Impress Software

Crestron Custom Engraving Software

Product Manual

Crestron Electronics, Inc.

The original language version of this document is U.S. English.
All other languages are a translation of the original document.

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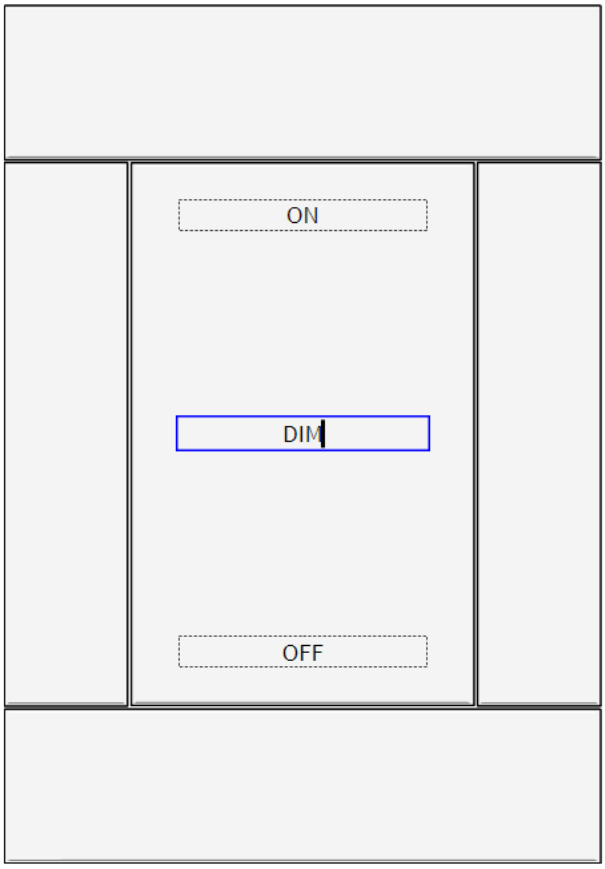
Overview

The Impress Custom Engraving Software provides custom engravings for the latest Crestron® engravable products, including remotes, keypads, signs, and more. The software is backwards compatible with Crestron Studio® software and engravings created with the Crestron Home® OS. Design options include engraving icons, mixing fonts on a single line, and styling text with emphasis, alignment, and font size. The software uses engraving technology to ensure what is designed on-screen matches the final product the customer receives.

> **NOTE:** Available engraving options may vary depending on the Crestron product.



Supported Devices

The Impress software can be used to engrave most keypads, remotes, and signs. Supported device families include:

C2N-CBD	HZ-AUX
C2N-CBF	HZ-DIMEX
C2NI-CB	HZ-DIMLVEX
CLW-DELVEX-277	HZ-DIMUEX
CLW-DELVEX	HZ-KPCN
CLW-DIMEX-277	HZ-KPEX
CLW-DIMEX	HZ-SWEX
CLW-DIMFLVEX	HZ2-AUX
CLW-DIMSWEX	HZ2-DIMEX
CLW-DIMUEX	HZ2-DIMLVEX
CLW-SLVU	HZ2-DIMUEX
CLW-SWEX	HZ2-KPCN
CLWI-DIMFLVEX	HZ2-KPEX
CLWI-DIMUEX	HZ2-SWEX
CLWI-DIMUNEX	INET-CBDEX
CLWI-KPLCN	MPC3-102
CLWI-KPLEX	SSC
CLWI-KPLEX-BATT	SSW
CLWI-SWEX	ZUMLINK-KP
HR-150	ZUMMESH-KP10AV4BATT
HR-310	ZUMMESH-KP10AV5BATT
HTT-B10EX	ZUMMESH-KP10FBATT
HTT-B2EX-BATT	ZUMMESH-KP10GBATT

System Requirements

Minimum Computer Requirements

Operating System	Windows 10® and 11; Compatible with 64-bit (recommended) or 32-bit platforms
CPU	2 GHz or faster (multi-core recommended)
Memory	4GB RAM minimum (8 GB RAM recommended)
Storage	1GB
	NOTE: Additional space is required to store engraving projects.
Display	1920x1080 resolution or higher recommended

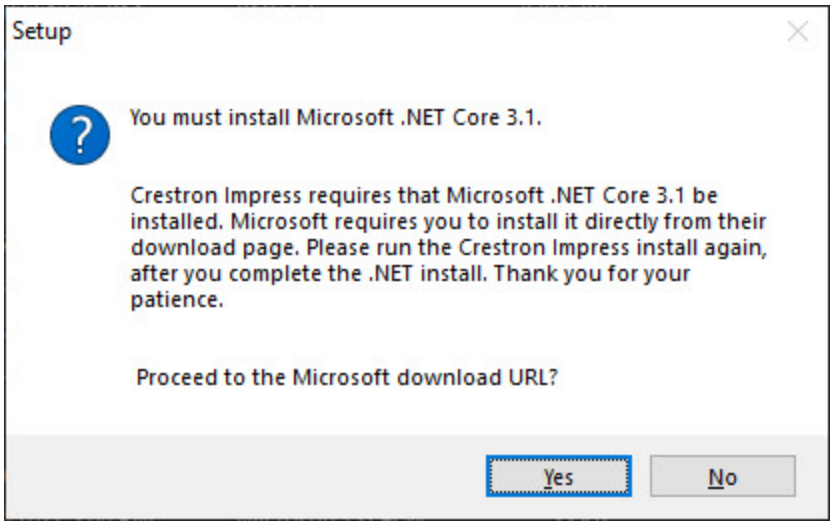
Installation

Use the following procedure to install Impress software.

> **NOTE:** If Microsoft® .NET Core software is not already installed on the computer, you will be prompted to install it before continuing with the Impress installation.

1. Download the latest Impress installer package from the **Software & Firmware** resource page at www.crestron.com/Support/Resource-Library or the Impress software product page.
2. Launch the Impress installer.

   If Microsoft .NET Core is not installed on the computer, the **Setup** window displays prompting the Microsoft .NET Core installation.

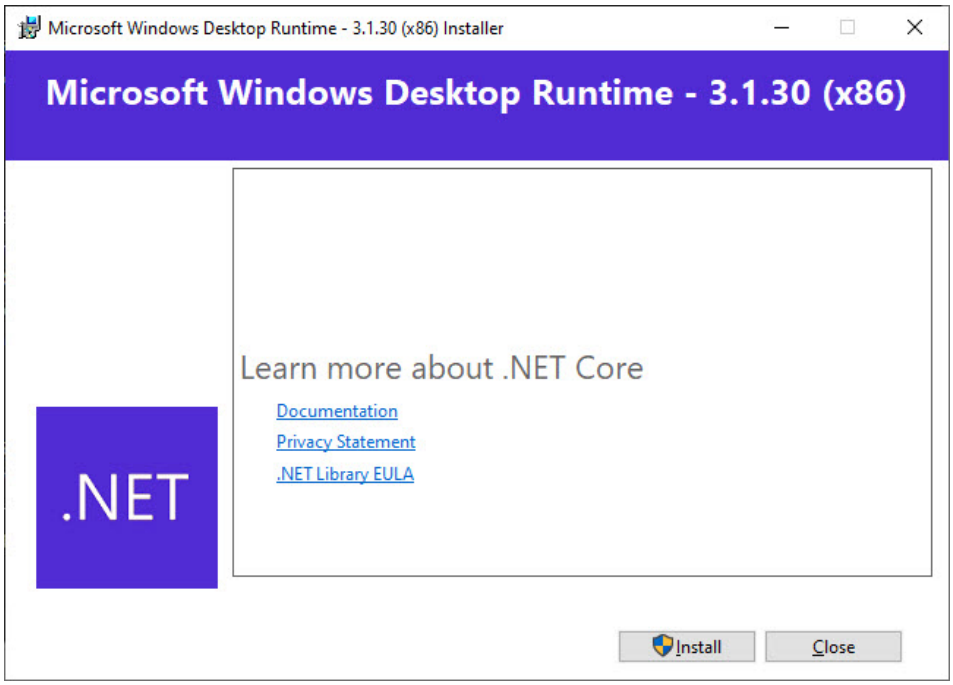


   a. Select **Yes** to install Microsoft .NET Core. The download website opens in the default web browser.

      > **NOTE:** Impress will not run without Microsoft .NET Core installed.

   b. If Microsoft .NET Core does not download automatically, select the link to download it and run the installer.
   c. Once Microsoft .NET Core is downloaded, open the program.

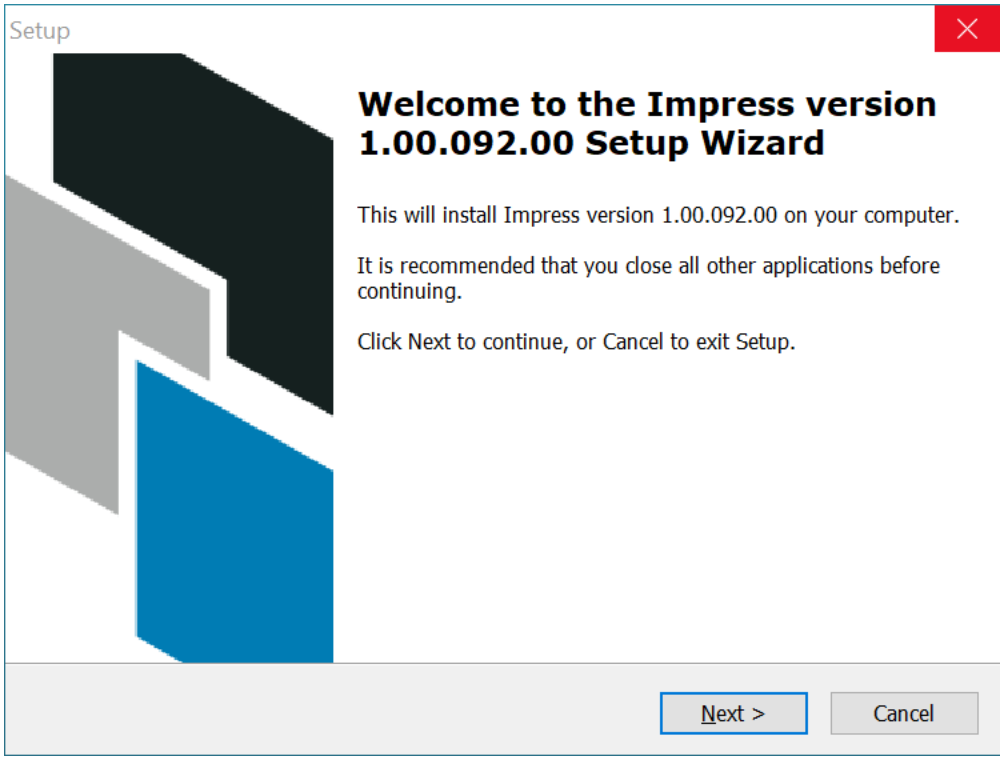
d. Select **Install** to run the installer.



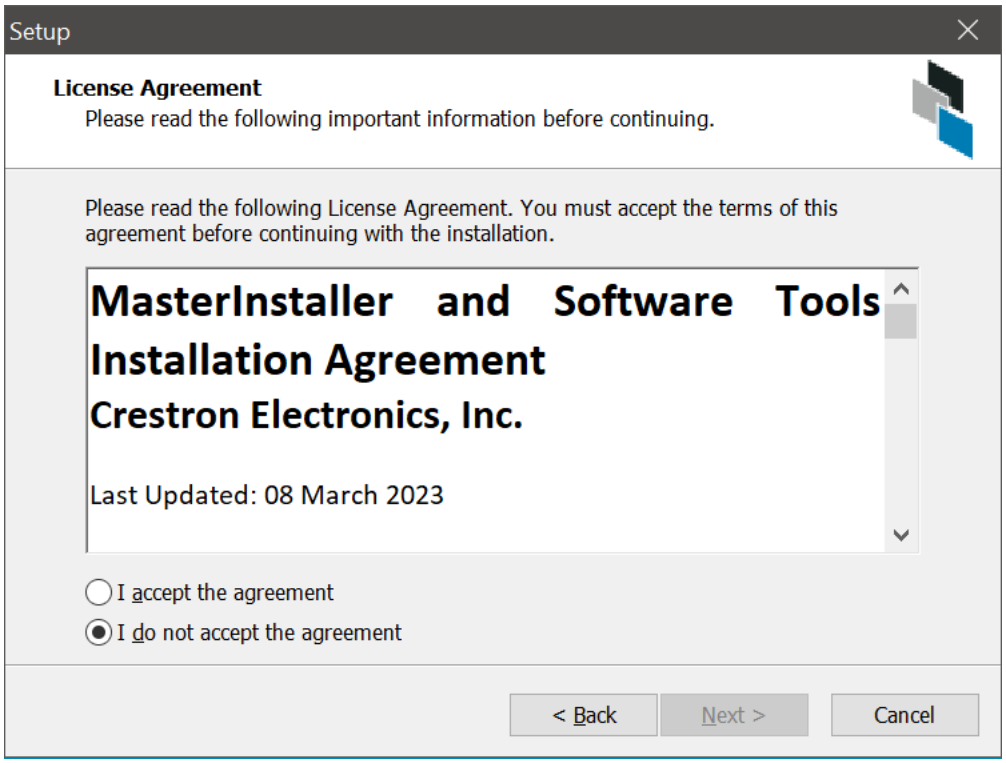
e. When the Installation is finished, close the window.

f. Relaunch Impress.

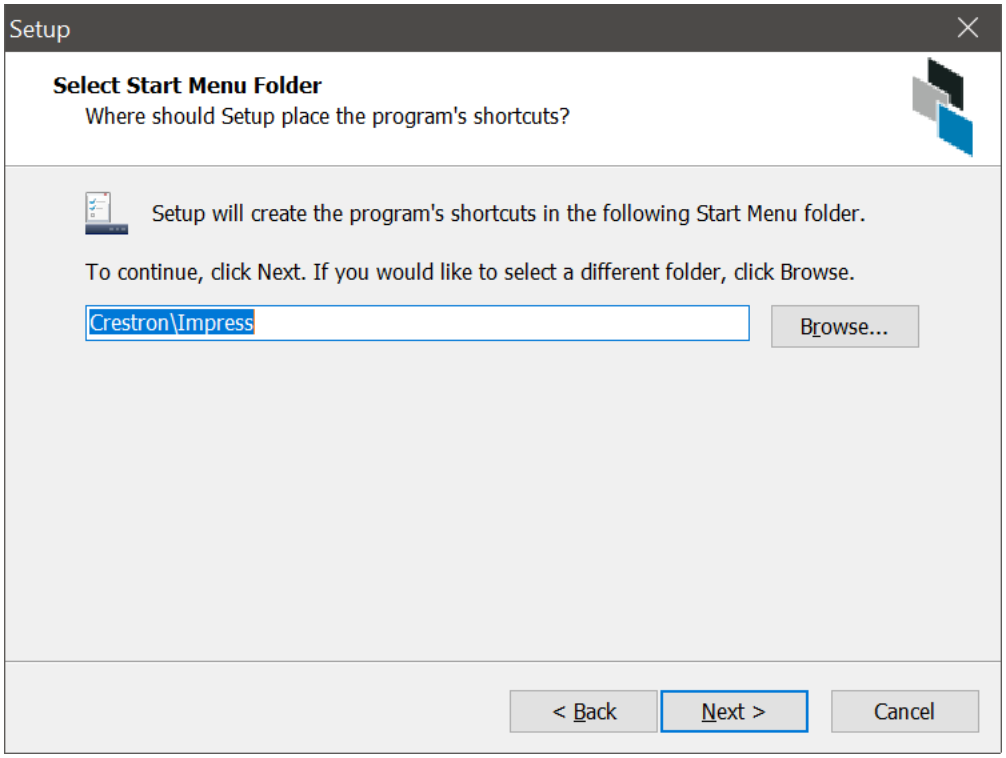
3. Select **Next** to start the Impress Setup Wizard.



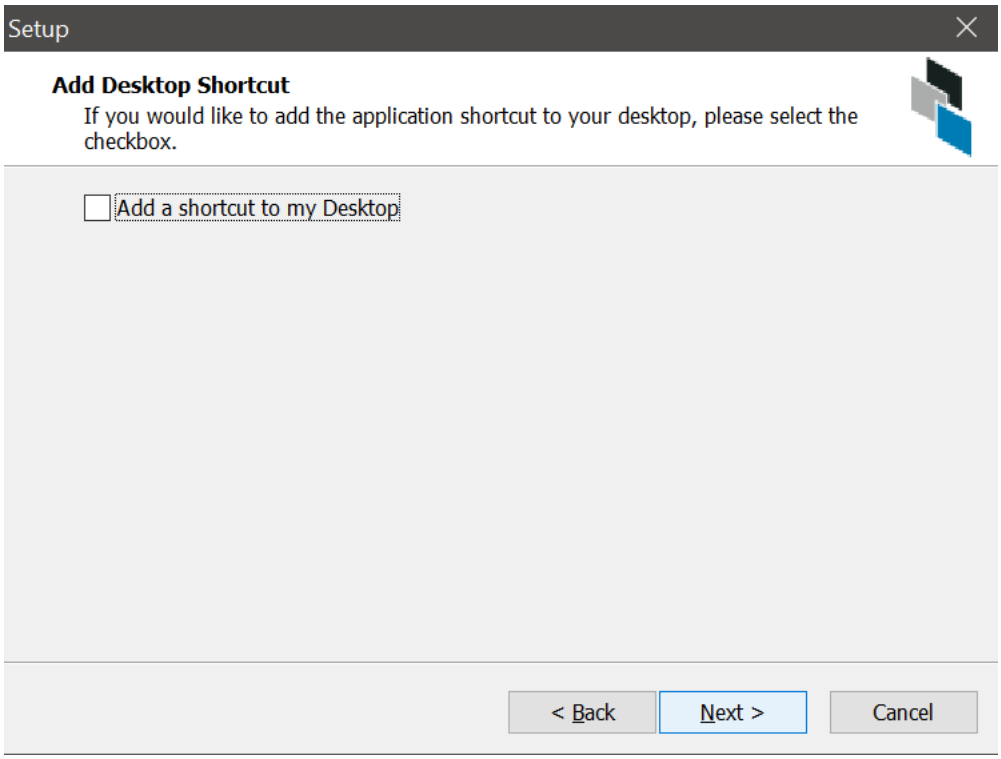
4. Accept the **License Agreement**, and select **Next**. Select **Back** to view the previous window.



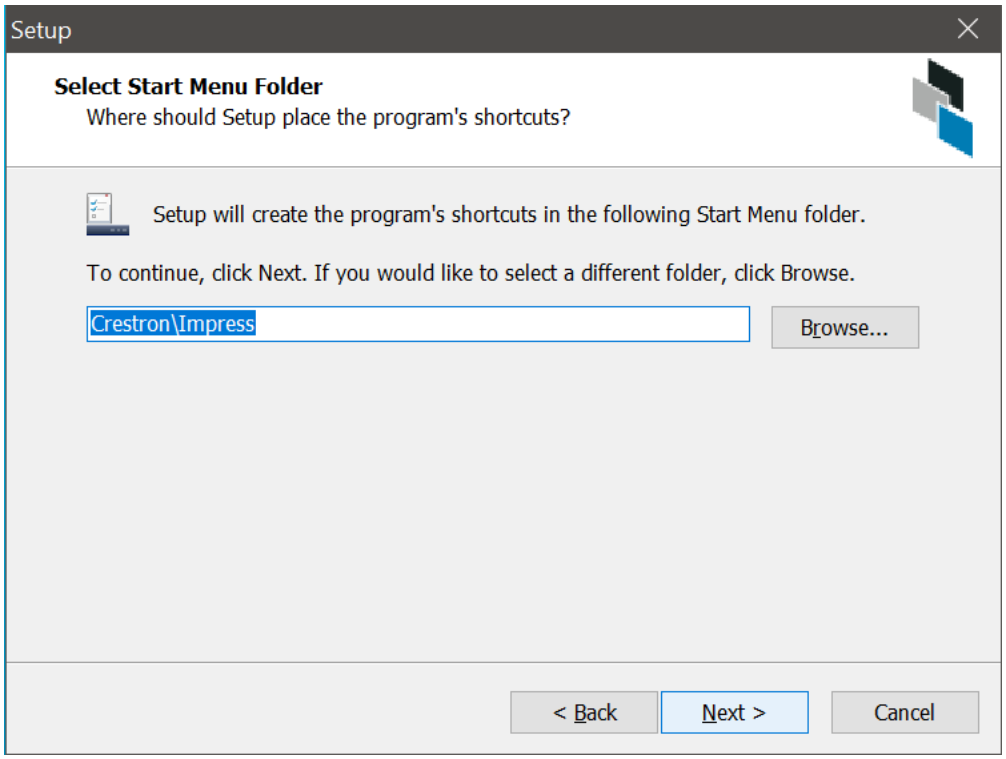
5. Select **Next** to keep the recommended program location, or click **Browse** to install Impress in a different location.



