

# IST-5

## 5.5" Intelligent Surfaces Touchpanel

### Reference Guide



The IST-5 touchpanel elevates system control in all commercial and residential settings. It starts with a hi-resolution 5" capacitive-touch screen with a 854x480 resolution with true-black display filter for exceptional clarity. With an ultra-thin bezel, near-flush mount (just 0.4"/ 12mm off the wall), and elegantly compact form-factor, the IST-5 makes an elegant statement in landscape or portrait mount. Built-in 10/100 Base-T Ethernet with PoE enables seamless two-way system control, video, and remote programming.

## Key Features

- Hi-resolution 5" capacitive-touch screen (854x480) with ultra-thin bezel.
- Near-flush mount (less than 0.4"/11mm off wall).
- Ethernet and Wi-Fi options for control and communication.
- PoE or 12V DC power options.
- Exceptional video streaming and two-way intercom at H.264 or H.265 format.
- Dual speakers and far-field microphone array (with mute button).
- Proximity and ambient light sensors.
- Portrait or landscape.

## Product Contents

- IST-5
- Metal Wall Mounting Bracket (1)
- Mounting Bracket Screws (2)
- Single Gang Low Voltage Mounting Bracket (1)

## Overview



## Mounting Bracket Installation

The IST-5 is designed to be wall mounted in either Portrait or Landscape orientation.

### Mounting Depth

The IST-5 requires a minimum mounting depth of 1.34" (34mm) from the wall surface. Leave space to account for the RJ-45 or 12V barrel connector.

### Mounting Height

The recommended mounting height for the IST-5 is 57"- 65"(145 cm -165 cm) from the finished floor to the center of the unit.

### Mounting Bracket

The IST-5 is designed to be mounted to a US standard single gang wall box or a single gang low voltage bracket (included in the box).

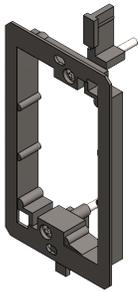
The IST-5 mounting bracket, included in the box, should be attached to the single gang low voltage bracket with the supplied screws, then the IST-5 unit is secured on the metal rear mounting bracket with a captive screw located at the bottom of the IST-5.

### Portrait/ Landscape Mounting

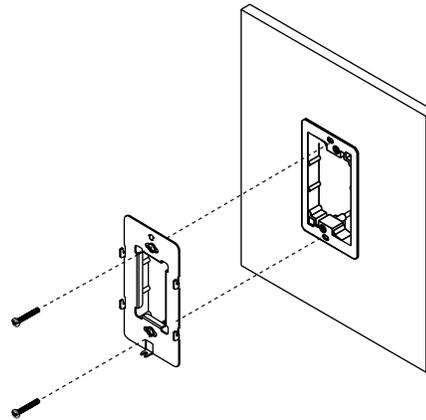
- Portrait orientation: Install the single gang low-voltage bracket on a wall in its normal position
- Landscape orientation: Install the single gang low-voltage bracket on wall after rotating it 90 degrees in a clockwise direction.

### Install the IST-5 Mounting Bracket

- The IST-5 package includes a mounting bracket that **MUST** be used for installation.
- Use the included screws to mount the bracket onto a single gang low-voltage bracket.
- Verify that the bracket is level before tightening the captive screw on the IST-5.



2 Gang low voltage bracket  
(Included)



IST-5 Mounting Bracket  
(included)

## Power the IST-5

The IST-5 is designed to be powered over an Ethernet connection with PoE or by connecting a 12VDC power supply (not included), but not both.

### PoE Connection

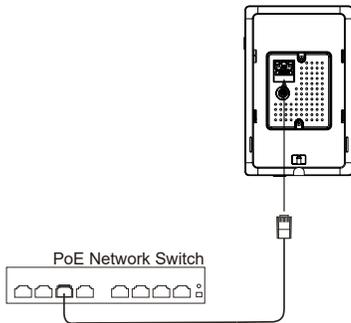
- PoE connection requires IEEE 802.3at standard. Utilize a network switch or PoE injector that meets this standard.
- Connect the IST-5 using a standard T568A or T568B Ethernet cable from the network switch to the LAN/PoE jack on the rear enclosure of the IST-5.

