to <https://marketplace.zoom.us/app> and enter Extron in the search box.
- **GUI Designer** — Use GUI Designer to design a graphical user interface (GUI) for the Zoom Room touchpanel (see the *GUI Designer Help File* for step-by-step instructions and more detailed information). Extron provides a Zoom Room GUI theme, which is available at <https://www.extron.com/product/software/controlzoomrooms..>
- **Global Configurator Plus and Professional** — Use Global Configurator Plus and Professional to configure the graphical user interface for the Zoom Room touchpanel by assigning functions to screen elements (see the *Global Configurator Plus and Professional Help File* for step-by-step instructions and more detailed information). The *Global Configurator Plus and Professional Help File* also includes an introduction to the software and sections on how to start and configure a project.
- **ControlScript Deployment Utility** — Provides integrated development environments for Extron control systems programming. It works with the Extron ControlScript Extension for VS Code. It is used to assigning functions to screen elements and offers a programming alternative to Global Configurator Plus and Professional (see the *ControlScript Deployment Utility Help File* for more detailed information).
- **Toolbelt** — Provides device discovery, device information, firmware updates, and configuration of network settings, system utilities (reset, reboot), and user management (username and password) for Zoom Room touchpanels (see the *Toolbelt Help File* for more detailed information).

The software help files are packaged with the respective software.

Installing Software

The ZRTP Pro 725 and 1025 series touchpanels are compatible with GUI Designer, Global Configurator Plus and Professional, ControlScript Deployment Utility, and Toolbelt.

All four software products can be downloaded from www.extron.com.

1. Select the Download tab (see figure 15, **①**).
2. Click the Software (**②**) option at the bottom of the page.

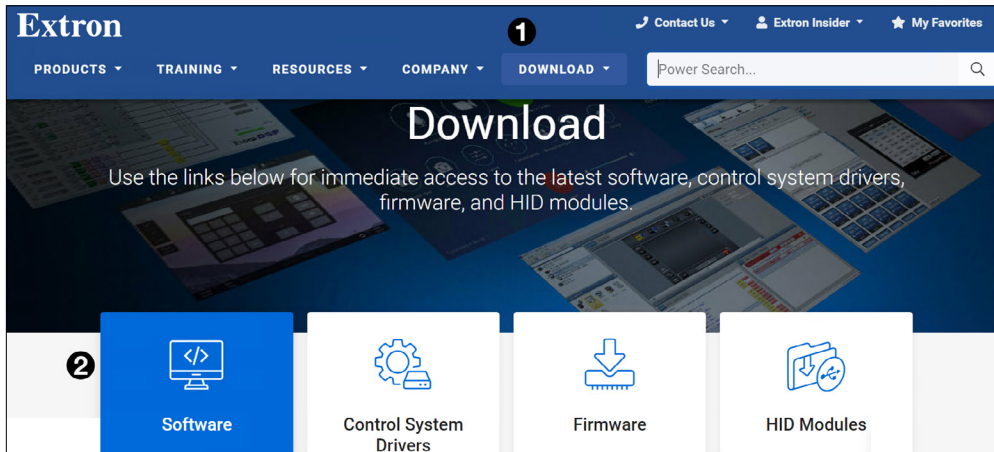


Figure 15. Software Downloads from the Extron Website

3. You may see the product immediately, for example Global Configurator Plus and Professional (see figure 16, **①**) Use the left and right arrows (**②**) to scroll through all the highlighted products. If the software is not shown, click the initial letter of the product in the alphabet menu (**③**).