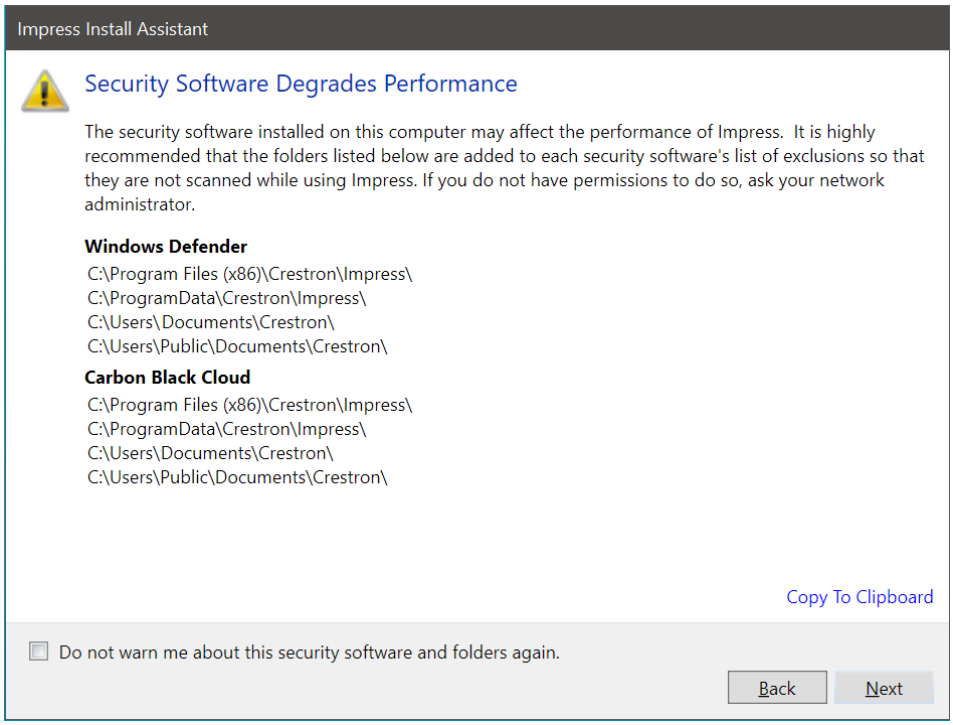
6. (Optional) Select the box to add a shortcut to your Desktop, then select **Next** to continue.



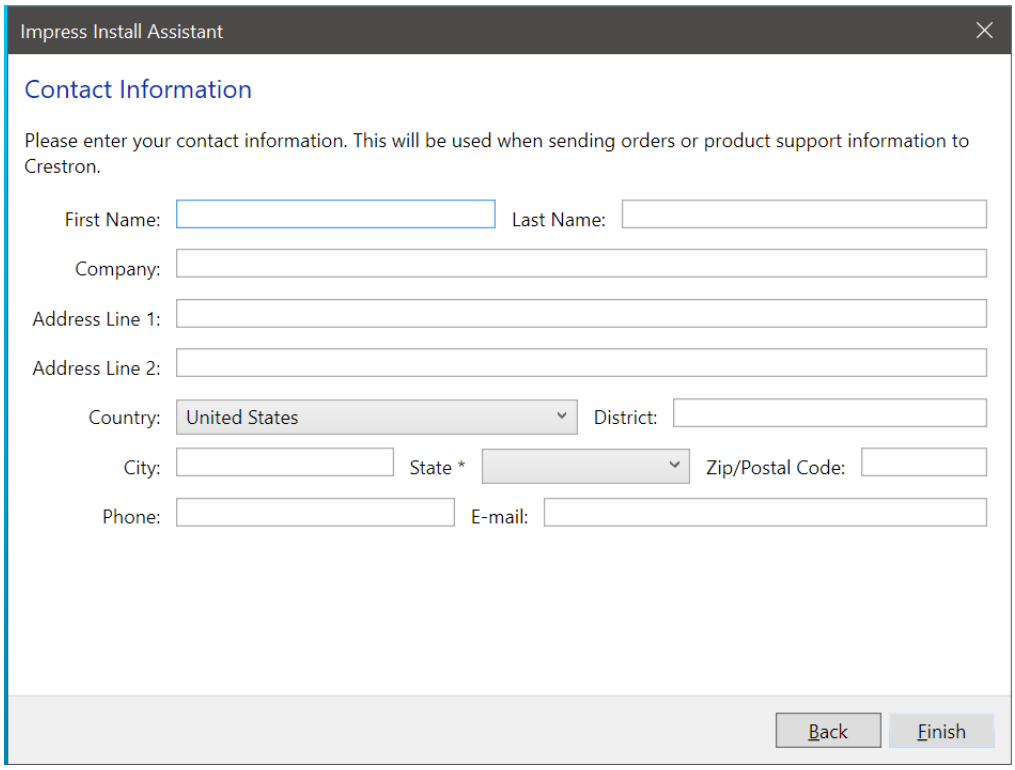
7. Select **Next** to keep the recommended Start Folder location, or select **Browse** to select a different location.



8. Review the **Security Software Degrades Performance** warning, and select **Next** to continue.
    - Select **Copy To Clipboard** to copy the files listed.
    - Select the check box to stop displaying the message.
    - Select **Back** to view the previous window.

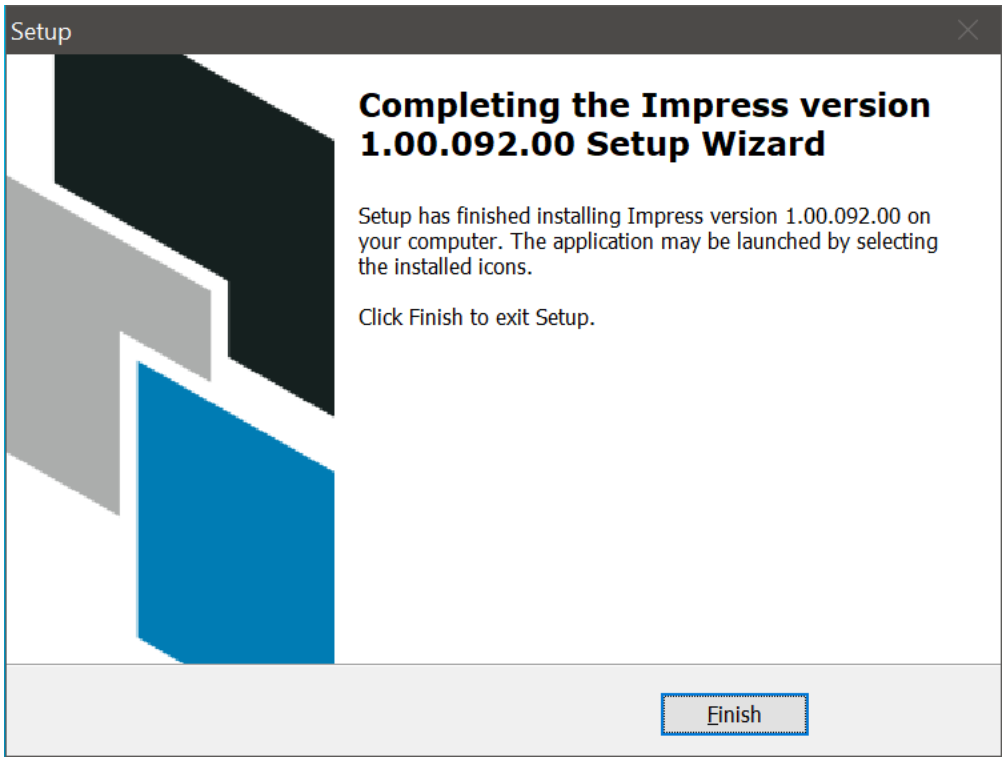


9. Fill in your contact information and select **Finish**. This information will be used to send orders and support information to Crestron Electronics, Inc..



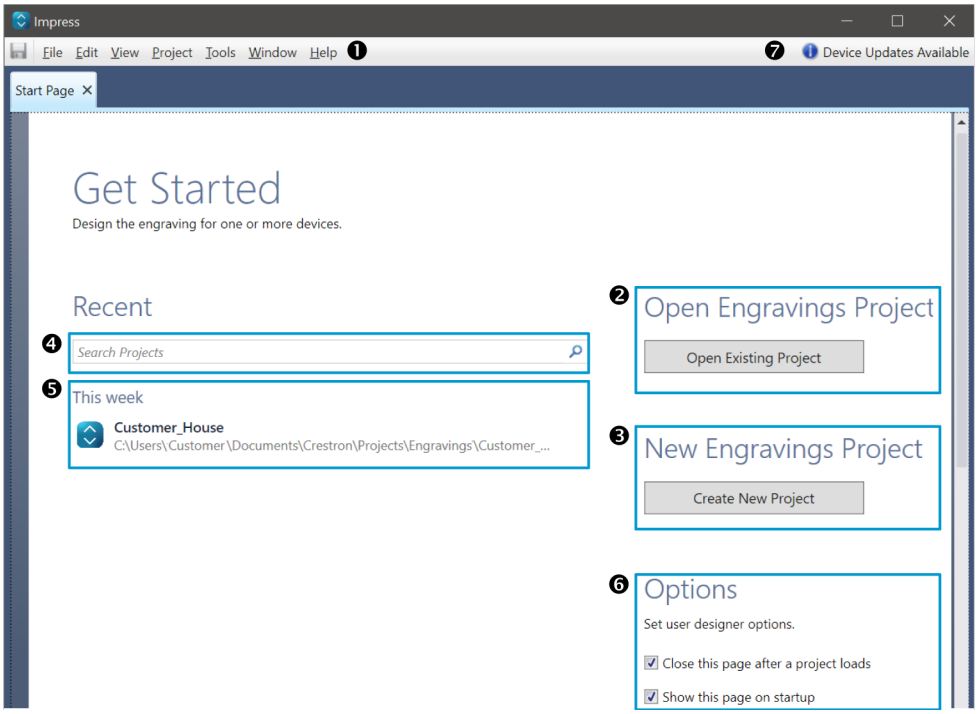
> **NOTE:** Some fields may change depending on the **Country** selected.

10. Select **Finish** and relaunch Impress. By default, the Impress **Start Page** displays.



Start Page

The following sections describe the **Start Page** and correspond to the numbers on the following image.



1. Menu Bar on page 16
2. Open Engravings Project on page 16
3. New Engravings Project on page 16
4. Search Projects on page 16
5. Recent Projects List on page 16
6. Options on page 17
7. Device Updates Available on page 17

Menu Bar

Some menu items are accessible from the **Start Page**. For description of all of the menu items, refer to Save Icon and Menu Bar on page 18.

Open Engravings Project

Use the **Open Engravings Project** section to open an existing project. Refer to Open an Existing Project on page 44 for details.

New Engravings Project

Use the **New Engravings Project** section to start a new project. Refer to Start a New Project on page 43 for details.

Search Projects

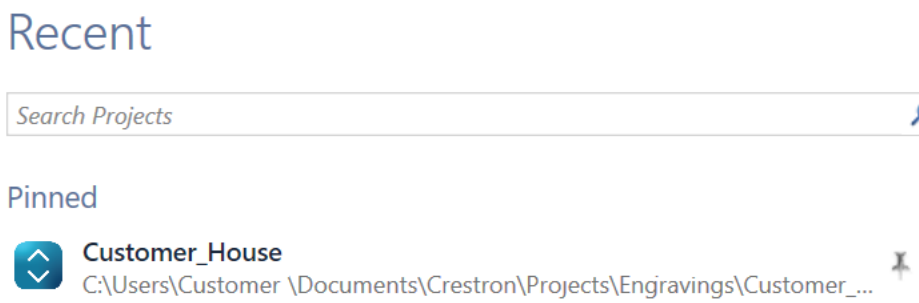
To find a previous project, use **Search Project** to filter projects displayed in the **Recent Projects** list. Start typing the project name in the **Search Projects** text field, and the **Recent Projects** list will narrow to show projects related to the search term.

Recent Projects List

Recent projects are populated in the **Recent Projects** list. Right click on a project to access the **Recent Projects** list menu.

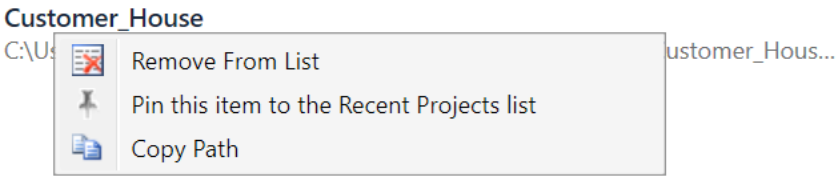
Menu actions include:

- **Remove From List**: Select to remove a project from the **Recent Projects** list.
- **Pin to Recent Project List**: Select to pin a project to the **Recent Projects** list. Pinning a project keeps the project at the top of the **Recent Projects** list. The first pinned project creates a **Pinned** category.



- **Copy Path**: Select to copy a project file path to the clipboard.

Recent Projects List Menu

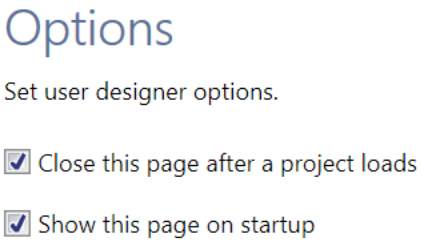


Options

By default, both **Start Page** Options are selected. Clear an undesired option to change the **Start Page** behavior.

Options include:

- Close this page after a project loads
- Show this page on startup

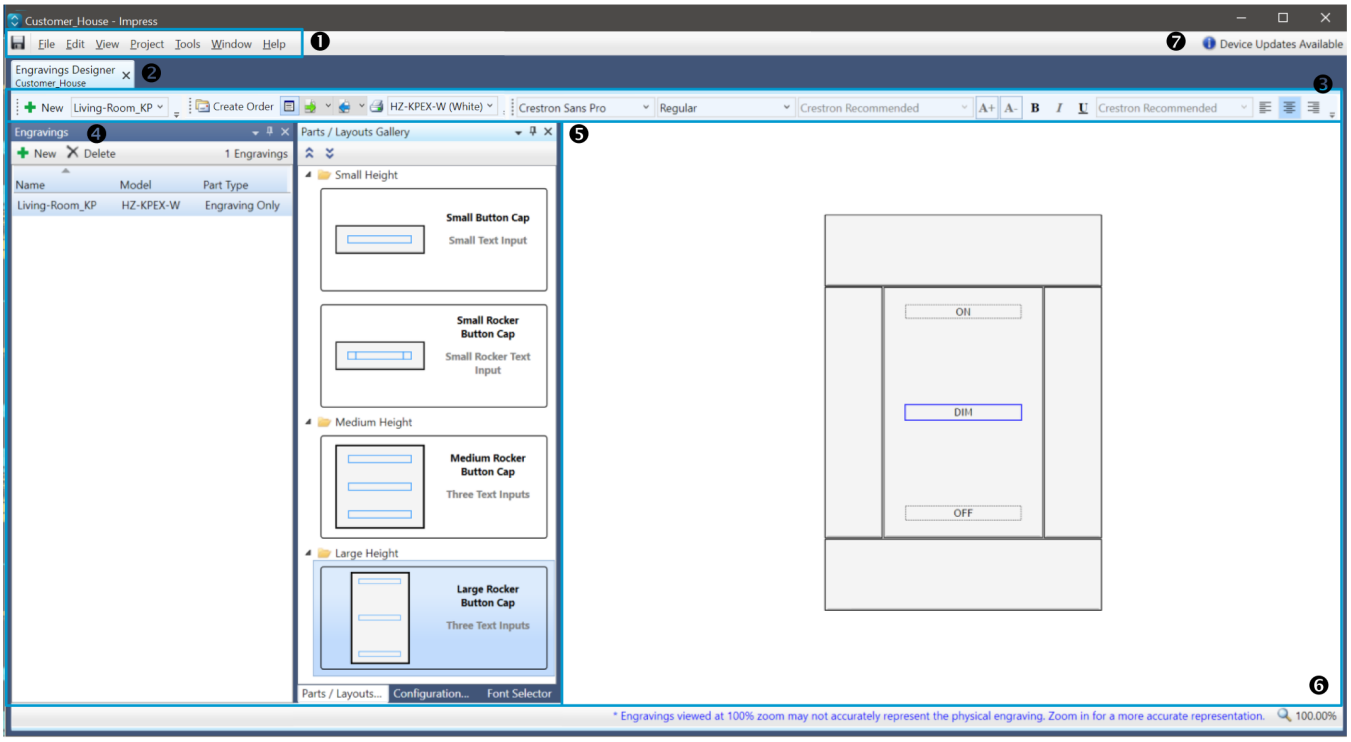


Device Updates Available

To check for updates, refer to Device Updates Available on page 40.

Engravings Designer

The following sections describe the Impress software workspace and correspond to the numbers on the following image.



1. Save Icon and Menu Bar on page 18
2. Engravings Designer Tab on page 28
3. Toolbars on page 28
4. Tool Windows on page 30
5. Canvas on page 39
6. Zoom on page 40
7. Device Updates Available on page 40

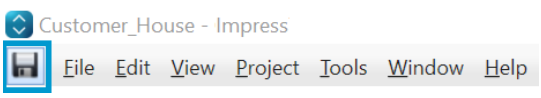
Save Icon and Menu Bar

Use these options to manage the Impress software.

Save Icon

After making a change to a project, an asterisk (*) displays in the **Engravings Designer** tab. Select the **Save** button to quickly save the open project. For more saving options, refer to Save a Project on page 61.

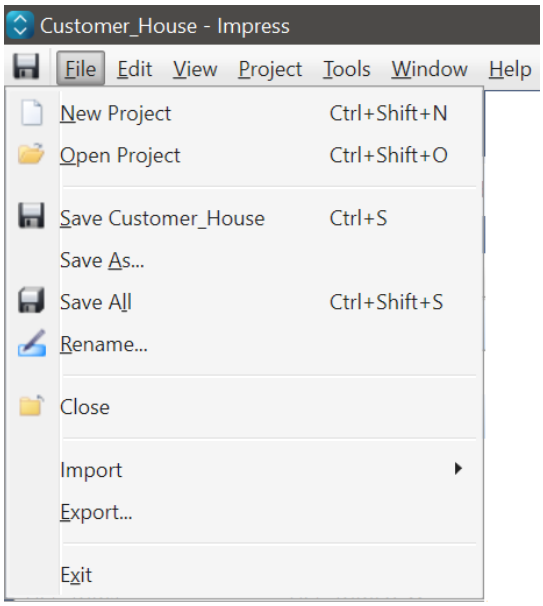
Save Icon



File Menu

The **File** menu contains options to start a **New Project**, **Open Project**, **Save** a project, **Save As** another project name, **Save All** projects, **Rename** a project, **Close** an open project, **Import** a project, and **Export** a project.

File Menu



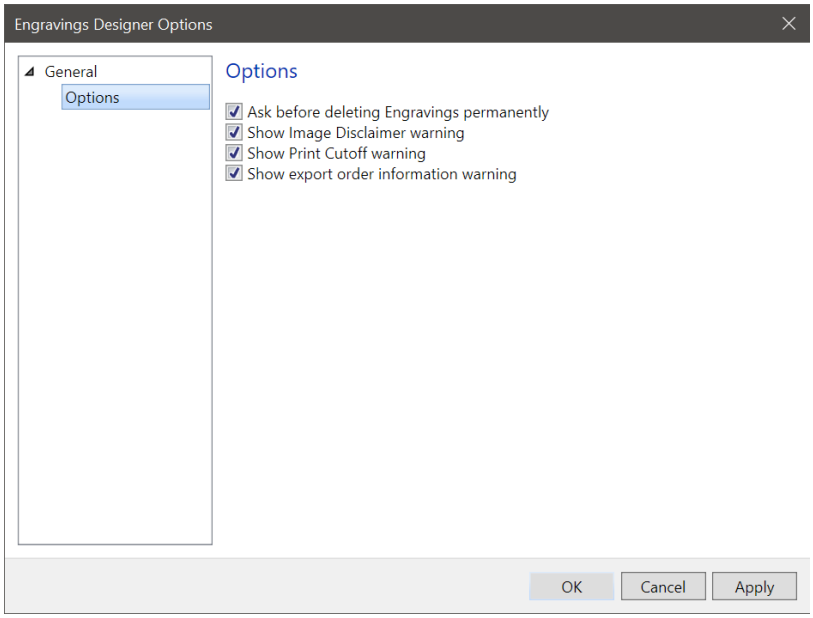
For more information about the following topics:

- For more information about **New Project**, refer to Start a New Project on page 43.
- For more information about **Open Project**, refer to Open Engravings Project on page 16.
- For more information about **Rename a Project**, refer to Rename a Project on page 63.
- For more information about **Save** a project, **Save As** another project name, **Save All** projects, refer to Save a Project on page 61.
- For more information about **Import** and **Export**, refer to Import or Export Engravings on page 65.

Edit Menu

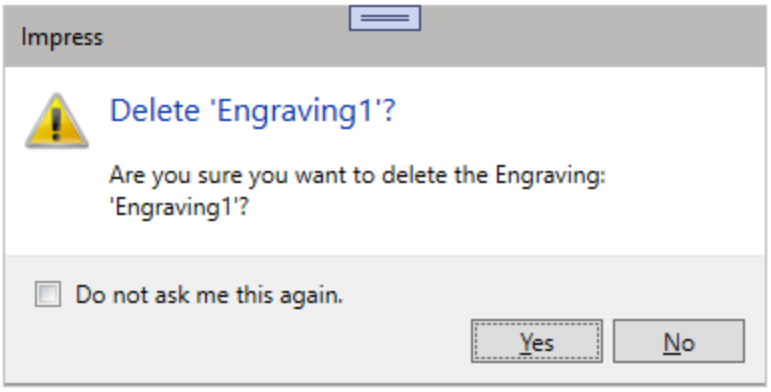
The **Edit** menu contains options to **Cut**, **Copy**, **Paste**, and **Delete** selected Engravings from the Engravings Tool Window or selected engraving text. Customize software settings by selecting **Engravings Designer Options**. The options relate to various warning and confirmations that display after certain actions. By default, all options are selected.