### 12VDC Power Supply

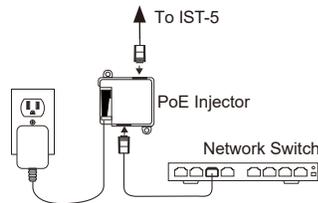
- You can provide power to the IST-5 by utilizing a 12VDC/2A power supply (available separately).
- Plug the connector into the DC jack on the rear enclosure of the IST-5.

## Power Up The IST-5

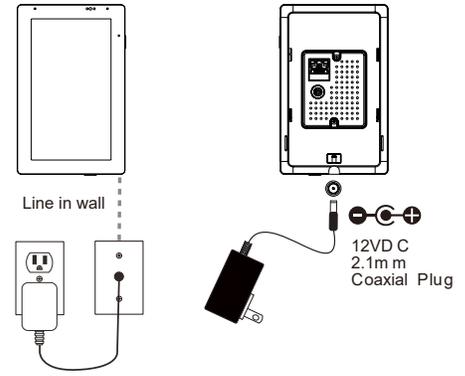
- The IST-5 will automatically power on when power is applied.



PoE Network Switch Cabling



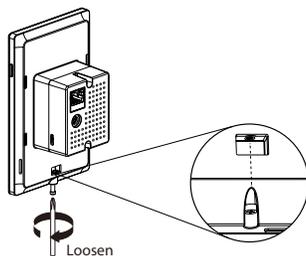
PoE Injector Cabling



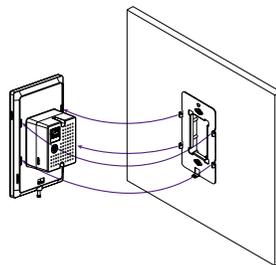
12VDC Power Supply Cabling

## Install the IST-5

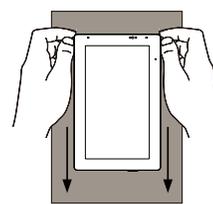
- Loosen the captive screw of the unit to the level indicated below in the diagram. Screw should not be removed from the unit.
- Align the mounting frame hooks with the IST-5 mounting slots and gently pull the IST-5 unit down the mounting bracket. Make sure the mounting hooks are properly engaged.
- To complete the installation, tighten the captive screw on the bottom part of unit, to secure the IST-5 on the mounting bracket.
- For Landscape orientation, rotate mounting bracket and IST-5 90 degrees in clockwise direction before installation.



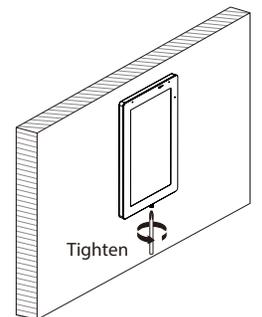
Loosen captive screw



Align mounting frame hooks



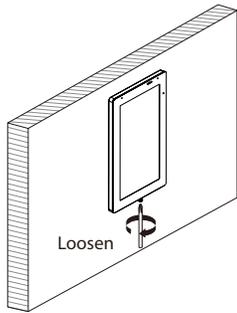
Gently pull IST-5 down



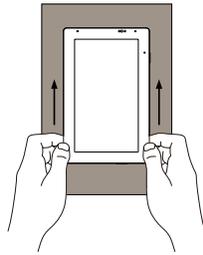
Tighten the captive screw to secure the IST-5 to the mounting bracket.

## Remove the IST-5

- Use a Square Head Screw Driver (SQ0) to loosen the captive screw on the IST-5, then gently pull straight up from the mounting frame to disengage the unit.