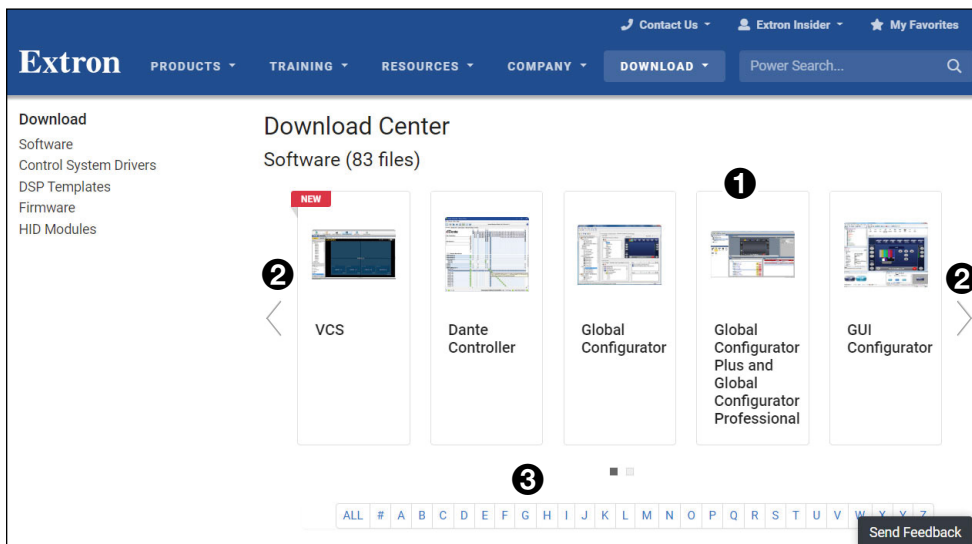


Figure 16. Software Download Center

4. Clicking directly on the product name takes you to the product page, which provides more information about the software. Click **Download** and, on the new page, provide the information requested. An executable file (.exe) is placed in your default Downloads folder.
5. Clicking on a letter from the alphabet menu generates a list of software products with that initial letter. Scroll through the search results until you find the desired product. Click **Download** and, on the new page, provide the information requested. An executable file (.exe) is placed in your default Downloads folder.

NOTE: You need an Extron Insider account to run these Extron products. To obtain one, contact the Extron Sales Department.

6. Run the executable file to install the software. By default, your computer creates a new folder at C:\Program Files\Extron or C:\Program Files (x86)\Extron.

Using the Software

Design and Configure or Program the User Interface

Use GUI Designer and Global Configurator Plus and Professional to design and configure a graphical user interface (GUI) for the TouchLink Pro touchpanel. Extron provides a Zoom Room GUI theme, which is available at <https://www.extron.com/article/zoom-room-with-extron-control>.

1. Design the layout of the screen text and graphics using GUI Designer, which is a Windows-based application. You can either customize an existing template or create an entirely new interface. GUI Designer offers several templates.
2. After the user interface has been designed, the project is saved, built, and imported into Global Configurator Plus and Professional.
3. Use Global Configurator Plus and Professional to assign functions to the text and graphics of the interface.
4. After assigning the control functions, the project is rebuilt and uploaded to the control processor and touchpanel.

Alternatively, instead of using Global Configurator Plus and Professional, use ControlScript Deployment Utility to program control functions for the text and graphic items of the interface.

The GUI Designer, Global Configurator Plus and Professional, ControlScript Deployment Utility software provide versatility and adaptability for control of an AV system as it grows and evolves.

Extron Control for Zoom Rooms

The Extron Control for Zoom Rooms application (ECZR) is an AV control system app that gives users complete access to Extron control systems directly from Zoom Rooms Controller devices. The EZRC app allows Extron Control for Web to run on these devices in conjunction with Zoom's Zoom Rooms Controller app. For more information about the Extron Control for Zoom Rooms application go to www.extron.com/kb/help/eczr.