Engravings Designer Options

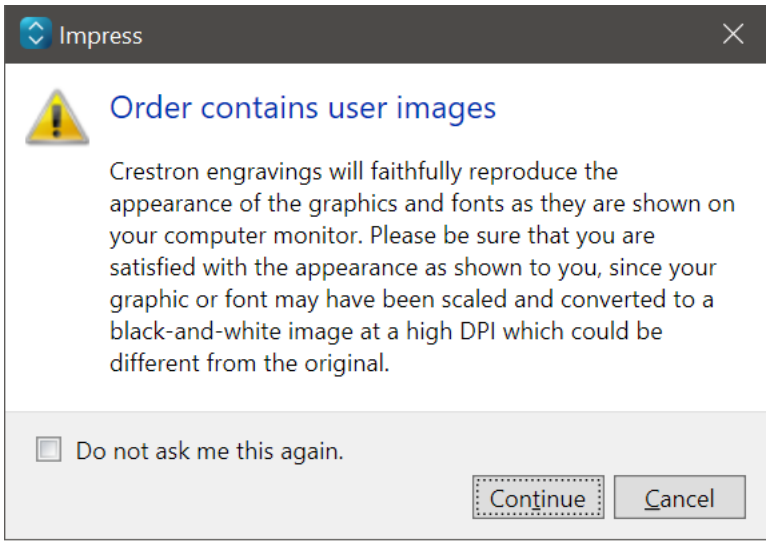


Engravings Designer Options:

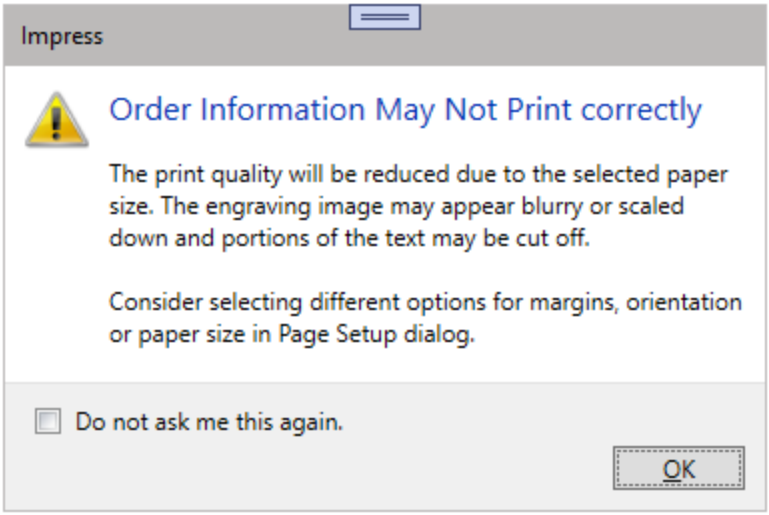
- **Ask before deleting Engravings permanently:** When an engraving is deleted, this confirmation is displayed.



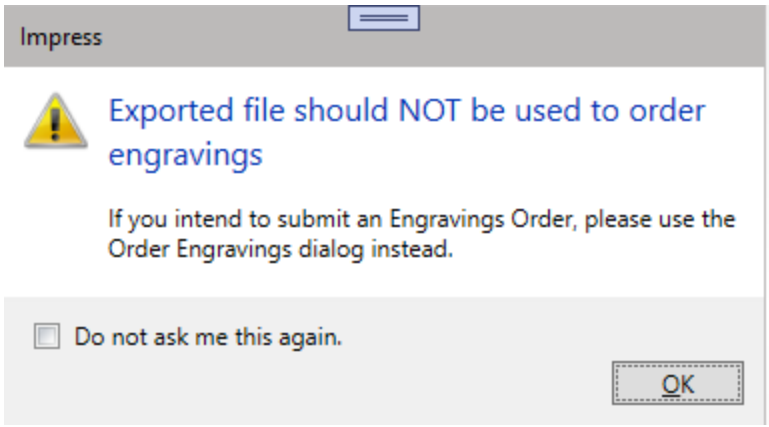
- **Show Image Disclaimer warning:** When an order that contains an image is created, this warning is displayed.



- **Show Print Cutoff warning:** When engravings are set to be printed on paper that is too small, this warning is displayed.



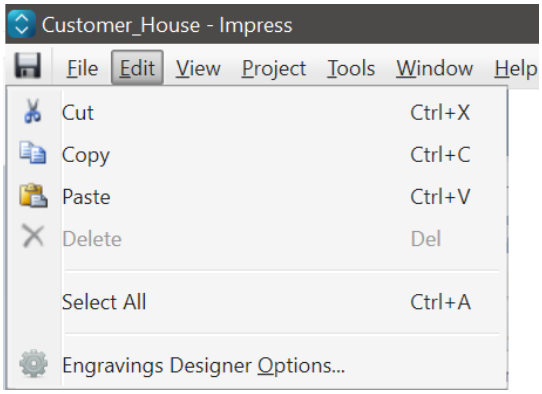
- **Show export order information warning:** When a project is exported, this warning is displayed.



Actions include:

- Clear any undesired options.
- Select **Apply** to implement changes immediately without closing the window.
- Select **OK** to apply changes after the windows closes.
- Select **Cancel** to close the window without making any changes.

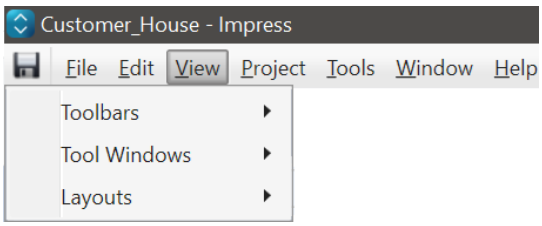
Edit Menu



View Menu

The **View** menu provides options for customizing the workspace.

View Menu



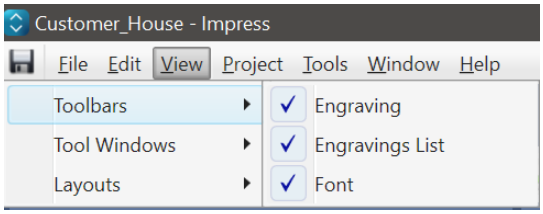
Toolbars

Toolbars are easily accessible icons in the workspace used to edit and complete an engraving.

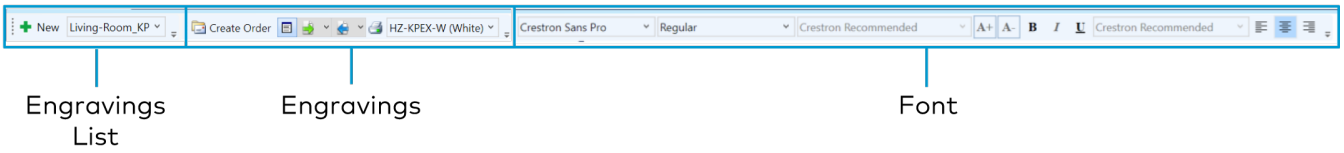
- The **Toolbars** menu allows you to remove any undesired Toolbars from the Toolbar workspace.
- Toolbars include **Engravings**, **Engraving List**, and **Font**.
- By default, all Toolbars are selected and present in the Toolbars workspace. Clear a Toolbar to remove it from the Toolbars workspace.

Refer to Toolbars on page 28 for more information.

Toolbars Menu



Toolbars Workspace



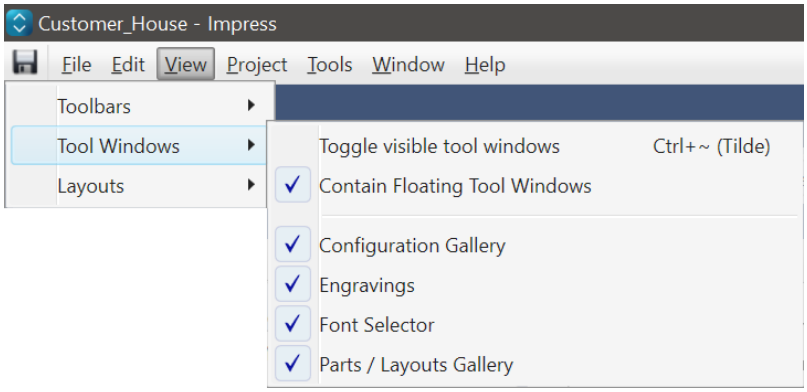
Tool Windows Menu

Tool Windows provide designated areas for engravings and designer tools. The four tools include **Engravings**, **Parts/Layouts Gallery**, **Configuration Gallery**, and **Font Selector**. Tool Windows are moveable and can be rearranged in the workspace. The **Tool Windows** menu provides options for displaying the Tool Windows.

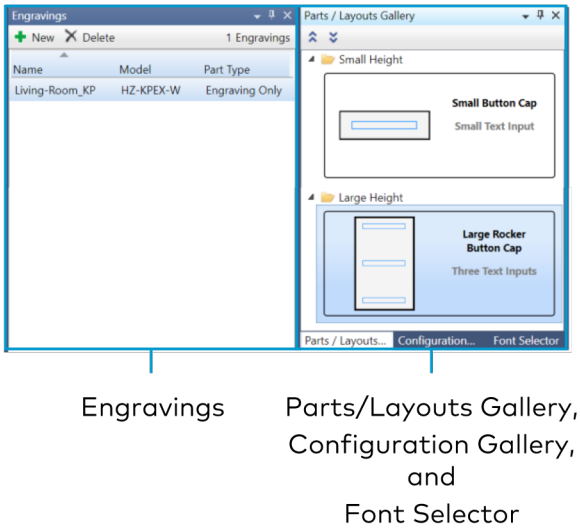
- Select **Toggle visible tool windows** to remove the windows from the workspace.
- **Contain Floating Tool Windows** is selected by default. When selected, undocked Tool Windows can be moved from the default position within the workspace. When cleared, the Tool Windows can be moved outside of Impress.
- By default, all Tool Windows are selected and present in the workspace. Clear a Tool Window to remove it from the workspace.

Refer to Tool Windows on page 30 for more information.

Tool Windows Menu



Tool Windows



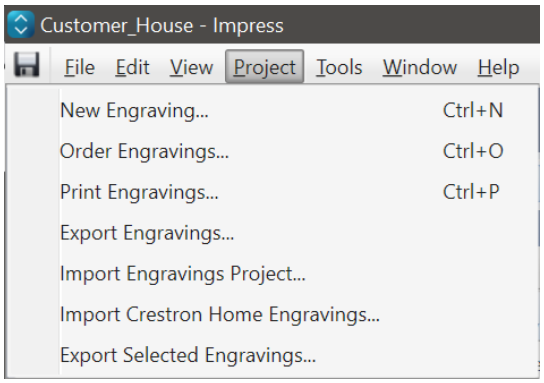
Engravings

Parts/Layouts Gallery, Configuration Gallery, and Font Selector

Project Menu

The **Project** menu provides options for the open project: create a **New Engraving**, **Order Engravings**, **Print Engravings**, **Export Engravings**, **Import Engravings** from another project to the open project, **Import Crestron Home Engravings** to the open project, and **Export Selected Engravings**.

Project Menu



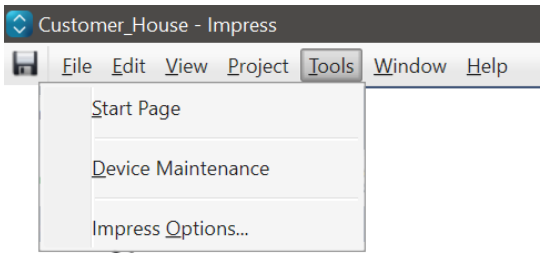
For more information about the following topics:

- For more information about **New Engraving**, refer to Add a New Engraving on page 45.
- For more information about **Order Engravings**, refer to Create an Order on page 78.
- For more information about **Print Engravings**, refer to Print Engravings on page 76.
- For more information about **Export Engravings**, **Import Engravings**, **Import Crestron Home Engravings**, and **Export Selected Engravings**, refer to Import or Export Engravings on page 65.

Tools Menu

The **Tools** menu provides access to the **Start Page**, **Device Maintenance**, and **Impress Options**.

Tools Menu



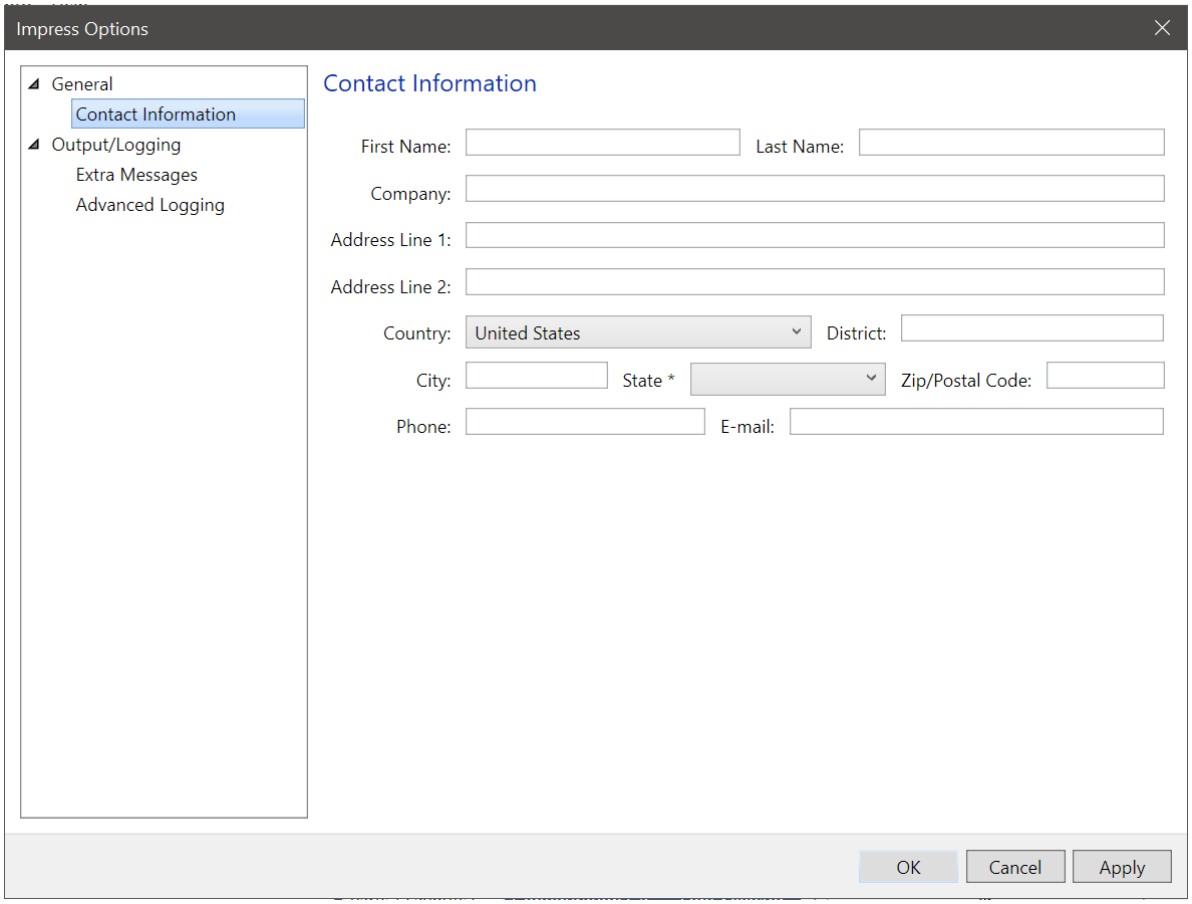
- Select **Start Page** to launch the **Start Page** tab.
- Select **Device Maintenance** to open the update software. Refer to Device Updates Available on page 40 for more information.

- Select **Impress Options** to access the **General** and **Output/Logging** tabs.
  - **General**: Use the **General** tab to enter Contact Information.

    NOTES:

    - Any information provided during the Impress installation will be automatically entered here.
    - Some fields may change depending on the **Country** selected.

  - **Output/Logging**: Use **Output/Logging** to configure messages and logging settings for advanced debugging. It is not recommended to make changes to the **Output/Logging** pages unless instructed by a Crestron representative.

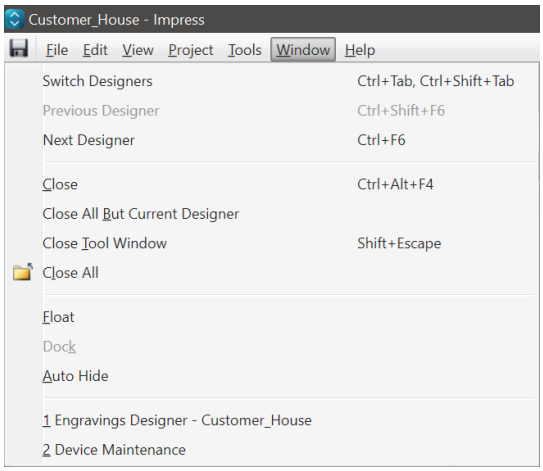


Window Menu

The **Window** menu provides options for managing open project and tabs.

- When multiple Engravings Designer tabs are open:
  - Select **Switch Designers** to view another tab.
  - Select **Previous Designer** to open the preceding tab.
  - Select **Next Designer** to open the next tab.
  - Select **Close All But Current Designer** to close all tabs but the open tab.
  - Select **Close All** to close all tabs.
- Select **Close** to close the open tab.
- Select **Close the Tool Window** to close the selected Tool Window.
- Select **Float** to undock the selected Tool Window from its position in the workspace.
- Select **Dock** to lock the selected floating Tool Window to a position option.
- Select **Auto Hide** to automatically collapse the selected Tool Window to the left when not in use.
- Open tabs are listed at the bottom of the menu. Select the desired tab to open it.

Window Menu

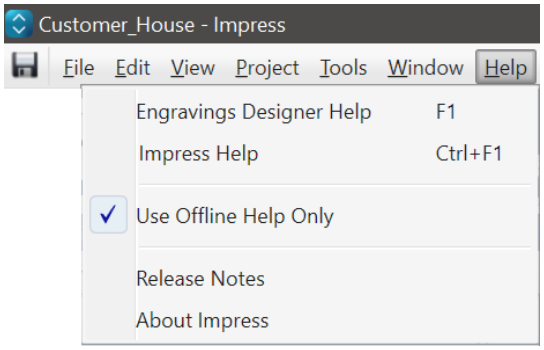


Help Menu

The **Help** menu provides support for using Impress and information about the software.

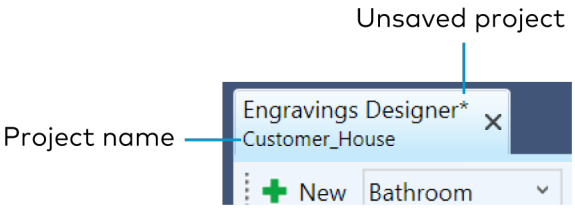
- Select **Impress Help** to access the help file.
- By default, **Use Offline Help Only** is selected. Clear it for the online version.
- Select **Release Notes** to access updates or changes to the software.
- Select **About Impress** to access version information.

Help Menu



Engravings Designer Tab

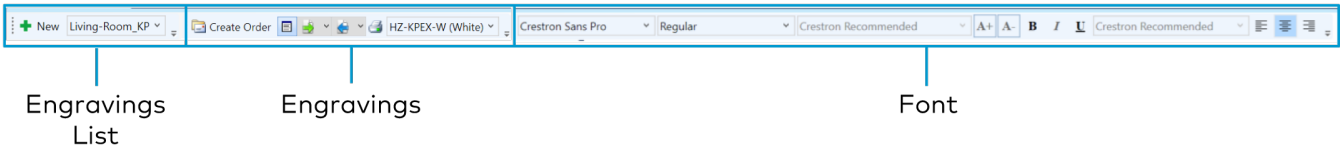
The **Engravings Designer** tab includes the workspace for the project. If a change is made to a project but the project has not been saved, an asterisk (*) appears. Multiple project (Engravings Designer) tabs can be open at one time. Close the tab to exit the project.



Toolbars

Use the Toolbars to create and style engravings. Toolbars include **Engravings List**, **Engraving**, and **Font**.

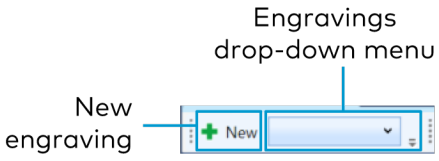
Toolbars Workspace



Engravings List

Select **New** to create a new engraving. Use the drop-down menu to select a saved engraving.

Engravings List Toolbar

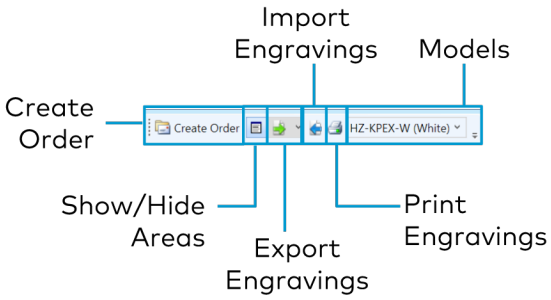


Engravings

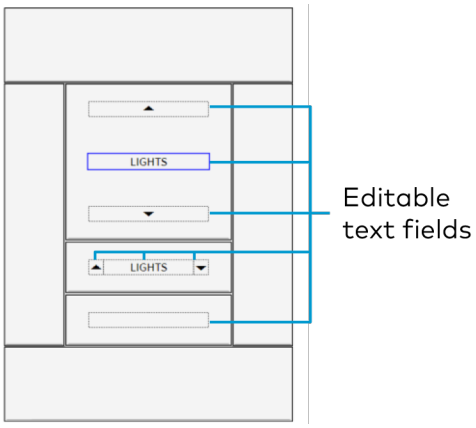
Use the Engravings Toolbar to start the order process, show or hide editable text fields on the device, export or print engravings, or select a color variant (when applicable).