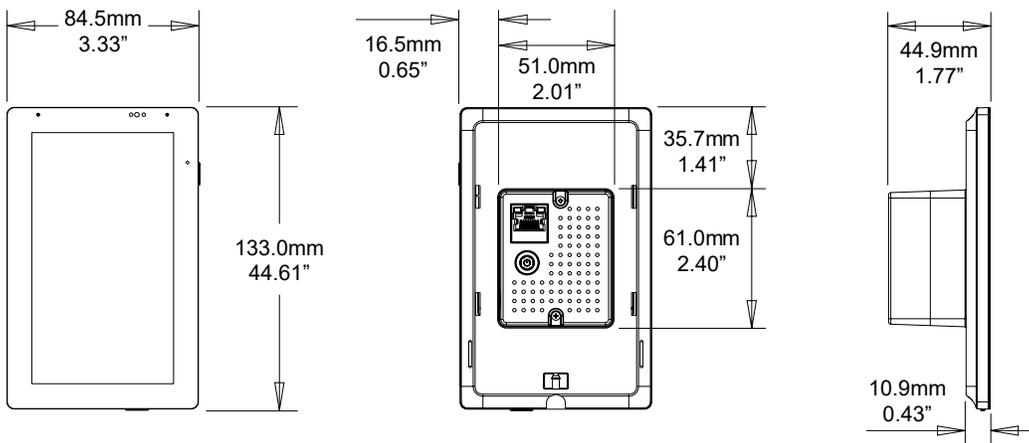


Loosen captive screw



Gently pull IST-5 down

## Dimensions



## Ethernet Communication

- When the IST-5 is connected to a network switch by Ethernet cable, the unit will acquire a network address via DHCP and automatically connect to the LAN.

## Programming

### Touchscreen Display

The IST-5 touchscreen display is programmed using the RTI Integration Designer Programming Software. Normally, it is organized into a series of pages containing objects (buttons, text, graphics, etc.) that are related to each other.

### Updating the Software

RTI's Integration Designer data files can be downloaded to the IST-5 via Ethernet network.

## Hard Buttons

- Power Button: Short press turns off/on display
- Mute Button: Short press disables/enables microphone
- Full Reboot: Short press of power button + mute button simultaneously
- Network IP/Wi-Fi reset: Hold power + mute button for 4 seconds, then release
- Factory Reset: Hold power + mute button for 8 seconds then release

## Safety Suggestions

### **Read and Follow Instructions**

Read all safety and operating instructions before operating the unit.

### **Retain Instructions**

Keep the safety and operating instructions for future reference.

### **Heed Warnings**

Adhere to all warnings on the unit and in the operating instructions.

### **Accessories**

Only use attachments/accessories specified by the manufacturer.

### **Heat**

Keep the unit away from heat sources such as radiators, heat registers, stoves, etc., including amplifiers that produce heat.

### **Power**

Unplug this apparatus during lightning storms or when unused for long periods of time.

### **Power Sources**

Connect the unit only to a power supply of the type described in the operating instructions, or as marked on the unit.

### **Power Sources**

Connect the unit only to a power supply of the type described in the operating instructions, or as marked on the unit.

### **Power Cord Protection**

Route power supply cords so that they are not likely to be walked on or pinched by items placed on or against them, paying particular attention to the cord plugs at power receptacles and at the point at which they exit from the unit.

### **Water and Moisture**

Do not use the unit near water—for example, near a sink, in a wet basement, near a swimming pool, near an open window, etc.

### **Object and Liquid Entry**

Do not allow objects to fall or liquids to be spilled into the enclosure through openings.

### **Servicing**

Do not attempt any service beyond that described in the operating instructions. Refer all other service needs to qualified service personnel.

### **Damage Requiring Service**

The unit should be serviced by qualified service personnel when:

- The power supply cord or the plug has been damaged.
- Objects have fallen or liquid has been spilled into the unit.
- The unit has been exposed to rain.
- The unit does not appear to operate normally or exhibits a marked change in performance.
- The unit has been dropped or the enclosure has been damaged.

## Cleaning

To clean this product, lightly dampen a lint-free cloth with plain water or a mild detergent and wipe the outer surfaces. **NOTE:** Do not use harsh chemicals as damage to the unit may occur.

## Federal Communications Commission Notice

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

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 or more of the following measures:

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

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.
2. This device must accept any interference received including interference that may cause undesired operation.

## Industry Canada Compliance Statement

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 harmful interference.
2. This device must accept any interference received including interference that may cause undesired operation.