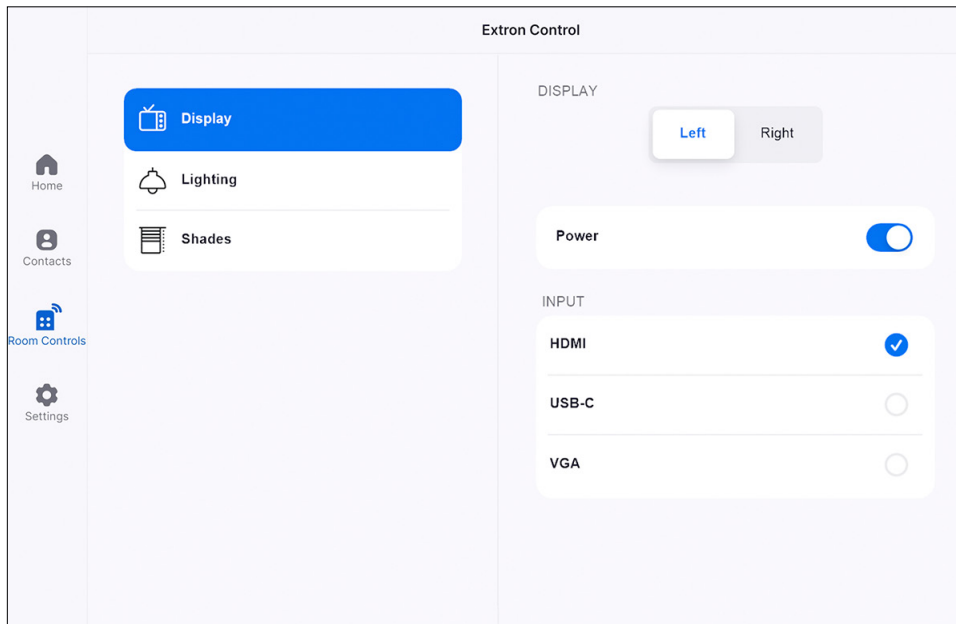


Figure 17. Extron Control for Zoom Rooms

Updating the Firmware

You can use either of two methods to update the firmware

- [Updating Firmware with Zoom Device management](#)
- [Updating Firmware with Toolbelt.](#)

Before starting, consult your IT team and ensure that the touchpanel has a unique IP address.

Updating Firmware with Zoom Device management

Firmware for the ZRTP Pro series touchpanels can be upgraded using Toolbelt or Zoom Device Management (ZDM). For information about ZDM, see [Updating Zoom Rooms – Zoom Support](#).

Updating Firmware with Toolbelt.

Downloading the Latest Firmware

1. Power on a computer that is connected to the same network as the touchpanel.
2. Go to www.extron.com, click **DOWNLOAD** (see figure 18, ❶) and then click **Firmware** (❷).

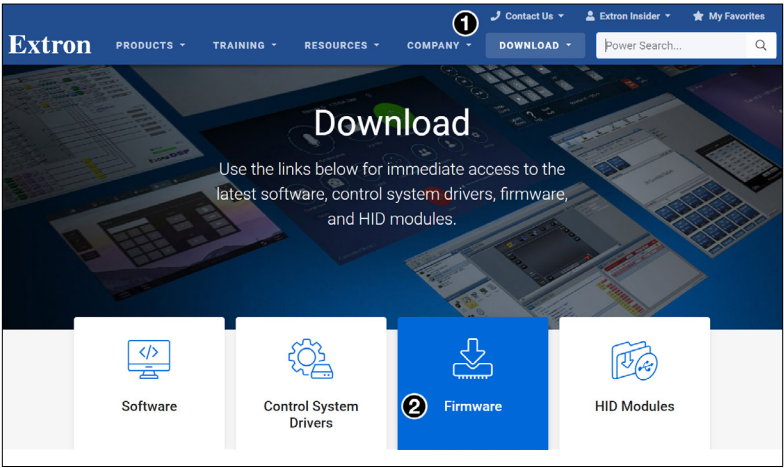


Figure 18. Firmware Download Center

3. Click the letter Z from the alphabet menu.
4. Scroll down the page until you find the firmware for your ZRTP Pro model.

TLP Pro x25 Series, and TLC Pro x26 Series	49-388-50	3.05.0000-b011	May 6, 2020	93.9 MB	Download ❷
TLP Pro 525 Series, TLP Pro 725 Series, TLP Pro 1025 Series, TLC Pro 526M Series, TLC Pro 726M Series, TLC Pro 1026M Series					
Release Notes ❶					

Figure 19. ZRTP Pro Firmware download

NOTE: Firmware for your device is only listed if there has been a firmware update since the product was released.

5. Click **Release Notes** (see [figure 19](#), ❶, on page 17) for more information about the firmware (optional).
6. Click **Download** (❷).
7. Enter the required information and click the download button. Go to the Downloads folder and click on the file to install the firmware on the PC. By default, it is stored at C:\Program Files (x86)\Extron\Firmware\<product name>\<firmware version>.