- Select **Create Order** to start the order process.
- Select **Show/Hide Areas** to show or hide the editable text fields of the previewed device in the canvas.
- Select **Export Engravings** to export an engravings file (.ct_engravings).
- Select **Import Engravings** to navigate to and import an engravings file.
- Select **Print Engravings** to print an engravings file (.ct_engravings).
- Select **Models** drop-down menu to select a color variant of the device, if applicable.

Engravings Toolbar



Sample Editable Text Fields



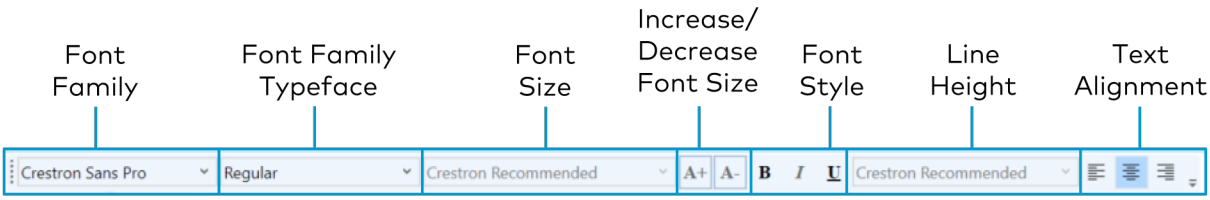
Font

Use the Font Toolbar to style the engraving text.

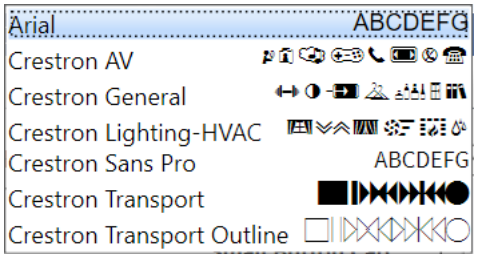
NOTES:

- Available options may vary depending on the Crestron product.
- The font size drop-down menu cannot be used to change the font size for the SSC and SSW series room availability signs. To change the font size, select the layout in the **Parts/Layouts Gallery** with the corresponding font size.

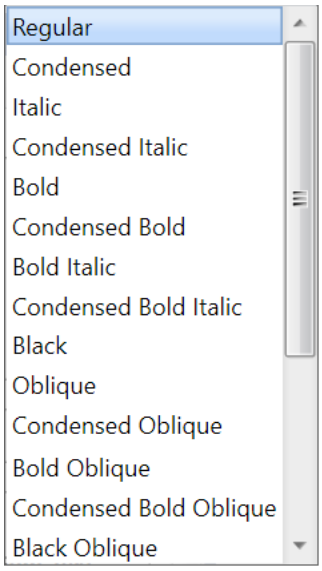
Font Toolbar



- Select a font from the **Font Family** drop-down menu. Fonts include:



- Select a typeface style from the **Font Family Typeface** drop-down menu. Typeface styles include:



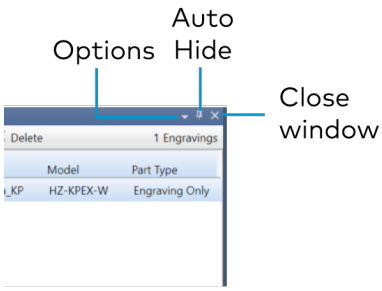
- Select a font size from the **Font Size** drop-down menu.
- Use **Increase** or **Decrease** to increase or decrease the font size.
- Use font styles to bold, italicize, or underline text.
- Select a Line height option from the **Line Height** drop-down menu.
- Use text alignment to left, center, or right justify text.

Tool Windows

Tool Windows provide designated areas for engravings and designer tools. The four tools include **Engravings**, **Parts/Layouts Gallery**, **Configuration Gallery**, and **Font Selector**. By default, the four tools are divided into two windows with **Engravings** in one Tool Window and **Parts/Layouts Gallery**, **Configuration Gallery**, and **Font Selector** all combined into a second window. All tools can be combined, split, or moved around the workspace.

All Tool Windows have four common behaviors: Float, Dock, Auto, Hide, and Close.

- Select **Options** to view window behaviors.
  - **Float:** Select to undock the window from its position in the workspace.
  - **Dock:** When undocked, click to snap the window back into position.
  - **Auto Hide:** Select to automatically collapse the window to the left when not in use.
  - **Close:** Select to close the window.
- Select **Auto Hide** to automatically collapse the window to the left when not in use.
- Select **Close** to close the window.

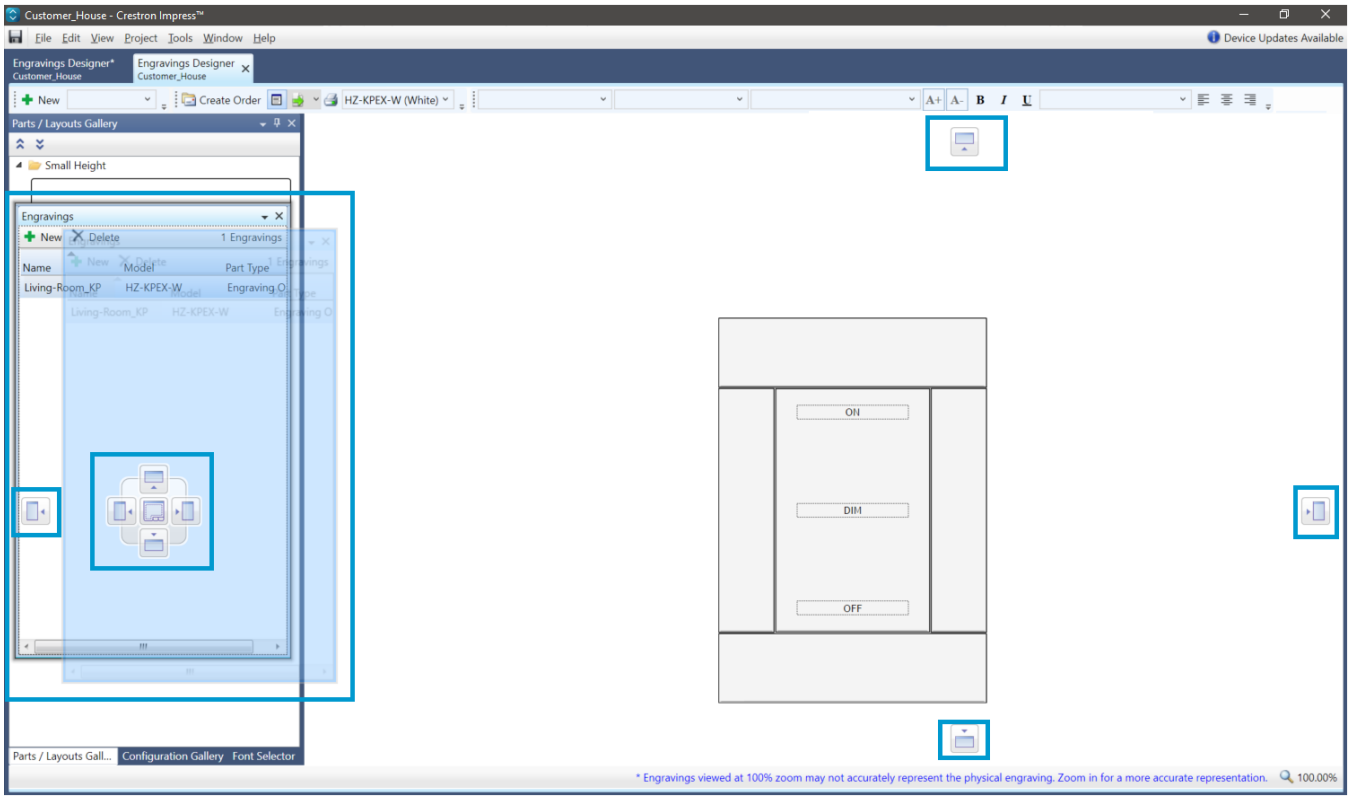


To rearrange the workspace:

1. Select **Float** to undock a Tool Window.
   The tool window is no longer locked into position and can be moved.
2. To dock the Tool Window in a new location, select and drag the window.
   Docking location options appear on the screen.
3. Drag the window to the desired location.

> **NOTE:** If **Contain Floating Tool Windows** is selected in the **Tool Window** Menu, the Tool Window stays within the workspace. If **Contain Floating Tool Windows** is not selected, the Tool Window can be moved outside of Impress. Refer to Tool Windows Menu on page 23.

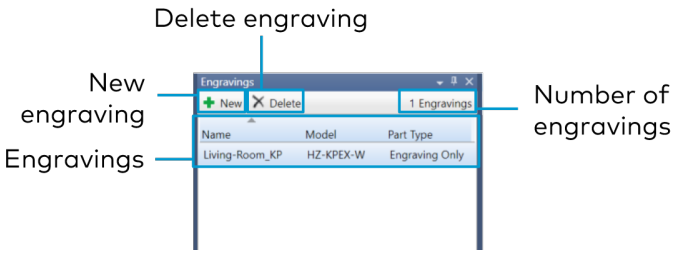
Docking Location Options



Engravings Tool Window

Use the **Engravings Tool Window** to create and manage engravings.

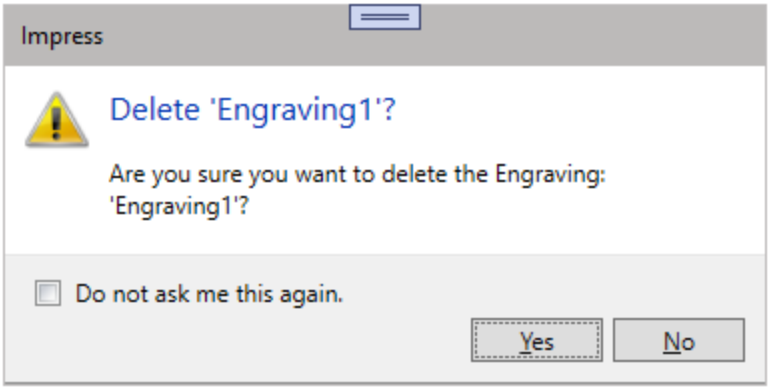
Engravings Tool Window



- Select **New** to create a new engraving.
- **Engravings** lists created engravings.
    - **Name:** Name of the engraving.
    - **Model:** Device being engraved.
    - **Part Type:** Engraving Only or Device + Engraving (SSW and SSC only).

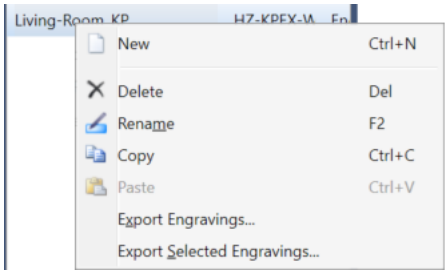
> **NOTE:** For Horizon® 2 keypads:
>
> - You can choose to order the **Device + Engraving** or **Engraving Only** if you already have the device.
> - Additional charges may apply for **Engraving Only**. Consult with Customer Support for concerns.

- Select **Delete** to delete a selected engraving. A confirmation opens. Select **Yes** to delete the engraving or **No** to close without deleting.



- Right click on an engraving to view the following menu options.
    - **New**: Create a new engraving.
    - **Delete**: Delete the selected engraving
    - **Rename**: Rename the selected engraving.
    - **Copy**: Copy the selected engraving.
    - **Paste**: Paste a copied engraving to the Engravings list.
    - **Export Engravings**: Export all engravings to the project folder.
    - **Export Selected Engravings**: Export a selected engraving(s) to the project folder.

Engravings Menu

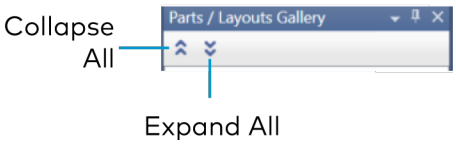


Parts/Layouts Gallery

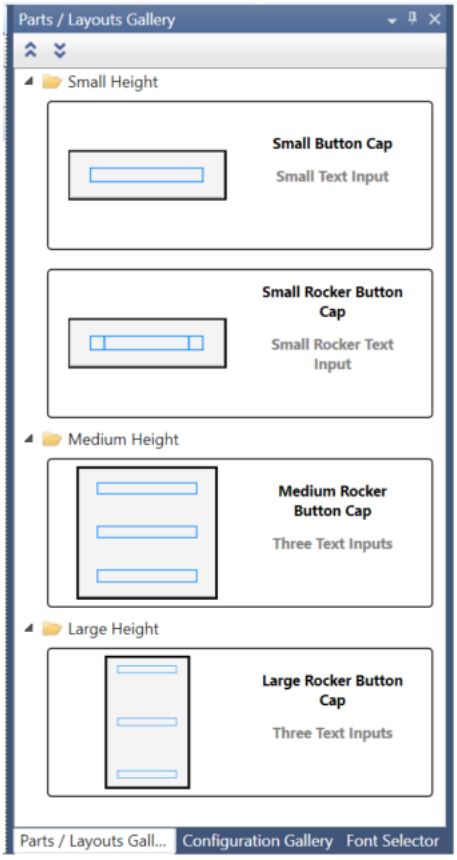
Parts/Layouts Gallery shows the available layout options for the model. Options vary depending on the device. For keypads, **Part/Layouts Gallery** includes different button sizes and engraving locations. Parts and layouts are stored in folders. Use **Collapse All** and **Expand All** to open or close all folders.

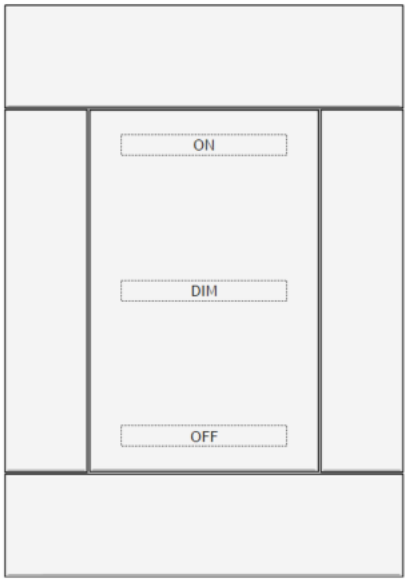
For SSC and SSW signs, the parts listed refer to the font size allowed in the engravable space. Select the layout based on the font size required to adequately display the text.

Collapse an Expand All Folders

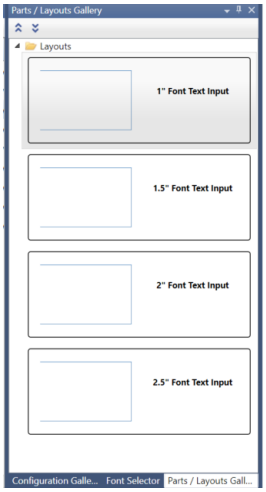


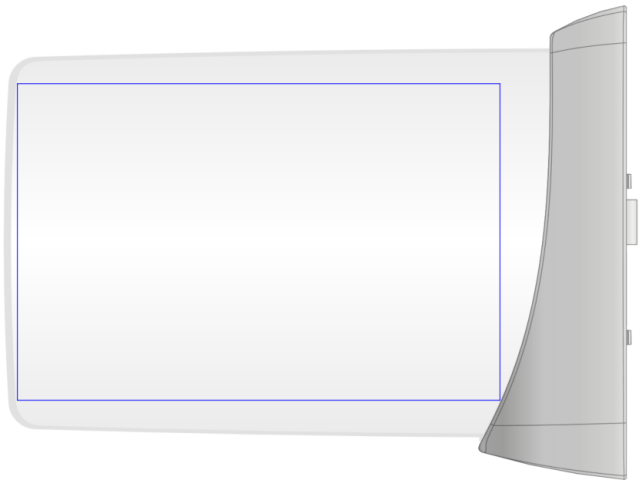
Parts/Layouts Gallery for HZ-KPEX





Parts/Layouts Gallery for SSW

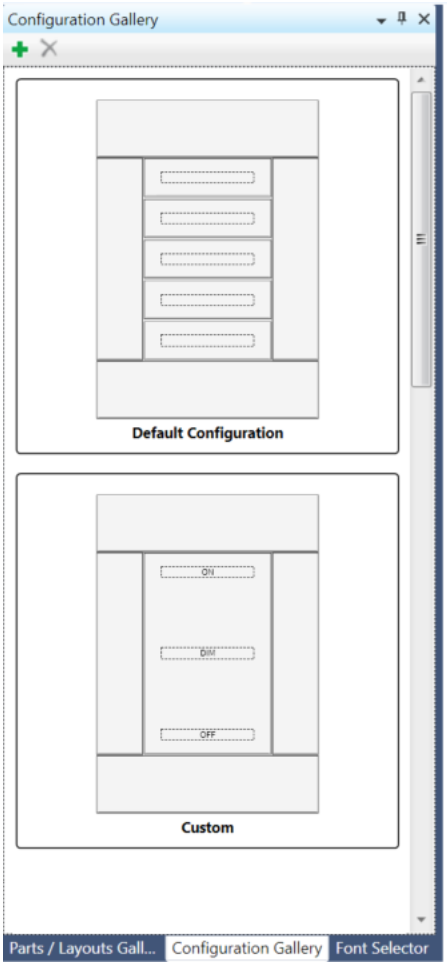


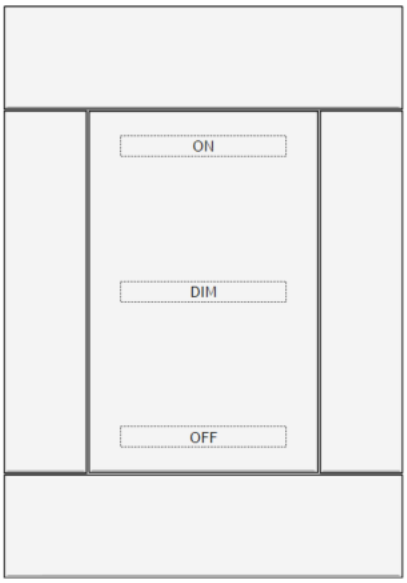


Configuration Gallery

Configuration Gallery shows a default configuration for a device. Save any custom configurations for easy implementation across engraving projects.

Key Configuration Gallery





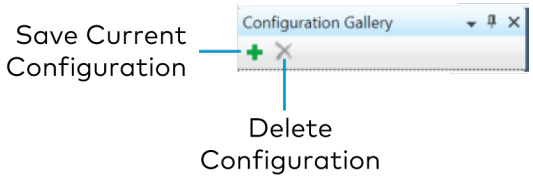
Save or Delete Configuration

To save a custom configuration:

1. Create an engraving with the desired text and/or button arrangement in the canvas.
2. Select **Save Current Configuration** in the Configuration Gallery.

   The new configuration, named **Custom**, appears under the default configuration .

Save Current Configuration

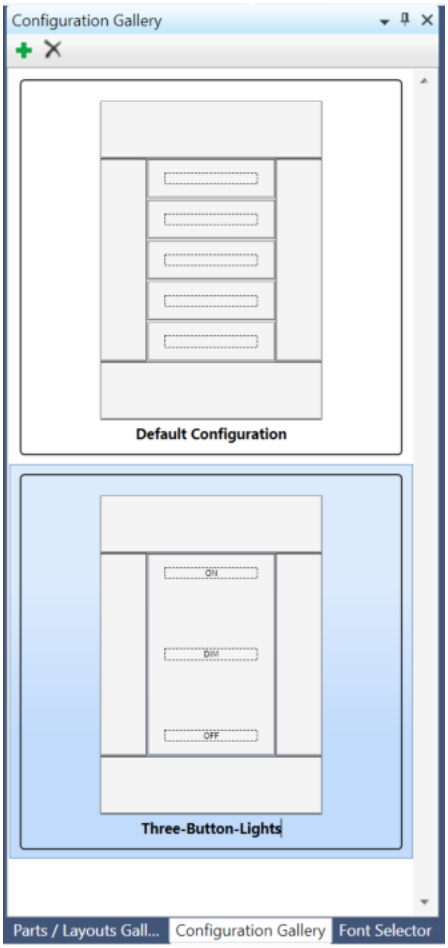


Rename Configuration

To rename a custom configuration:

1. Select the configuration.
2. Select on or after the name **Custom**, and type the desired name.

Renamed Custom Configuration Sample



Apply a Configuration

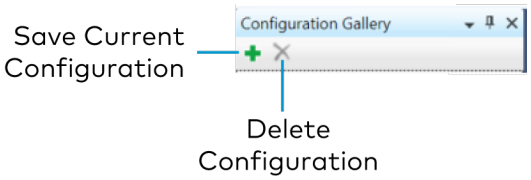
To apply a configuration to an engraving, select the configuration and drag it to the canvas.