Cet appareil est conforme avec Industrie Canada exempts de licence standard RSS (s). Son fonctionnement est soumis aux deux conditions suivantes:

1. Ce dispositif ne peut causer des interférences nuisibles.
2. Cet appareil doit accepter toute interférence reçue y compris des interférences qui peuvent provoquer un fonctionnement indésirable.



## Declaration of Conformity (DoC)

The Declaration of Conformity for this product can be found on the RTI website at:  
[www.rticontrol.com/declaration-of-conformity](http://www.rticontrol.com/declaration-of-conformity)

## Contacting RTI

For news about the latest updates, new product information, and new accessories, please visit our web site at: [www.rticontrol.com](http://www.rticontrol.com)

For general information, you can contact RTI at:

Remote Technologies Incorporated  
5775 12th Ave. E Suite 180  
Shakopee, MN 55379  
Tel. +1 (952) 253-3100  
[info@rticontrol.com](mailto:info@rticontrol.com)

## Service & Support

If you are encountering any problems or have a question about your RTI product, please contact RTI Technical Support for assistance (see the Contacting RTI section of this guide for contact details).

RTI provides technical support by telephone or e-mail. For the highest quality service, please have the following information ready:

- Your Name
- Company Name
- Telephone Number
- E-mail Address
- Product model and serial number (if applicable)

If you are having a problem with hardware, please note the equipment in your system, a description of the problem, and any troubleshooting you have already tried.

**\*Please do not return products to RTI without return authorization.\***

## Limited Warranty

RTI warrants new products for a period of three (3) years (excluding consumables such as rechargeable batteries which are warranted for one (1) year) from the date of purchase by the original purchaser (end user) directly from RTI / Pro Control (herein referred to as "RTI"), or an authorized RTI dealer.

Warranty claims may be initiated by an authorized RTI dealer using the original dated sales receipt or other proof of warranty coverage. In the absence of the receipt of purchase from the original dealer, RTI will provide warranty coverage extension of six (6) months from the date code of the product. Note: RTI warranty is limited to the provisions set forth in this policy and does not preclude any other warranties offered by third parties who are solely responsible for those other warranties.

Except as specified below, this warranty covers defects in product material and workmanship. The following are not covered by the warranty:

- Product purchased via unauthorized sellers or internet sites will not be serviced- regardless of purchase date.
- Damages caused by accident, misuse, abuse, neglect or acts of God.
- Cosmetic damage, including, but not limited to, scratches, dents and normal wear and tear.
- Failure to follow instructions contained in the Product Installation Guide.

- Damages due to products used in an application or environment other than that for which it was intended, improper installation procedures or adverse environmental factors such as incorrect line voltages, improper wiring, or insufficient ventilation.
- Repair or attempted repair by anyone other than RTI and Pro Control or authorized service partners.
- Failure to perform recommended periodic maintenance.
- Causes other than product defects, including lack of skill, competence or experience of user.
- Damage due to shipment of this product (claims must be made to the carrier).
- Altered unit or altered serial number: defaced, modified or removed.

RTI Control is also not liable for:

- Damages caused by its products or for failure of its products to perform, including any labor costs, lost profits, lost savings, incidental damages, or consequential damages.
- Damages based upon inconvenience, loss of use of the product, loss of time, interrupted operation, commercial loss, any claim made by a third party or made on behalf of a third party.
- Loss of, or damage to, data, computer systems or computer programs.

RTI's liability for any defective product is limited to repair or replacement of the product, at the sole discretion of RTI. In cases where the warranty policy conflicts with local laws, the local laws will be adopted.

## Disclaimer

All rights are reserved. No part of this document may be photocopied, reproduced, or translated without the prior written notice of Remote Technologies Incorporated.

The information contained in this document is subject to change without notice. Remote Technologies Incorporated shall not be liable for errors or omissions contained herein or for consequential damages in connection with the furnishing, performance, or use of this guide.

Integration Designer, and the RTI logo are registered trademarks of Remote Technologies Incorporated.

Other brands and their products are trademarks or registered trademarks of their respective holders.



Remote Technologies Incorporated  
5775 12th Avenue East, Suite 180  
Shakopee, MN 55379  
Tel: 952-253-3100  
[www.rticontrol.com](http://www.rticontrol.com)