Installing Firmware

1. Open Toolbelt.
2. Discover or manually add the device.

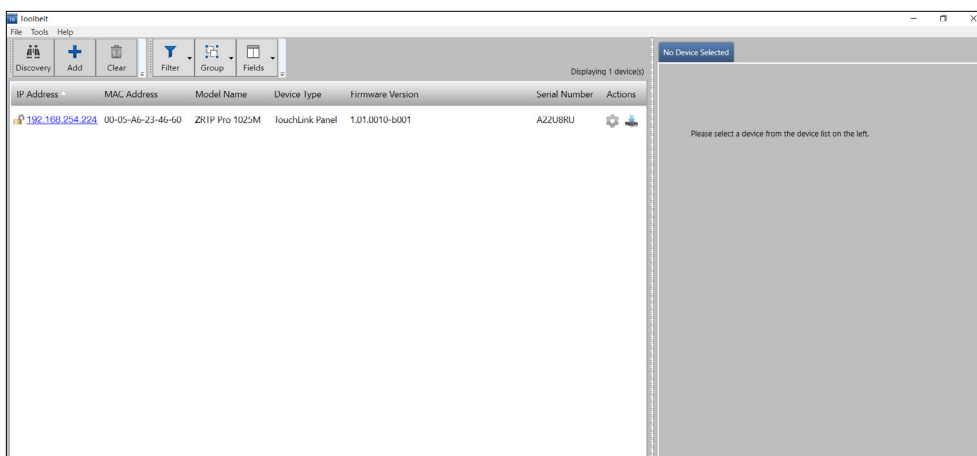


Figure 20. Toolbelt — Discover Devices

3. Select one or more devices to update from the Device list.
 - Single device selection — <Right click> on a single device and select **Update Firmware**.
 - Multiple device selection — to select multiple devices:
 - a. Hold down <Shift> and click on a range.
 - b. <Right click> and select **Update Firmware** or click on the **Update Firmware** icon in the Actions column.
4. Open the Firmware Uploader window by clicking **Tools > Firmware Uploader...**

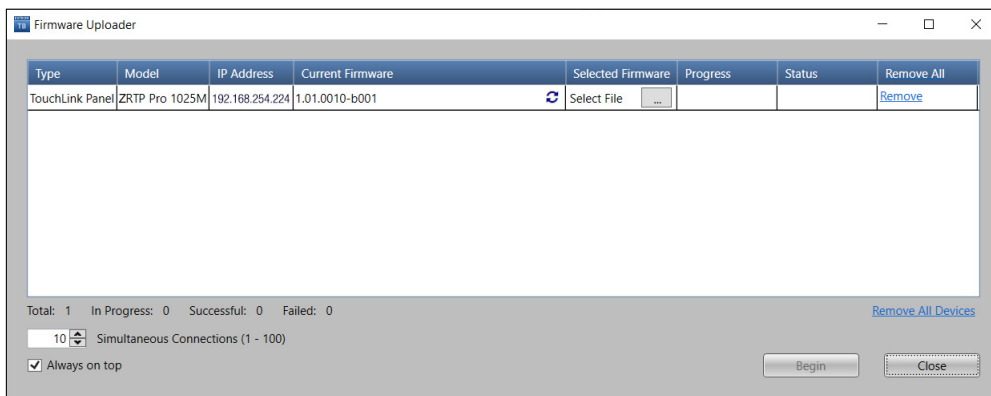


Figure 21. Toolbelt — Firmware Loader

5. Enter the credentials for each device if prompted.

6. Click **Begin**. Firmware Uploader begins to upload the selected firmware to the selected device(s).

The update process goes through the following states:

- **Idle** — no upload taking place
- **Uploading** — pre-installation
- **Verification** — start of installation
- **Installation** — installing selected firmware version on device
- **Completion** — firmware upload successful

For more information about using Toolbelt to update firmware, see the *Toolbelt Help File* at www.extron.com.

Mounting

There are several options for mounting these touchpanels. Visit the Extron website (www.extron.com) for a complete list.