Delete Configuration

To delete a custom configuration:

1. Select the custom configuration.
2. Select **Delete Configuration**.

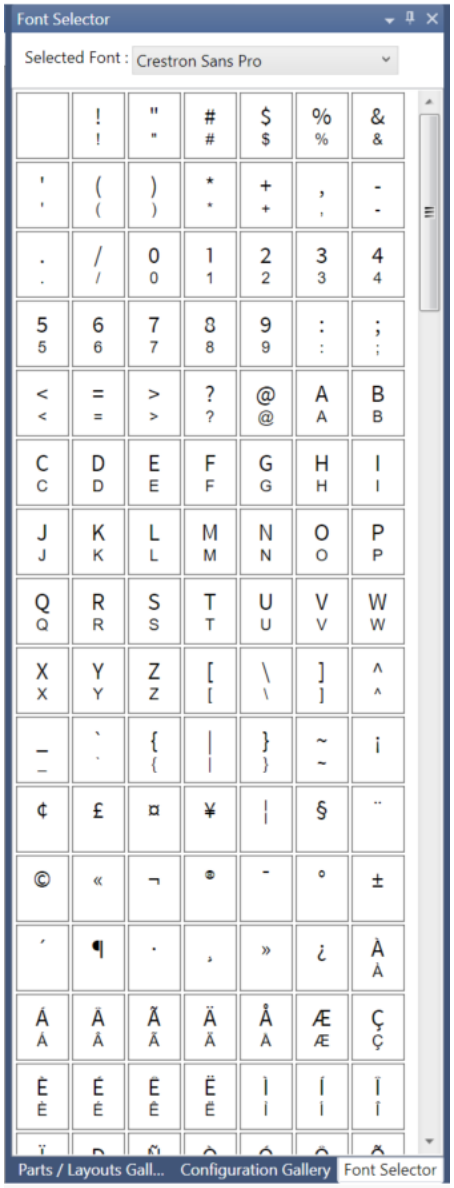
Delete Current Configuration



Font Selector

Font Selector displays available fonts for each specific device and a characters table for the selected font. Font options vary depending on the device.

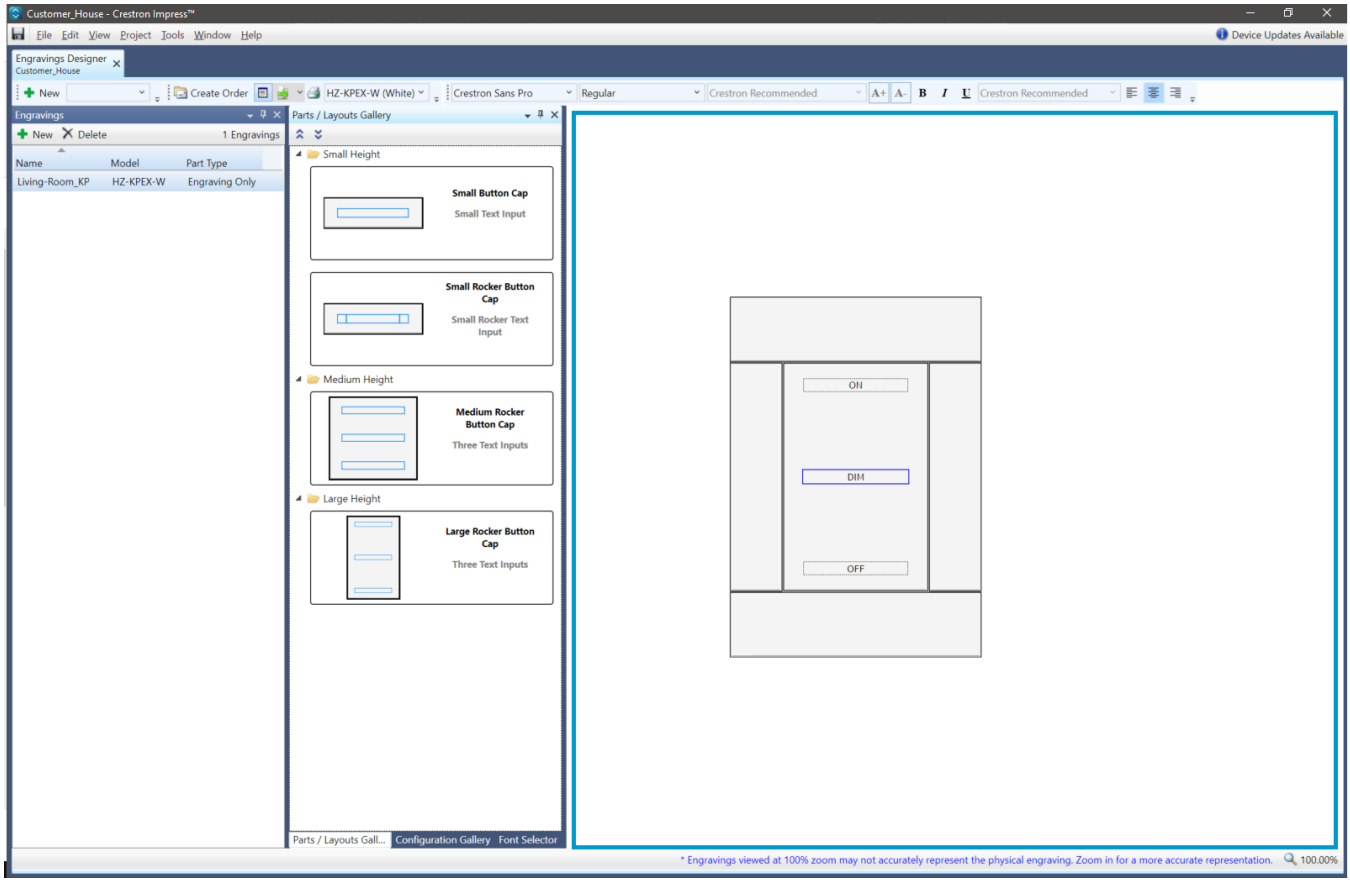
Font Selector



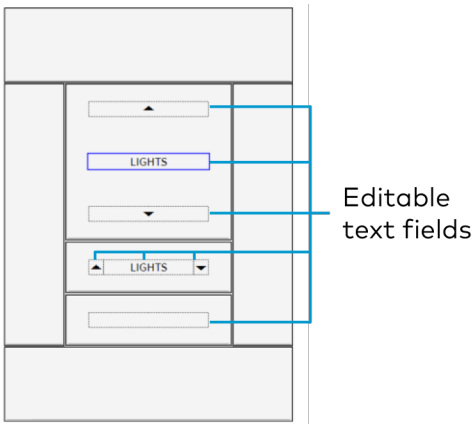
Canvas

The canvas shows the device selected when a new engraving is created. Use the device on the canvas to arrange layouts and enter text or images for the engraving.

Canvas



Sample Editable Text Fields

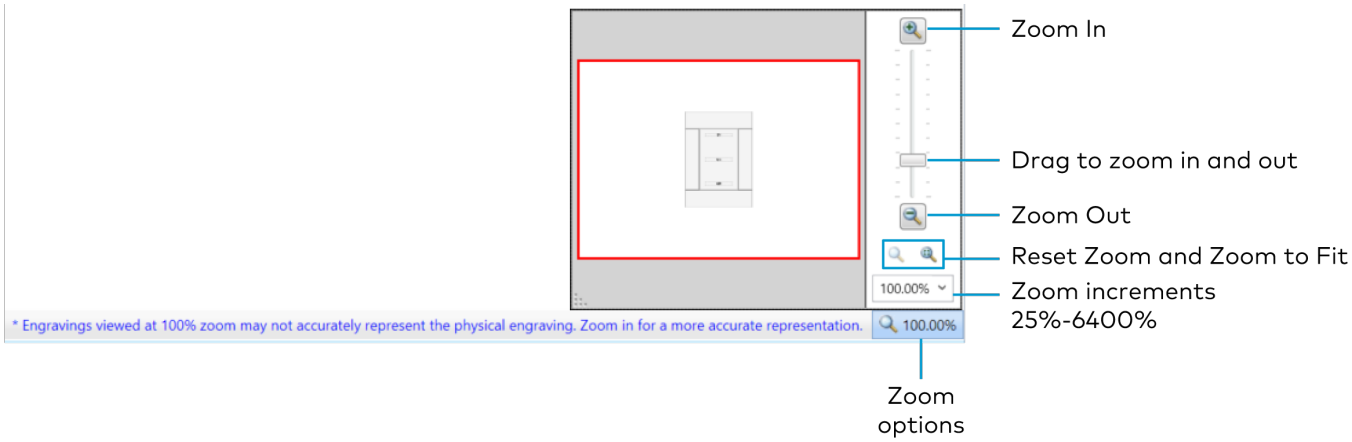


Zoom

By default, Zoom is set to 100%. The device on the canvas can be viewed from 25% to 6400%. Engravings viewed at 100% zoom may not accurately represent the physical engraving. Zoom to 200% for an accurate representation of the engraving. To zoom, either select and scroll the mouse wheel or select **100.00%** to open the Zoom options.

The following Zoom options are provided:

- Zoom in and out using the **Zoom In** and **Zoom Out** magnifying glasses, dragging the lever up and down, or choosing an increment from the menu.
- Use the **Reset Zoom** magnifying glass to set the zoom back to 100.00%.
- Use **Zoom to Fit** magnifying glass to zoom in to fit the device to the canvas.

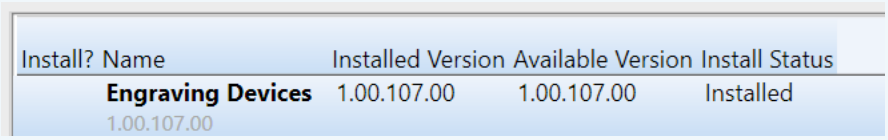


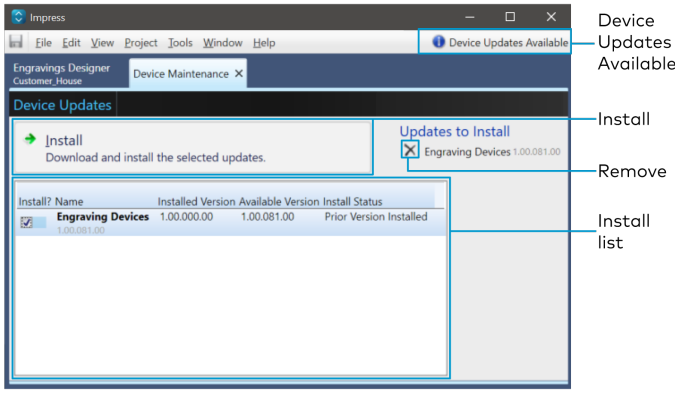
Device Updates Available

To check for updates:

1. Select on **Device Updates Available** to access the **Device Maintenance** page.
2. If updates are not listed, select **Install** to populate available updates.
3. Select the desired update(s).
4. Select **Install** to download and install the update, or click **Remove** to remove the update from the list.

NOTE: The software is up to date when the **Install?** check box is clear and **Install Status** says **Installed**.





Keyboard Shortcuts

The following keyboard shortcuts are available:

Shortcut Keys	Functionality	Location
F1	View context-sensitive help.	N/A
CTRL + S	Save engravings project.	
CTRL + Shift + S	Save all projects.	
CTRL + O	Launch Create Order window	
CTRL + P	Launch Print window	
CTRL + N	Add new engraving.	Engravings Tool Window on page 32
F2	Rename engraving.	

Shortcut Keys	Functionality	Location
CTRL + B	Bold engraving text	Editable fields of device in the Canvas on page 39
CTRL + I	Italicize engraving text	
CTRL + U	Underline engraving text	
CTRL + L	Left align engraving text	
CTRL + E	Center engraving text	
CTRL + R	Right align engraving text	
CTRL + D	Import image	
CTRL + Shift + E	Exclude part from order	

Start a New Project

To begin a new project:

1. On the **Start Page**, select **Create New Project** in the **New Engravings Project** section. The **New Project** window displays.

   > **NOTE:** The **New Project** window is also accessible from the Menu Bar (**File** > **New Project**) or by using the keyboard shortcut **Ctrl**+**Shift**+**N**.

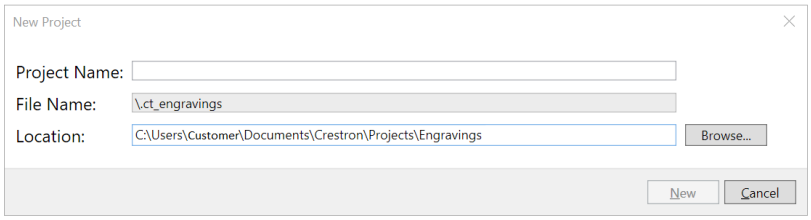
2. Enter the **Project Name**.

   > **NOTE:** Follow these requirements for naming a project:
   >
   > - Do not use the characters <>~|/\?* :"
   > - Do not start or end the name with a space.
   > - Do not end the name with a period.
   > - The full project path cannot exceed 248 characters.

3. Verify the file location. If the file location needs to be changed, select **Browse** to navigate to the **Engravings** folder.

   Engraving projects may be stored in any folder. By default, Impress stores projects at the following location: C:\Users\User_Name\Documents\Crestron\Projects.

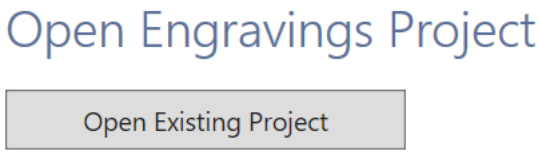
New Project



Open an Existing Project

To open engraving files created with Impress or the Crestron Studio software:

1. On the **Start Page**, select **Open Existing Project** in the **Open Engravings Project** section. The **Open Project** window displays.

   > **NOTE:** The **Open Project** window is also accessible from the Menu Bar (**File** > **Open Project**) or by using the keyboard shortcut **Ctrl**+**Shift**+**O**.

2. Navigate to the Engravings project.

   Engraving projects may be stored in any folder. By default, Impress stores projects at the following location: C:\Users\User_Name\Documents\Crestron\Projects.

   Impress remembers the last used path.

3. In the Engravings folder, open the desired project folder and select the **.ct_engravings** file.
4. Select **Open** to open the engravings project and the project displays in a new tab, or click **Cancel** to close without opening.

Once the project is open, the engraving text and layout can be edited and ordered. Refer to Create an Engraving on page 45 for more information.

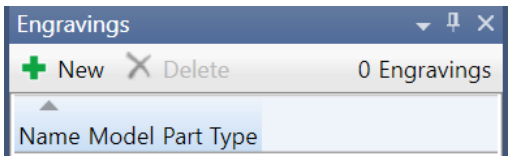
Create an Engraving

When an engraving is created, the **Parts/Layouts Gallery**, **Configuration Gallery**, and **Font Selector** Tool Windows populate with options specific to the device. Options vary depending on the device.

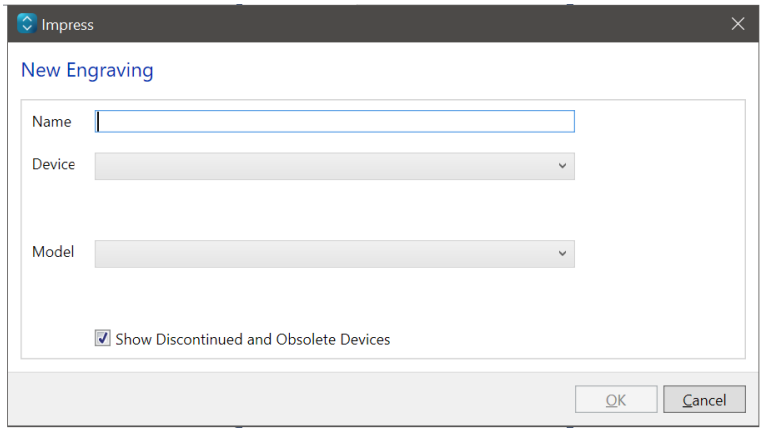
Add a New Engraving

To add an engraving to a project:

1. Select **New** in the Engravings Tool Window or use the keyboard shortcut **Ctrl** + **N**.

   The **New Engraving** window displays.

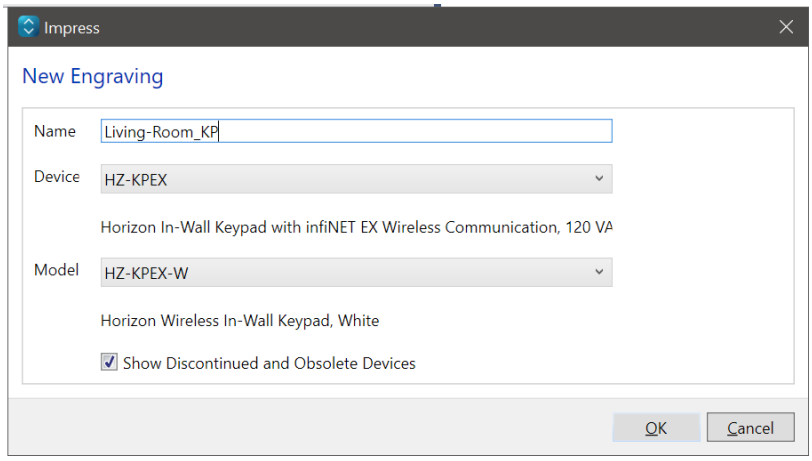
   

2. (Optional) Choose **Show Discontinued and Obsolete Devices** to display devices in the **Device** drop-down menu that are discontinued or obsolete.

   By default, **Show Discontinued and Obsolete Devices** is unchecked.

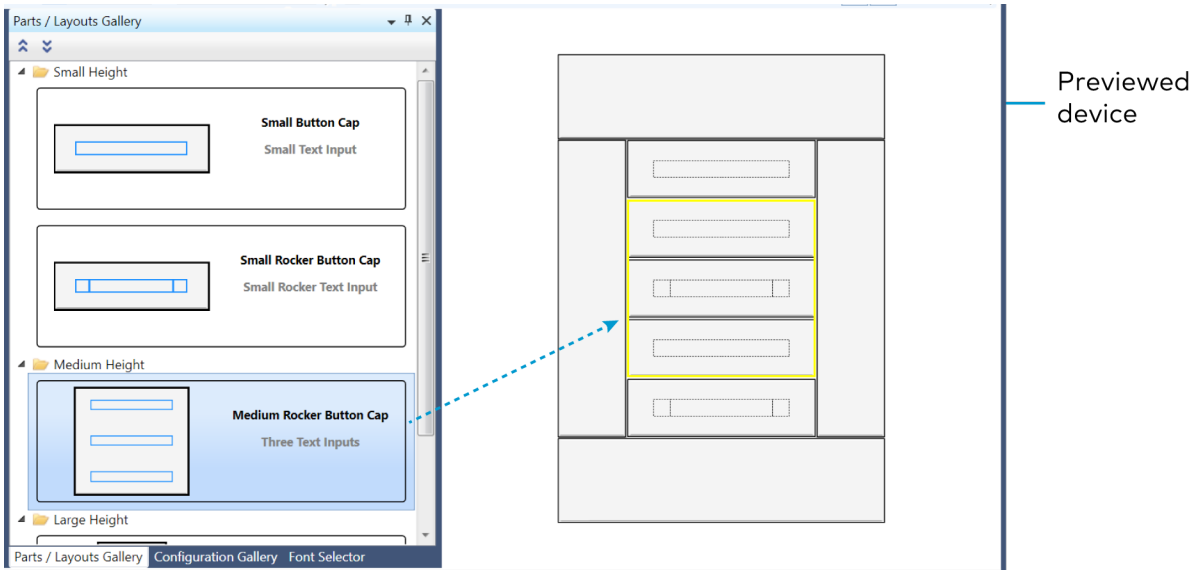
3. Enter the following fields:
   - **Name**: Type the name of the engraving.
   - **Device**: Select a product family from the drop-down menu.
   - **Model**: Select the specific model from the drop-down menu.

New Engraving Sample



Parts/Layouts Gallery

For devices with multiple parts or layout options, drag and drop a part or option from the **Parts/Layouts Gallery** to the previewed device in the canvas. When hovering the part over the device, a yellow outline highlights the position on the device. When applicable, mix and match parts to design the desired layout. Refer to Parts/Layouts Gallery on page 34 for more information.



Configuration Gallery

View the default configuration for the device or save a new configuration to apply to device engravings. Refer to Configuration Gallery on page 35 for more information.

Font Selector

To style engraving text:

1. Select in an editable text field on the device to view the font options available. Fonts populate in the **Selected Font** drop-down menu.

   > **NOTE:** The font size drop-down menu cannot be used to change the font size for the SSC and SSW series room availability signs. To change the font size, select the layout in the **Parts/Layouts Gallery** with the corresponding font size.

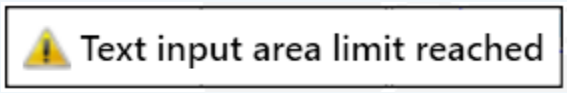
2. Select a font and type the desired text.

   > **TIP:** For SSC and SSW signs, consider changing the **Font Family Typeface** to **Condensed** if the text does not fit in the engravable area.

3. Use the **Font Toolbar** to align or add emphasis to text.

NOTES:

- Options vary depending on the device.
- More than one font may be used in an editable text field.
- The font size may adjust automatically to fit in the text field.
- If the editable text field allows, text may wrap to two lines.
- Text may be copied and pasted to other fields
- Refer to Font on page 29 and Font Selector on page 38 for more information
- When the engravable area character limit is met, Impress displays the following notification and additional characters cannot be entered.

Add an Image

Certain devices allow image engraving.

NOTES:

- Supported file types include .jpg, .png, and .bmp.
- Supported devices include the HR-310, MPC3 family, SSC, and SSW.

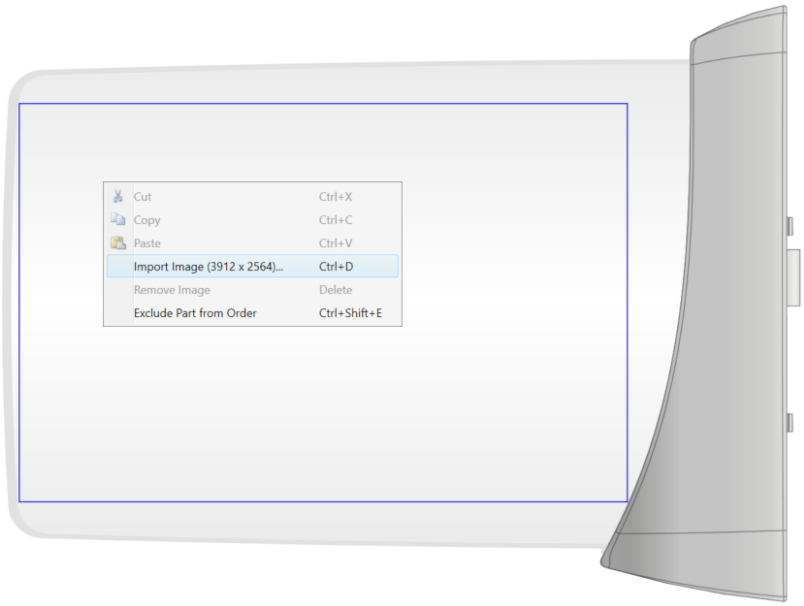
To add an image:

1. Right click in an engravable area. The menu option to **Import Image** option appears and details the maximum file size in pixels allowed in the area.

   Alternatively, use the keyboard shortcut **Ctrl** + **D** to open the **Select Resources to Import** window.
2. Select **Import Image**. The **Select Resources to Import** window displays.
3. Navigate to the image file and select **Open**.

Refer to Engraving Images on page 49 for details.

Add an Image



Engravings Tool Window

To manage engravings in the **Engravings Tool Window**, right click to access the menu options.

- **New:** Create a new engraving. Refer to Add a New Engraving on page 45.

  Keyboard shortcut **Ctrl** + **N**.
- **Delete:** Delete the selected engraving.

  Keyboard shortcut **Delete**.
- **Rename:** Rename the selected engraving.

  Keyboard shortcut **F2**.
- **Copy:** Copy the selected engraving.

  Keyboard shortcut **Ctrl** + **C**.
- **Paste:** Paste a copied engraving to the Engravings list.

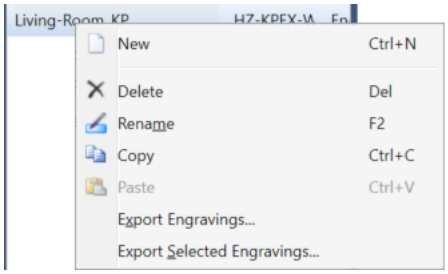
  Keyboard shortcut **Ctrl** + **P**.

- **Export Engravings:** Export all engravings to the project folder.

  Refer to Export Engravings File on page 70.
- **Export Selected Engravings:** Export selected engravings.

  Refer to Export Engravings File on page 70.

Engravings Menu



Engraving Images

The following sections describe best practices for engraving images.

Compatible Products

At this time, images can be imported and engraved on the following devices:

- HR-310
- MPC3 series
- SSC and SSW series

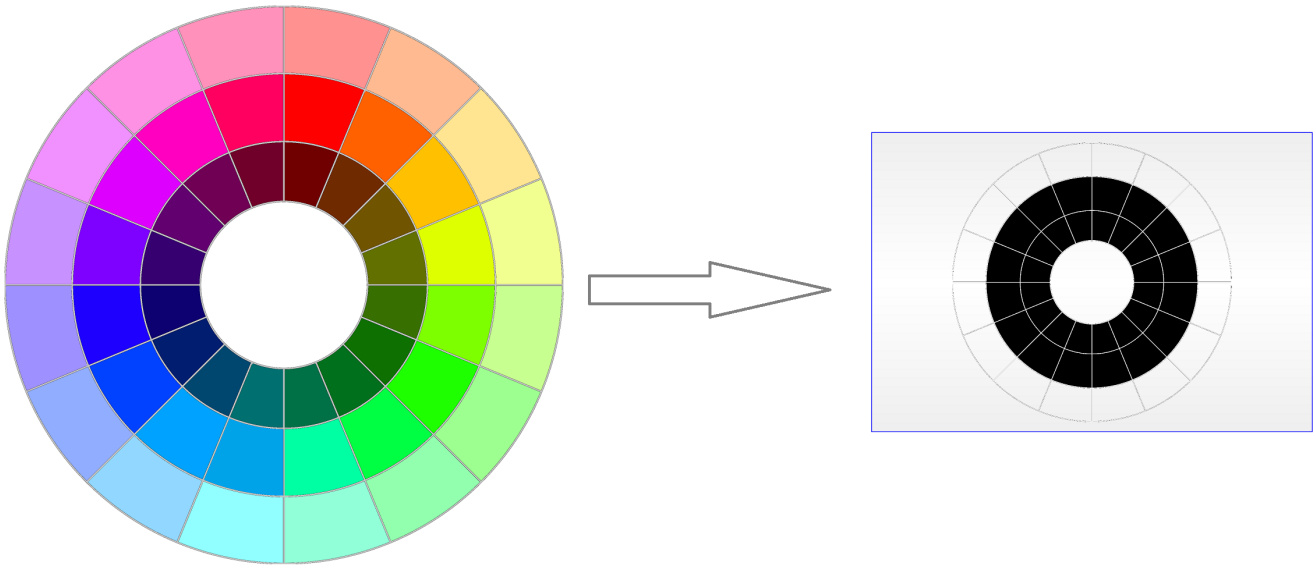
Black and White Images

Images must be one-bit monochrome (each pixel is either black or white). Impress software can convert color images to one-bit monochrome; however, it is not a graphics editing software and may not produce the desired quality. If the image required is only in color, use a third-party application to convert the image to black and white before importing it.

If converting the color image to black and white in a third-party application is not an option, ensure the color image does not use gray-scale or too many colors. These scenarios may result in a converted image that is flat and lacks detail. Inspect the image after importing. If you are not satisfied with the converted black and white image, remove it and use a third-party application to make necessary adjustments.

Color Image Conversion

When imported, the original color image (left) will convert to a monochrome black and white image (right).



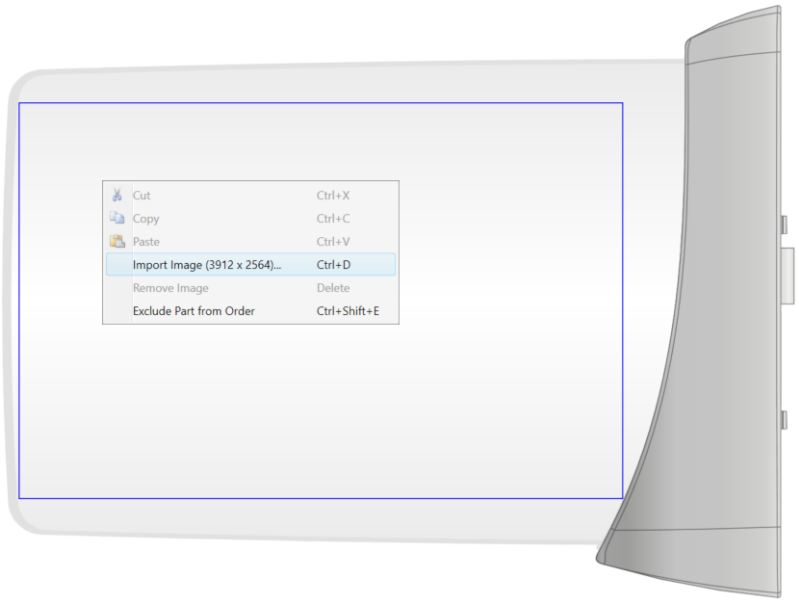
Recommended Image Size

Follow the size recommendation for the engravable field. Because not every field has the same size requirements, check the recommended size before importing an image. Determine the recommended size by right clicking in the engravable area. Refer to Add an Image on page 47.

Images smaller than the recommended size render at their actual size, centered in the engravable area. Larger images scale down to fit the engravable area. To avoid decreased performance, do not import images that are several times larger than the recommended size. If needed, use a third-party application to resize the image before importing.

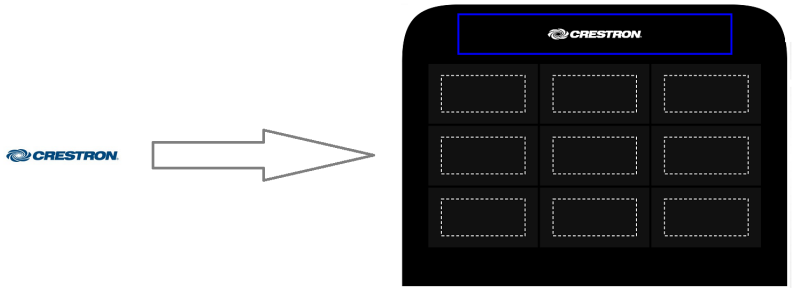
> **NOTE:** High-resolution images may effect Impress performance.

Import Image Dimensions



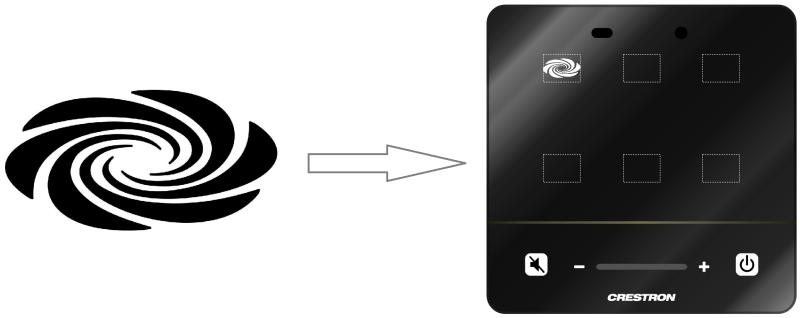
HR-310 with Smaller Image

When imported, the original image (left) renders at its actual size in the engravable area size 865 x 120 px (right).



HR-310 with Larger Image

When imported, the original image size 1023 x 500 px (left) will scale to the engravable area size 328 x 186 px (right).



Circular Images

If an image contains circles, half-circles, or curves, ensure the outline is least three pixels wide.

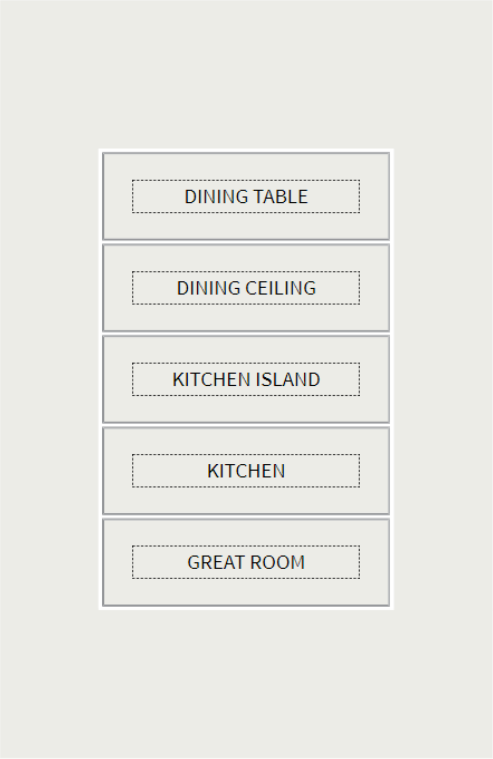
Zoom

To make sure engraved images display as desired, zoom in to at least 200-300% in the Workspace. Refer to Zoom on page 40 for details.

Engravable Devices

The following section describes some of the common device families supported by Impress software.

Horizon® 2 Keypads



The following models are supported by Impress software.

- HZ2-KPCN
- HZ2-KPEX
- HZ2-DIMEX
- HZ2-DIMUEX
- HZ2-DIMLVEX
- HZ2-SWEX
- HZ2-AUX

The Horizon 2 keypads use button-tree configurations. Each configuration has buttons with one or more engravable areas, and the total number of engravable areas varies depending on the configuration. One line of text can be engraved in each engravable area.

The following Horizon 2 button-tree configurations are possible:

- Five single pushbuttons
- Four single pushbuttons and one side-to-side rocker in the fifth position

- Four single pushbuttons and one side-to-side rocker in the fourth position
- Three single pushbuttons and two side-to-side rockers in the fourth and fifth positions
- One medium rocker (consisting of three pushbuttons covering the first, second, and third positions) and two single pushbuttons in the fourth and fifth positions
- One large rocker, consisting of three pushbuttons in the first, third, and fifth positions

NOTES:

- HZ2-AUX has only one button-tree option: One large rocker consisting of three pushbuttons in the first, third, and fifth positions.
- The Horizon 2 keypads do not support engraving in lower case letters or image engraving at this time.
- More that one font size and more than one font may be used in an engravable area.
- The engravable areas for side-to-side rocker buttons adjusts depending on the length of the text.

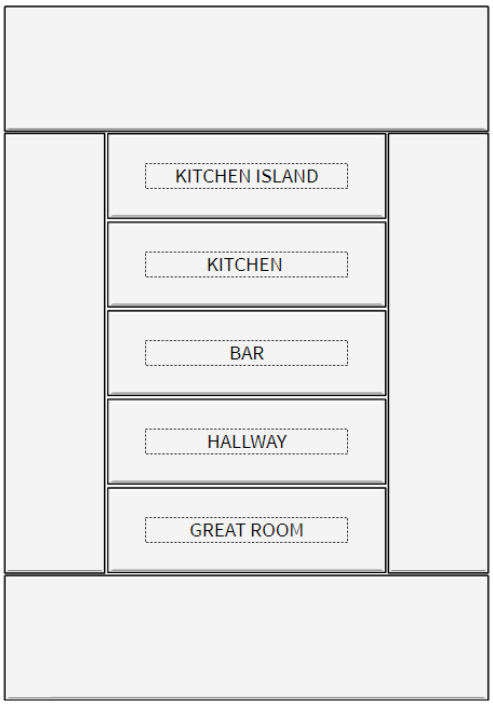
  Default Engravable Area

  Adjusted Engravable Areas

Refer to the following topics for more information:

- Create an Engraving on page 45
- Create an Order on page 78
- Exclude a Part from an Order on page 81
- Impress Best Practices on page 94

Horizon Keypads



The following models are supported by Impress software.

- HZ-KPCN
- HZ-KPEX
- HZ-DIMEX
- HZ-DIMUEX
- HZ-DIMLVEX
- HZ-SWEX
- HZ-AUX

The Horizon keypad buttons have one or more engravable areas, and the total number of engravable areas varies depending on the keypad button configuration. One line of text can be engraved in each engravable area.

The Horizon keypads provide four button styles:

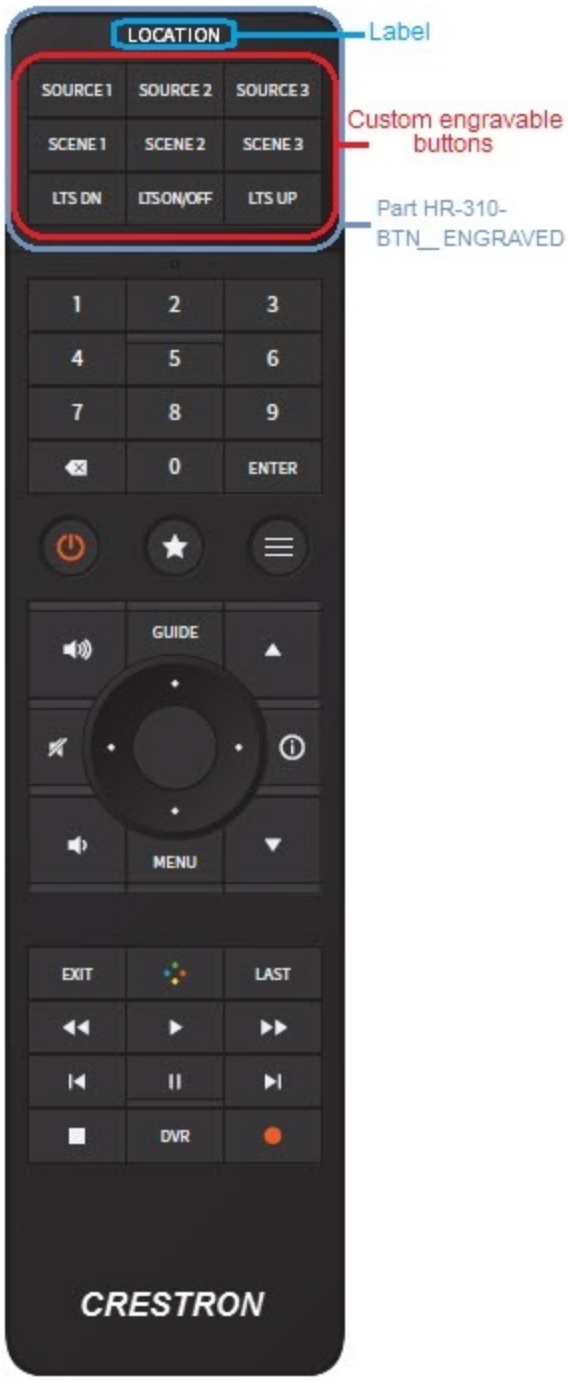
- One pushbutton
- One side-to-side rocker
- One medium rocker, consisting of three pushbuttons covering the first, second, and third positions
- One large rocker, consisting of three pushbuttons in the first, third, and fifth positions

NOTE: The Horizon keypads do not support engraving in lower case letters or image engraving at this time.

Refer to the following topics for more information:

- Create an Engraving on page 45
- Create an Order on page 78
- Exclude a Part from an Order on page 81
- Impress Best Practices on page 94

HR-310 Remote



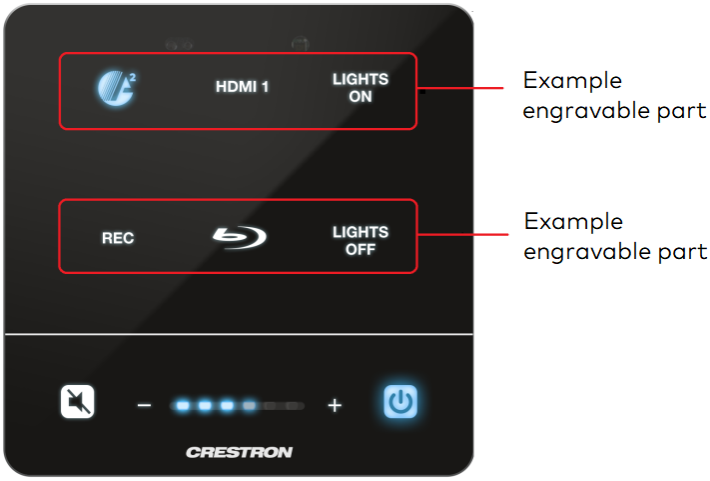
The HR-310 remote has custom buttons and a top label that are engravable. The HR-310 has an engravable part (HR-310-BTN_ENGRAVED) which can be ordered and consists of the custom button and top label engravable areas. One line of text can be engraved in each engravable area.

NOTE: The HR-310 remote does not support engraving in lower case letters or image engraving at this time.

Refer to the following topics for more information:

- Create an Engraving on page 45
- Engraving Images on page 49
- Create an Order on page 78
- Exclude a Part from an Order on page 81
- Impress Best Practices on page 94

MPC3-201/MPC3-201 Presentation Controller

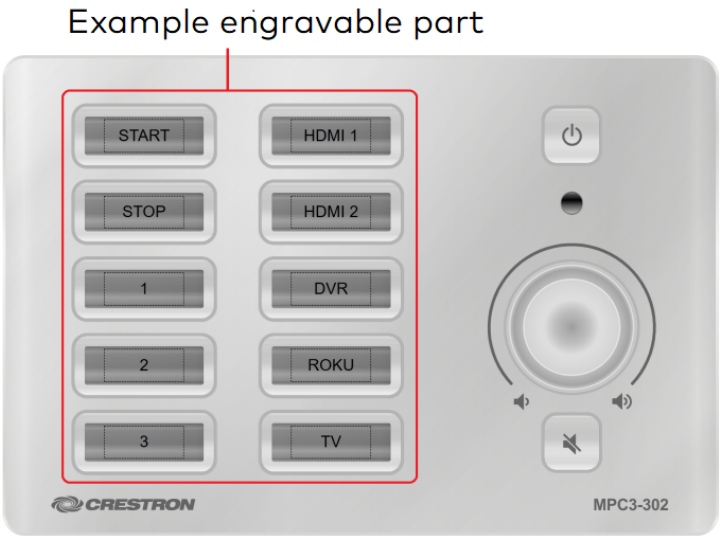


The MPC3-201 has two engravable areas. A part (MPC3-BTN3-B) can be ordered for each engravable area. Each engravable area (six total) supports an image or up to two lines of text.

Refer to the following topics for more information:

- Create an Engraving on page 45
- Engraving Images on page 49
- Create an Order on page 78
- Exclude a Part from an Order on page 81
- Impress Best Practices on page 94

MPC3-302/MPC3-302 Presentation Controller



The MPC3-302 has one engravable area. A part (MPB3-MPC3-BTN10-B ENGRAVED) can be ordered that consists of 10 engravable buttons. One line of text can be engraved in each engravable area.