This section outlines the various options for:

- **Mounting the ZRTP Pro 725M and 1025M**
 - **Mounting to a Wall Box or Junction Box**
 - **Mounting to Drywall**
 - **Mounting the Touchpanels with Optional Kits**
- **Mounting the ZRTP Pro 725T or 1025T**
 - **SMA-2 Swivel Mount Adapter**

ATTENTION:

- All structural steps and electrical installation must be performed by qualified personnel in accordance with local and national building codes and electrical codes.
- Toute étape structurelle et installation électrique, doit être effectuée par un personnel qualifié, conformément aux codes du bâtiment, aux codes incendie et sécurité, et aux codes électriques, locaux et nationaux.
- Do not install touchpanels in a fire resistant rated wall or partition assembly.
- Ne pas installer les écrans tactiles sur un mur protégé par un dispositif coupe-feu ou dans une cloison.

Mounting the ZRTP Pro 725M and 1025M

Mounting to a Wall Box or Junction Box

Some local building codes require the touchpanel to be mounted in a junction box. Junction boxes or wall boxes must be purchased separately.

NOTE: The ZRTP Pro 725M and 1025M mount to a 2-gang junction box. Both of these models use the same mounting plate (see figure 22).

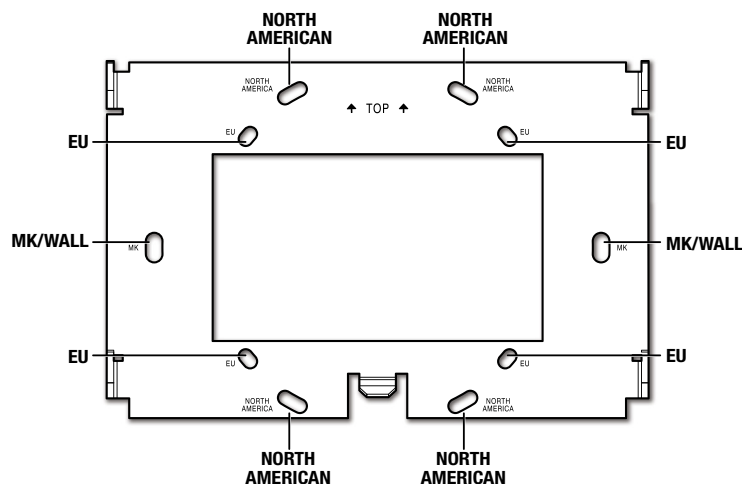


Figure 22. Mounting Plate for ZRTP Pro 725M and 1025M

Figure 23 shows how to mount the ZRTP Pro 725M. Mounting the ZRTP Pro 1025M is very similar.

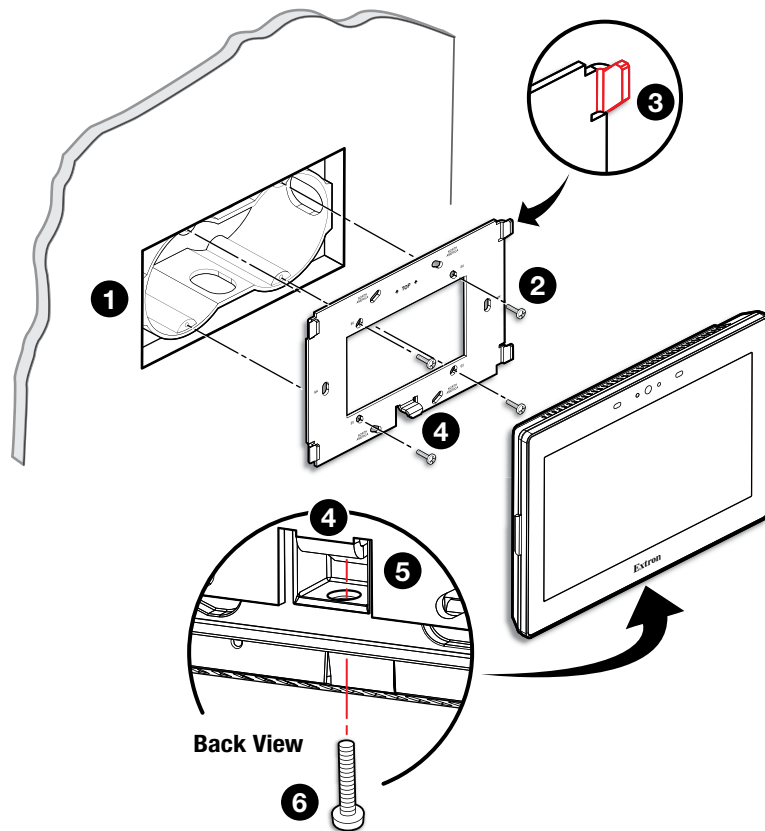


Figure 23. Mounting the ZRTP Pro 725M to a Wall Box (left) and Mounting Plate (right)

1. Install a junction box or wall box (see figure 23, ❶), following the instructions provided by the manufacturer.
2. Make sure you have the correct mounting plate for your touchpanel and fasten it to the wall box or junction box with the provided screws (❷). Use the mounting holes that are appropriate to the junction box you are using (see [figure 22](#) on page 20).

NOTES:

- Extron provides four 3/4" #6-32 Philips pan head screws for mounting to US junction boxes.
- Extron provides two 16 mm M 3.5 Philips pan head screws for mounting to MK junction boxes.
- EU junction boxes are usually provided with their own screws.

3. Run and connect cables to the back of the touchpanel (see [Wall Mount Rear Panel Features](#) on page 5).
4. Position the touch panel so that the mounting slots in the rear of the touchpanel align with the hooks on the mounting plate. The ZRTP Pro 725M and 1025M mounting plate has four hooks (see figure 23, ❸), one in each corner, top and bottom.
5. Move the touchpanel inwards so that slots move over the hooks.
6. Move the touchpanel down so that touchpanel is seated securely on the hooks and the tongue at the bottom of the mounting plate (❹) is sitting in a groove in the bottom of the touchpanel (see inset, ❺).
7. Tighten the mounting screw (❻) to fasten the touchpanel to the mounting plate.

Mounting to Drywall

If local building codes do not require a wall box, you can mount the touchpanel directly into drywall.

1. Go to www.extron.com and download the cut-out template for your touchpanel. Print the template at 100% size (no scaling).
2. Remove the gray area in the center of the template, place the template against the wall or furniture in a suitable location, and ensure that it is level. Use the template to mark the surface cut-out area that is being removed and the location of the MK slots (see [figure 22](#) on page 20).
3. Cut a hole in the wall or furniture (see [figure 23](#), ❶, on page 21).
4. Drill two pilot holes at the location of the MK slots.
5. Secure the mounting plate to the wall. Extron recommends using two molly bolts or SnapToggle bolts.
6. Complete the installation as described in steps [3 through 7](#) of the previous section, on page 21.

Mounting the Touchpanels with Optional Kits

A number of kits are available for mounting these touchpanels (see www.extron.com). The kits must be purchased separately and installed by following the instructions provided with the kit.

Mounting the ZRTP Pro 725T or 1025T

The ZRTP Pro 725T or 1025T can be placed on any suitable flat surface.

Desktop Mounting

SMA-2 Swivel Mount Adapter

The ZRTP Pro 725T and 1025T can be mounted with the optional Extron SMA-2 swivel mount adapter, which allows it to be mounted permanently and swivel up to 180° in either direction. The kit must be purchased separately and installed by following the instructions provided with the kit.

Reference Material

This section describes:

- [Best Practices for Cleaning Your Extron Products](#)
- [Network Port Requirements and Licensed Third-Party Software Used by the Touchpanels](#)
- [Reset Mode](#)

Best Practices for Cleaning Your Extron Products

Depending on the device, application, and location, there may be times when it becomes necessary to clean your Extron product. Frequently touched devices, such as touchscreens and button panels, require regular cleaning to ensure their surfaces remain sanitary. Plastic surfaces and cosmetic finishes can be damaged by long term exposure to chemicals. Therefore, Extron recommends the following guidelines when cleaning our products.

All Extron products can be safely cleaned with:

1. 70% concentration or higher isopropyl alcohol
2. Disinfectant cleaners that:
 - Are non-ammonium based (for example, contains no ammonium chloride)
 - Contain 2% or less sodium hypochlorite (for example, 2% bleach, 98% water)

Regardless of the device, it is important to follow these general guidelines when cleaning:

1. If possible, unplug the device.
2. Spray the cleaner on a lint-free cloth until the cloth is damp.
3. Do not spray the cleaner directly onto the product.
4. Gently clean the product surface using the cloth.