Refer to the following topics for more information:

- Create an Engraving on page 45
- Engraving Images on page 49
- Create an Order on page 78
- Exclude a Part from an Order on page 81
- Impress Best Practices on page 94

Room Availability Signs (SSC and SSW)

The sign face is custom engravable with the room number, name, or other designation. The complete sign assembly mounts to the wall or the ceiling over a single-gang electrical box or plaster ring.

The engraving appears on both sides of the acrylic sign face to identify the room by name or number. When illuminated, the engraving is clearly visible at a distance of 50 ft (15 m). Engraving can be changed at any time by purchasing a replacement sign face.

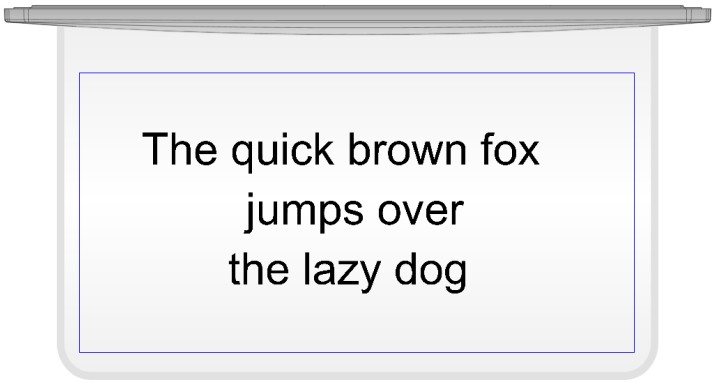
The status sign has one engravable area. Parts (SSC-ACR-102/SSC-ACR-102-EL or SSW-ACR-102/SSW-ACR-102) can be ordered and consist of one engravable area. Impress provides four layouts that allow up to two lines of text to be engraved in the engravable area.

> **NOTE:** The font size cannot be changed through the **Font Size** drop-down list. The only way to change the size of the font is by selecting a different layout.

SSW

Engravable area
2017

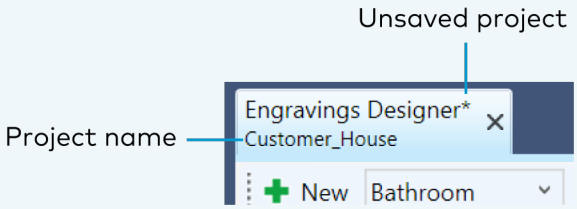
SSC


The quick brown fox
jumps over
the lazy dog

Save a Project

The following sections describe the various options for saving a project.

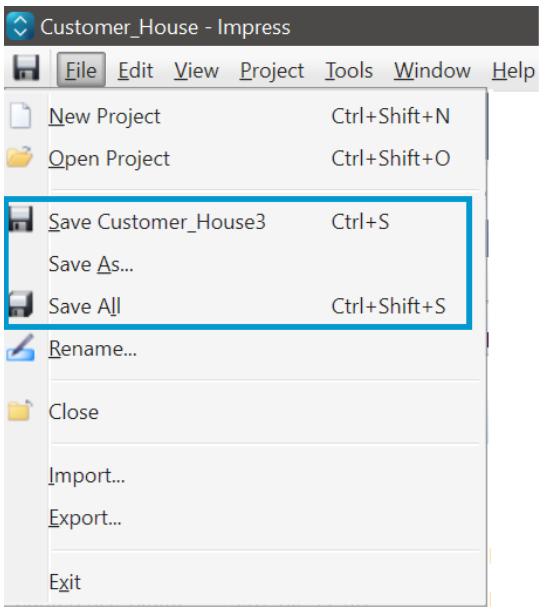
NOTE: After making a change in a project, an asterisk (*) displays in the Engravings Designer tab, indicating that the project is unsaved.



Save from the File Menu

The **File** menu contains options to **Save**, **Save As**, and **Save All**.

File Menu



Save

Select **Save** or use the keyboard shortcut **Ctrl**+**S** to save the open project.

Save As

Select **Save As** to save the open project with a new name or in a new location.

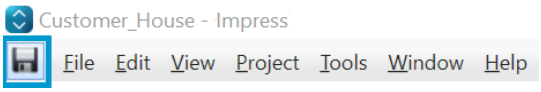
Save All

Select **Save All** or use the keyboard shortcut **Ctrl**+**Shift** + **S** to save all open projects.

Save Icon

Select the **Save** button to quickly save the open project.

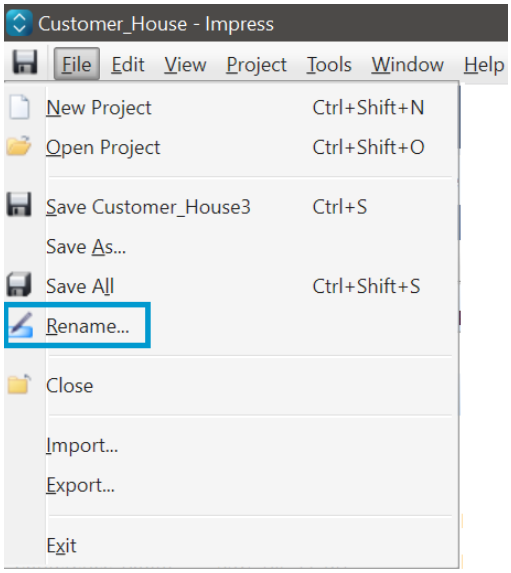
Save Icon



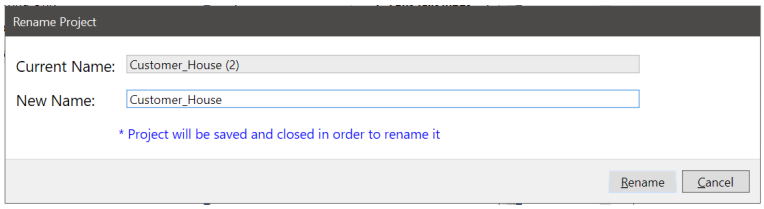
Rename a Project

To rename a project:

1. Open the project.
2. From the Menu Bar, select **File** > **Rename**.



3. When the **Rename Project** window displays, enter the desired name in the **New Name** field.



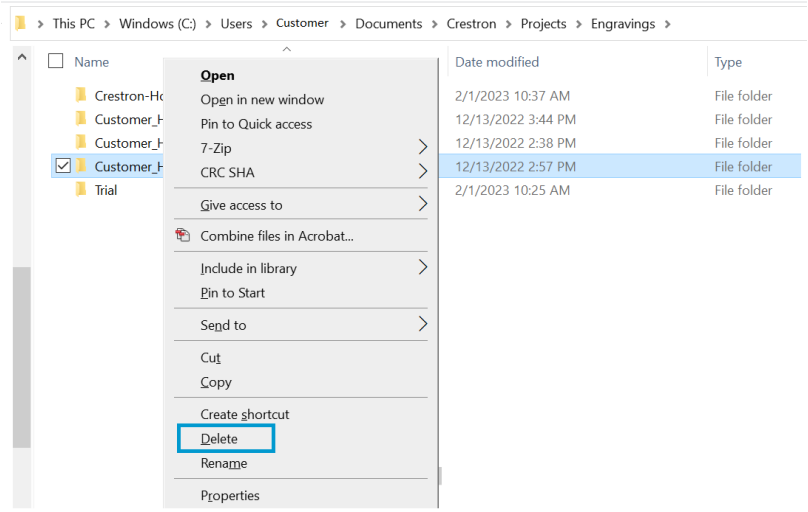
4. Select **Rename** to rename the project or **Cancel** to close the window without renaming the project.

> **NOTE:** When a project is renamed, the project saves and closes.

Delete a Project

Use the File Explorer to delete a project folder.

1. In the File Explorer, navigate to the project folder.
2. Right click on the desired folder.
3. Select **Delete**.



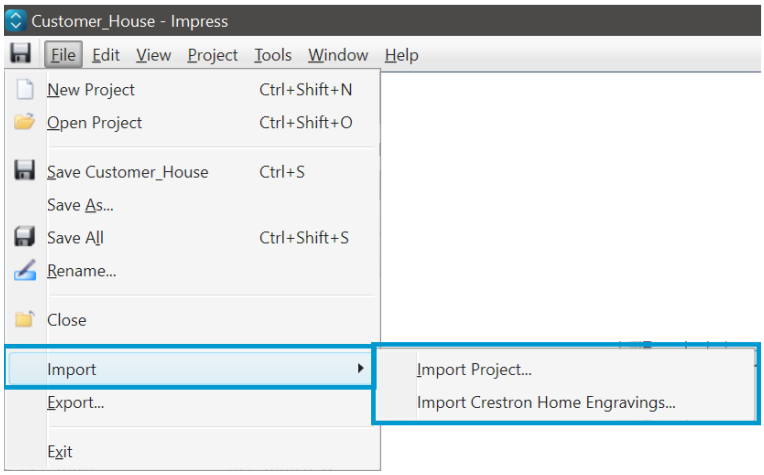
Import or Export Engravings

Engraving files can be shared among Impress software users by exporting engravings and sharing the export files. Crestron Studio engravings can also be imported into and used in Impress software. Engravings can be imported as separate projects or merged into an existing project.

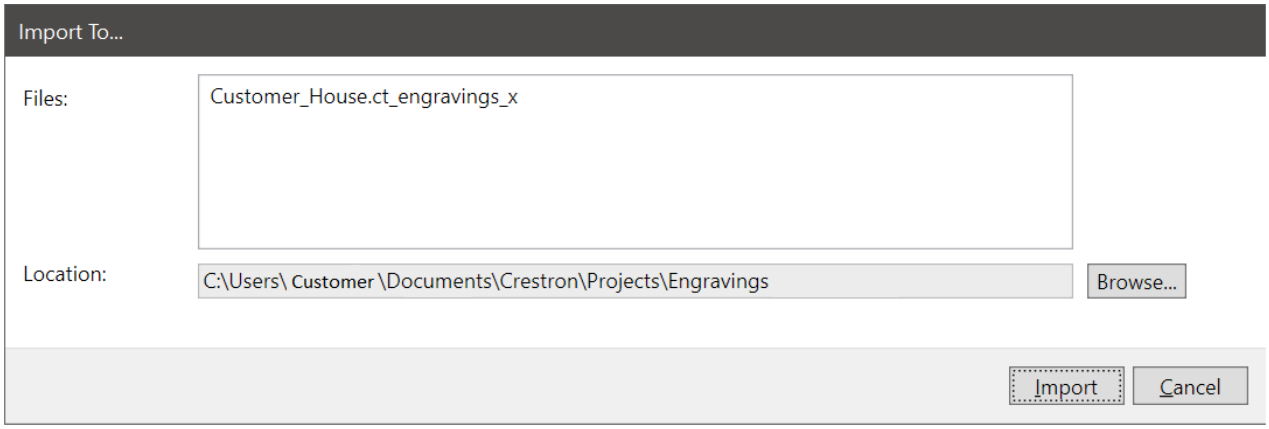
Import an Engravings File as a Separate Project

To Import an engravings file:

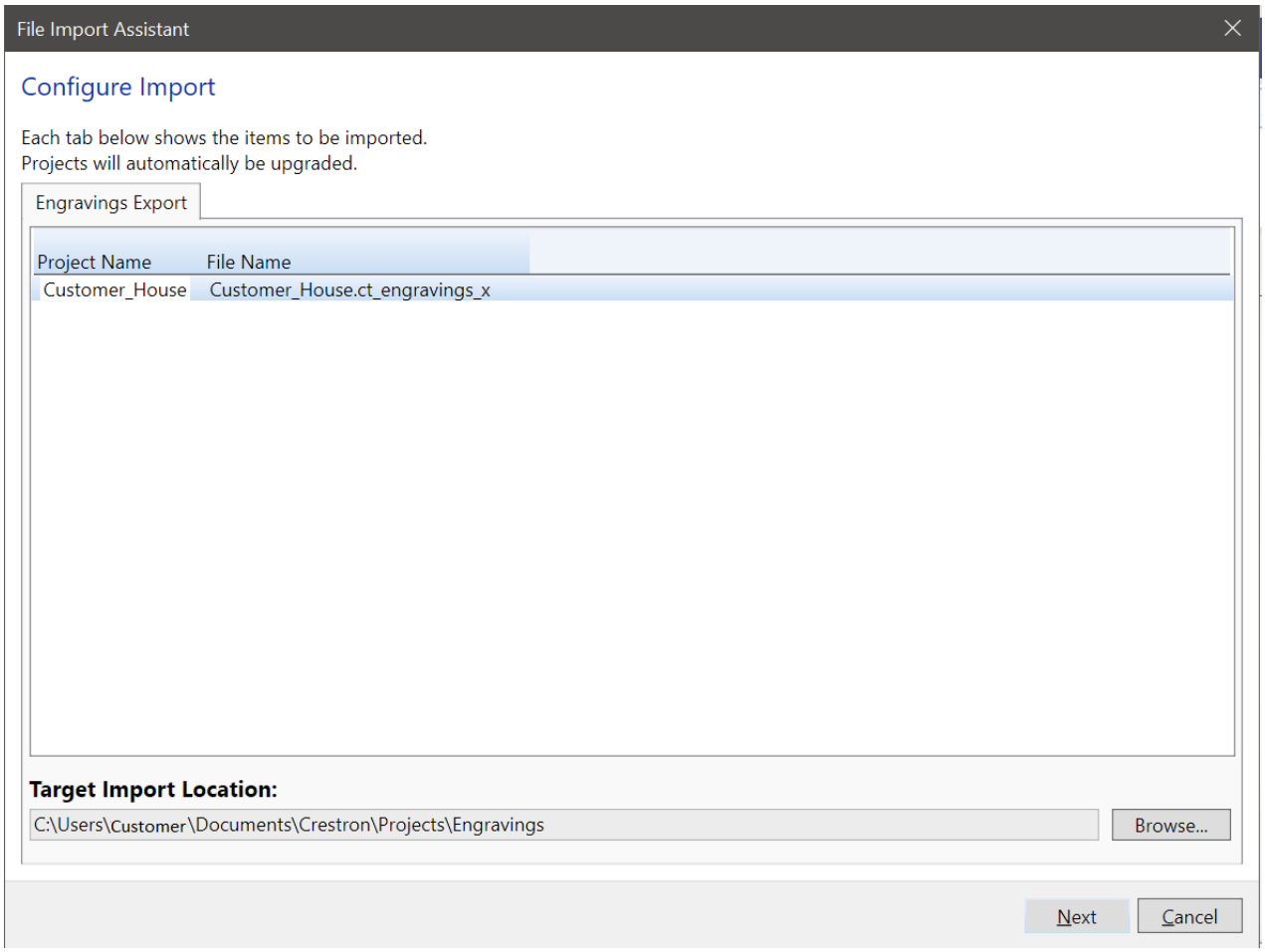
1. Navigate to **File** > **Import** > **Import Project...**.



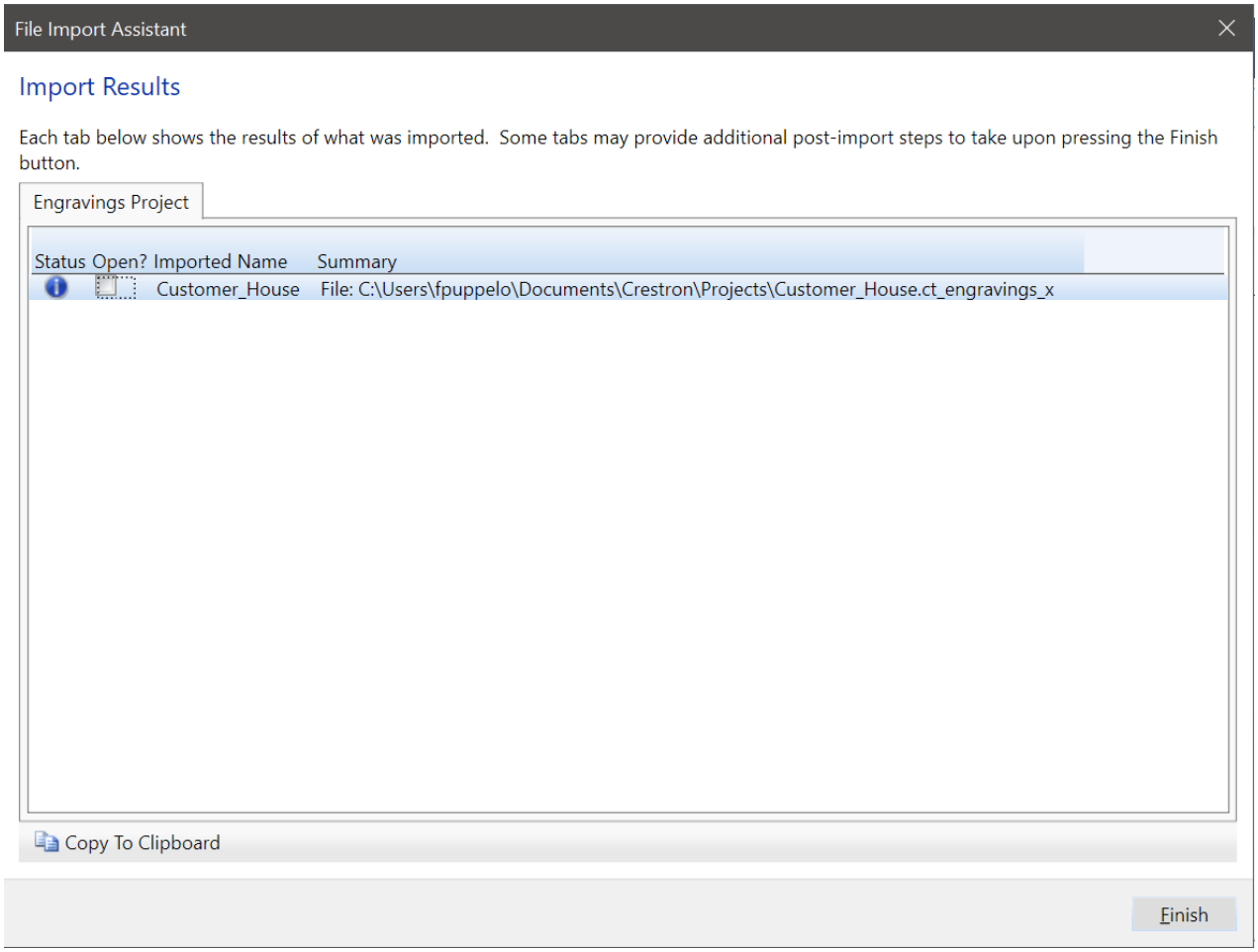
2. Navigate to the desired file.
3. Select the file and select **Open** to open the **Import To** window, or select **Cancel** to close without opening a file.
4. Confirm the file being imported and the **Location** where the file will be stored. If a new location is necessary, select **Browse** to store the file in a different location.



5. Select **Import** to import the files and open the **File Import Assistant/Configure Import** window, or click **Cancel** to close without importing.
6. Review the information in the **File Import Assistant/Configure Import** window.
    - To change the name of the project, double click in the **Project Name** field and overwrite the name.
    - To change the storage location of the project, select **Browse** to navigate to a different file location.
    - Select **Next** to open the **File Import Assistant/Import Results** window, or select **Cancel** to close without importing.



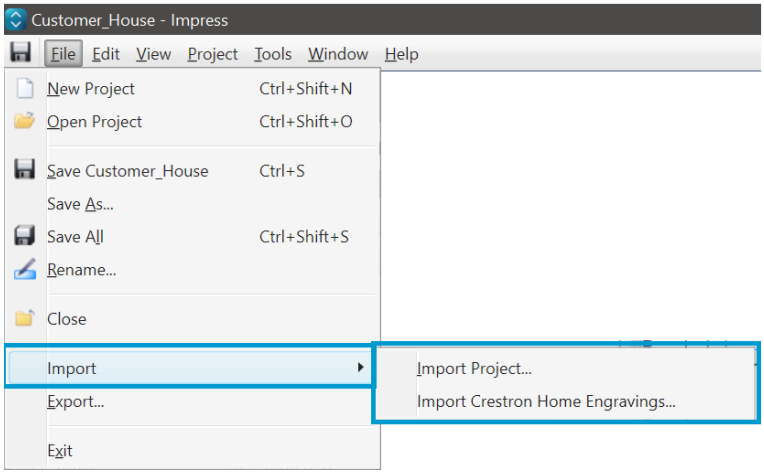
7. Review the **File Import Assistant/Import Results** window.
    - To open the project once the import is complete, check the **Open?** box.
    - To copy the project information, including the project file path, select **Copy To Clipboard**.
    - To complete the import, select **Finish**.