Your health and safety are our top priority. Keeping devices clean, especially those in high-traffic environments and high-use applications, is a crucial step in minimizing the spread of infections. Please contact us if you have any questions about the guidelines outlined in this section or if you have a question about cleaning a specific Extron product.



Network Port Requirements and Licensed Third-Party Software Used by the Touchpanels

For information about network port requirements and licensed third-party software for all the touchpanels described in this guide, please refer to the *Extron Control Product Network Ports and Licenses Guide*, which is available at www.extron.com.

Reset Mode

The ZRTP Pro series touchpanels support Full Factory Reset mode. This is activated in either of two ways:

- Pressing the **RESET** button, which is found on the rear panel of the ZRTP Pro 725M and 1025M series (see [figure 3](#), **B**, on page 5) or the base of the ZRTP Pro 725T or 1025T series (see [figure 4](#), **E**, on page 6).
OR
- Using the **Reset options** on the [System](#) page of the Settings menu (see page 12).

Full Factory Reset

This mode resets all IP settings and touchpanel settings, including passwords, to factory defaults and removes all configurations. It allows you to start over with configuration and uploading.

NOTES:

- The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords can be changed during configuration. Passwords are case sensitive.
- If the device is reset to default settings, the password is the default password configuration. The default password is extron (for either admin or user accounts).

Activation

Use either method to activate this reset mode:

- **RESET** button:
 1. Hold down the **RESET** button for about 9 seconds until the RESET LED blinks three times (once at 3 seconds, again at 6 seconds, and again at 9 seconds).
 2. Release and press **RESET** momentarily (for <1 second) within 1 second. Nothing happens if the momentary press does not occur within 1 second.
- **Reset options** on the [System](#) page of the Settings menu.

Result

Full Factory Reset mode performs a complete reset to factory defaults (except the firmware):

- Removes touchpanel configurations.
- Resets all touchpanel settings to factory defaults.
- Resets Zoom Room Controller app.

Extron Warranty

Extron warrants this product against defects in materials and workmanship for a period of three years from the date of purchase. In the event of malfunction during the warranty period attributable directly to faulty workmanship and/or materials, Extron will, at its option, repair or replace said products or components, to whatever extent it shall deem necessary to restore said product to proper operating condition, provided that it is returned within the warranty period, with proof of purchase and description of malfunction to:

**USA, Canada, South America,
and Central America:**

Extron
1230 South Lewis Street
Anaheim, CA 92805
U.S.A.

Asia:

Extron Asia Pte Ltd
135 Joo Seng Road, #04-01
PM Industrial Bldg.
Singapore 368363
Singapore

Japan:

Extron Japan
Kyodo Building, 16
Ichibancho
Chiyoda-ku, Tokyo 102-0082
Japan

Europe:

Extron Europe
Hanzeboulevard 10
3825 PH Amersfoort
The Netherlands

China:

Extron China
686 Ronghua Road
Songjiang District
Shanghai 201611
China

Africa and Middle East:

Extron Middle East
Dubai Airport Free Zone
F13, PO Box 293666
United Arab Emirates, Dubai

This Limited Warranty does not apply if the fault has been caused by misuse, improper handling care, electrical or mechanical abuse, abnormal operating conditions, or if modifications were made to the product that were not authorized by Extron.

NOTE: If a product is defective, please call Extron and ask for an Application Engineer to receive an RA (Return Authorization) number. This will begin the repair process.

USA: 714.491.1500 or 800.633.9876

Asia: 65.6383.4400

Europe: 31.33.453.4040 or 800.3987.6673

Japan: 81.3.3511.7655

Africa and Middle East: 971.4.299.1800

Units must be returned insured, with shipping charges prepaid. If not insured, you assume the risk of loss or damage during shipment. Returned units must include the serial number and a description of the problem, as well as the name of the person to contact in case there are any questions.

Extron Electronics makes no further warranties either expressed or implied with respect to the product and its quality, performance, merchantability, or fitness for any particular use. In no event will Extron Electronics be liable for direct, indirect, or consequential damages resulting from any defect in this product even if Extron Electronics has been advised of such damage.

Please note that laws vary from state to state and country to country, and that some provisions of this warranty may not apply to you.