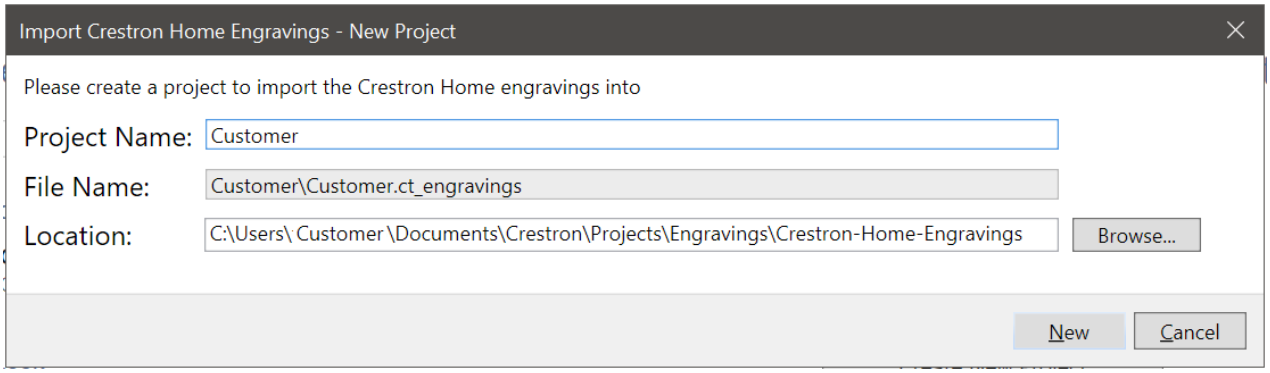
Import a Crestron Home OS Engravings File as a Separate Project

To import a Crestron Home OS engravings file:

1. Navigate to **File** > **Import** > **Import Crestron Home Engravings**. The **Import Crestron Home Engravings - New Project** dialog box is displayed.



2. Fill out the **Import Crestron Home Engravings - New Project** dialog box.
   - Enter the new **Project Name**.
   - Keep the location as is, or select **Browse** to set a new storage location for the project.
   - Select **New** to navigate to the file.
   - Select **Cancel** to close without opening a file.

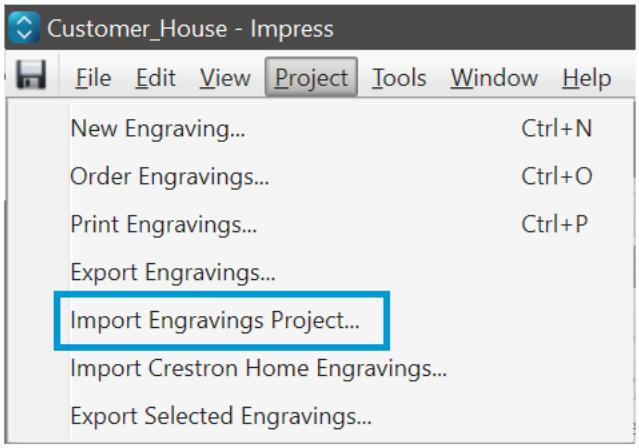


3. Navigate to the desired file and select the file.
4. Select **Open** to open the **Import To** window, or select **Cancel** to close without opening a file.

Merge Projects

To import engravings from one project into another:

1. Open the project that will receive the imported files.
2. Navigate to **Project** > **Import Engravings**.



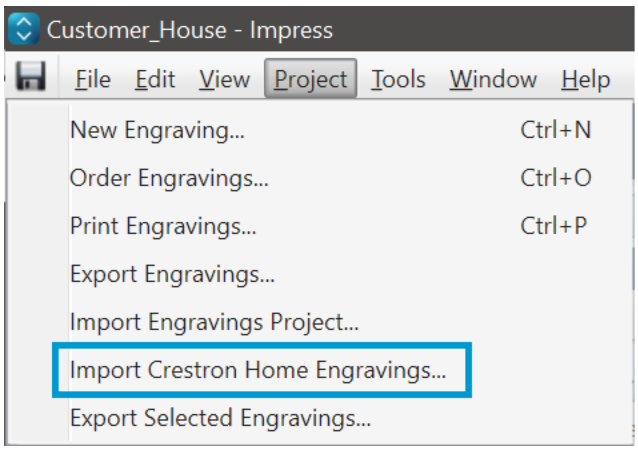
> **NOTE: Import Engravings** is also accessible from **Import** in the Engravings toolbar.
>
>
>

3. Navigate to the desired file, select the file, and select **Open** to immediately import engravings. Select **Cancel** to close without importing engravings.
4. Confirm the engravings have been added to the **Engravings Tool Window**.

Merge a Crestron Home OS Engravings File

To merge a Crestron Home OS engravings file into another project:

1. Create a new project or open an existing project to import the Crestron Home OS engravings to.
2. Navigate to **Project** > **Import Crestron Home Engravings**..



> **NOTE: Import Crestron Home Engravings** is also accessible from **Import** in the Engravings toolbar.
>
>
>

3. Browse to and select the file Crestron Home OS engravings zip file.
4. Select **Open** and the file imports into the project.

Export Engravings File

Export engravings to easily share files with other Impress users. There are two options for exporting engravings: **Export Engravings** and **Export Selected Engravings**.

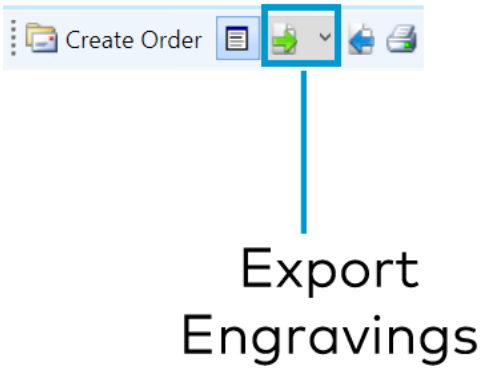
> **CAUTION:** Do not use an exported engravings file to submit an order. For more information, refer to Create an Order on page 78.

Export Engravings

To export all engravings in the project:

1. Select the **Export Engravings** menu.

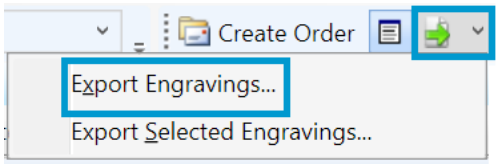
   Engravings Toolbar



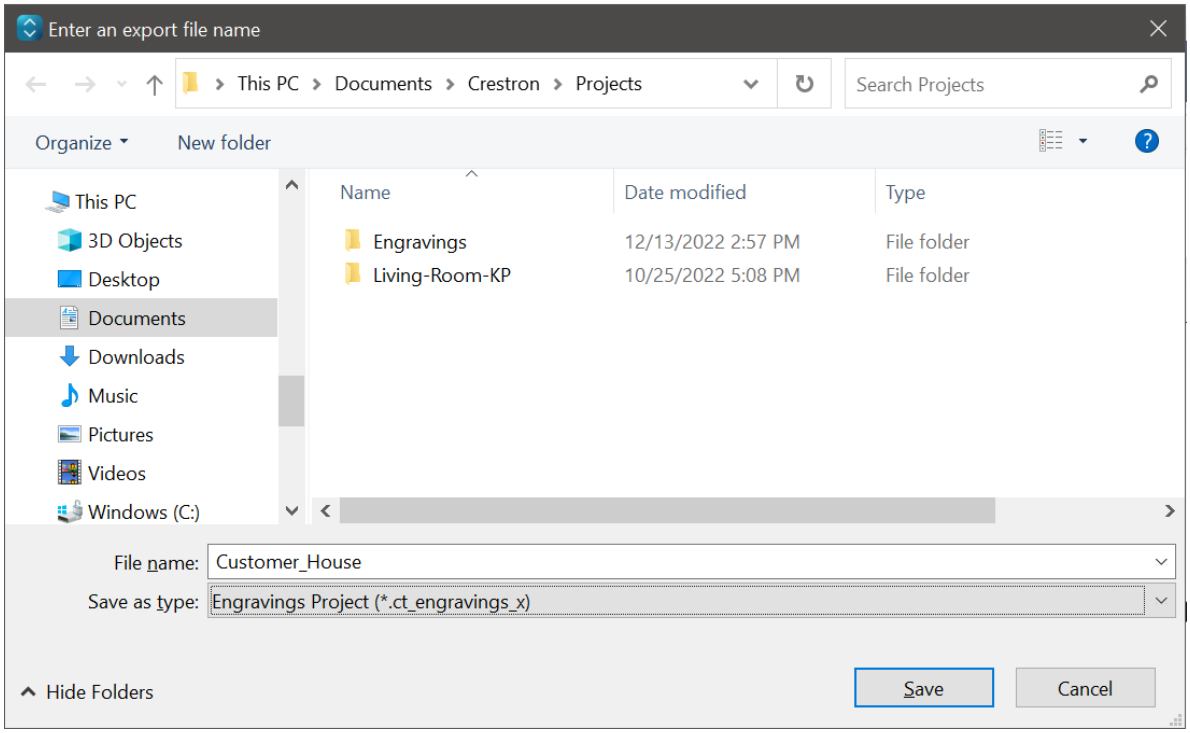
> **NOTE:** The **Export Engravings** is also accessible from the Menu Bar (**File** > **Export** or **Project** > **Engravings** > **Export Engravings**).

2. Select **Export Engravings** to open the **Enter an export file name** window.

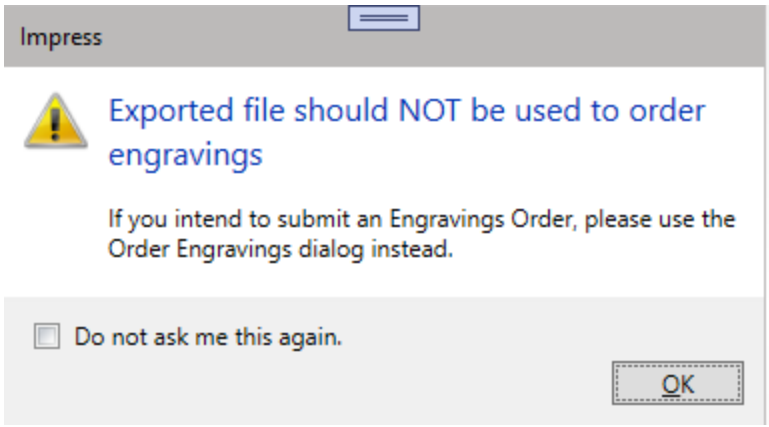
   Export Engravings Menu



3. Review the **Enter an export file name window**.
    - If necessary, change the file name. By default, the project name is entered in the **File name** field.
    - If another location is necessary, navigate to a different location. By default, the location is set to the Engraving's project folder.
    - The file type exports as **.ct_engraving_x**.



4. Select **Save** to export the file or **Cancel** to close without exporting. When the export file is saved, the following warning displays. Select **OK** to close the warning.

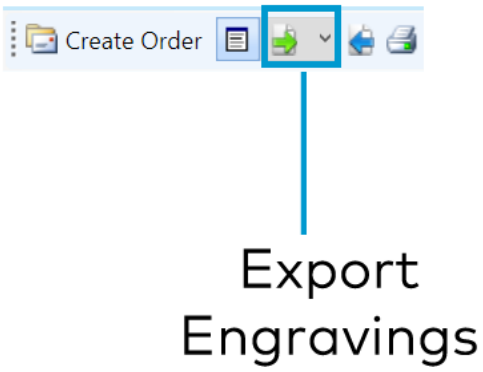


Export Selected Engravings

To export specific engravings in the project:

1. Select the desired engravings from the **Engravings** Tool Window.
2. Select the **Export Selected Engravings** menu.

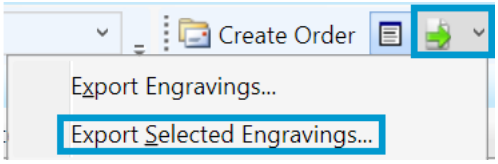
   Engravings Toolbar



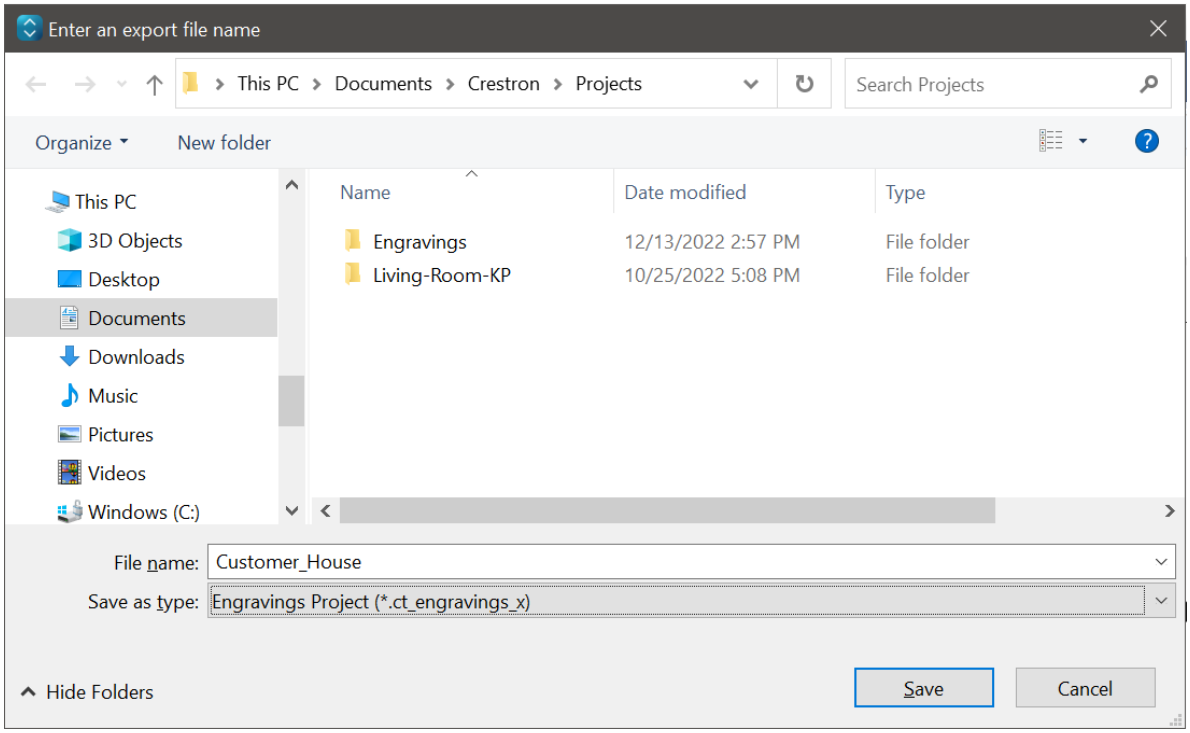
> **NOTE:** The **Export Selected Engravings** is also accessible from the Menu Bar (**Project** > **Engravings** > **Export Selected Engravings**).

3. Select **Export Selected Engravings** to open the **Enter an export file name** window.

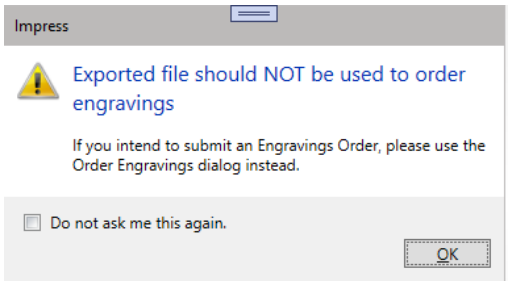
   Export Engravings Menu



4. Review the **Enter an export file name** window.
    - If necessary, change the file name. By default, the project name is entered in the **File name** field.
    - If another location is necessary, navigate to a different location. By default, the location is set to the Engraving's project folder.
    - The file type exports as **.ct_engraving_x**.



5. Select **Save** to export the file or **Cancel** to close without exporting. When the export file is saved, the following warning displays. Select **OK** to close the warning.



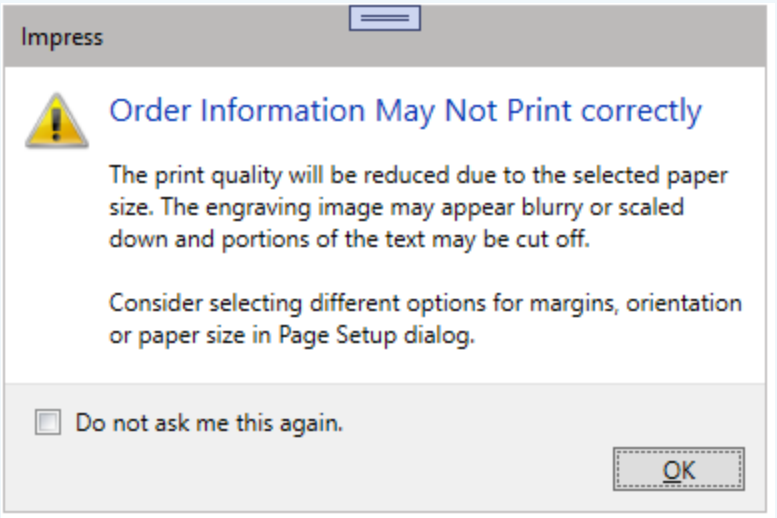
Preview and Print Engravings

To preview and print an engraving, select **Print Engravings** in the **Engravings** Toolbar. The **Print Engravings** window displays.

Engravings Toolbar

NOTES:

- The Print window is also accessible from the Menu Bar (**Project** > **Engravings** > **Print Engravings**) and the keyboard shortcut **Ctrl**+**P**.
- The following warning displays if the paper size is smaller than the engraving being printed. Select **OK** to close the window and follow the recommended solution.



Print Engravings

Use the **Print Engravings** window to preview and print an engraving.

- **Engravings** list: Select an engraving to see the engraving information and display the engraving in the preview. Check the box next to an engraving to print it.

  The **Engravings** list details the following information:

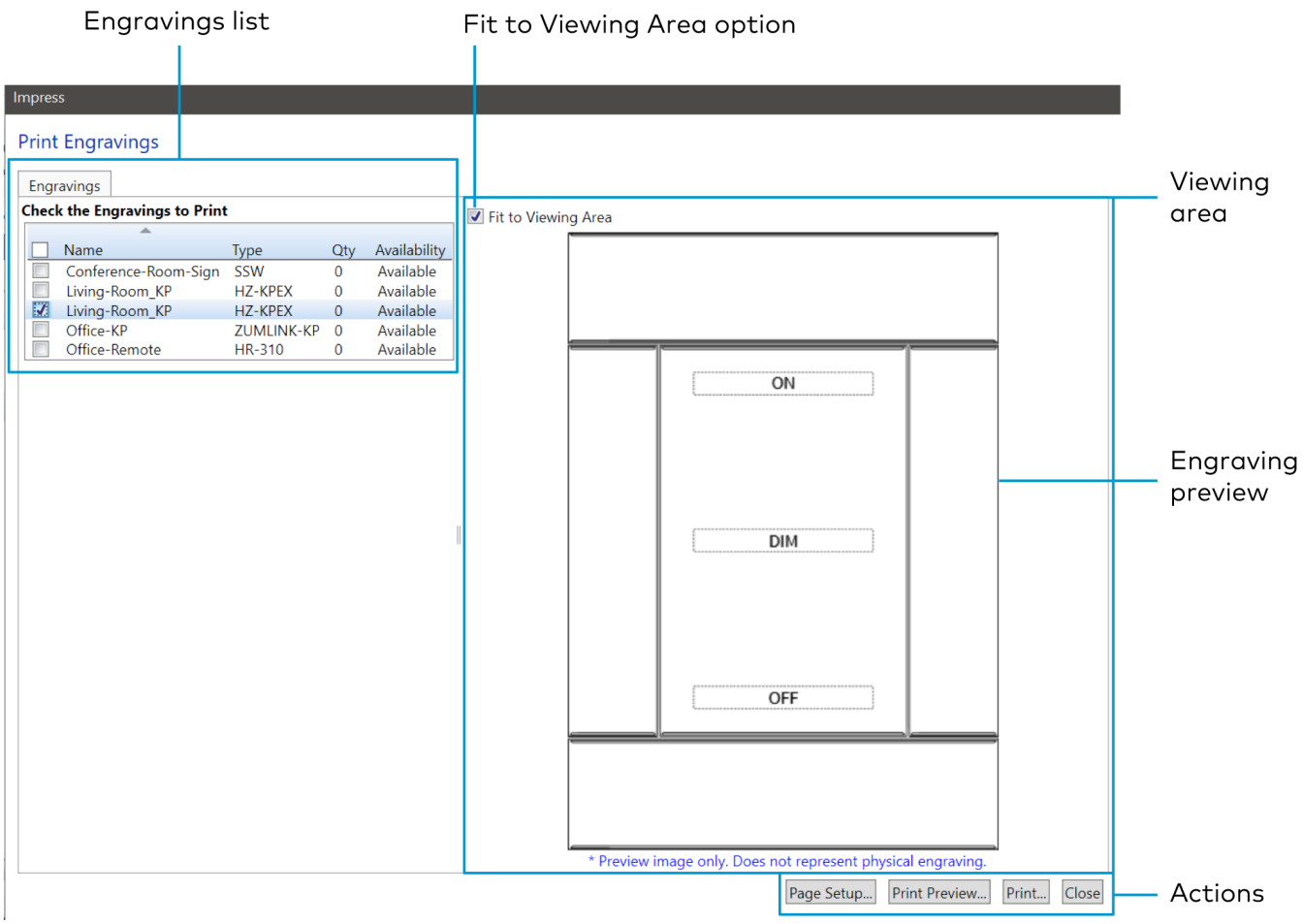
  - **Name**: The assigned name of the engraving.
  - **Type**: The device type for the engraving.
  - **Qty**: The number of engraved devices being ordered for the engravings.

    > **NOTE**: To change the quantity, refer to Create an Order on page 78.

  - **Availability**: The status of the product's availability. If the engraving can be ordered, the Availability states **Available**. If the engraving can't be ordered, the Availability states **Discontinued**, **Obsolete**, or **Limited Supply**.
- **Fit to Viewing Area**: By default **Fit to Viewing Area** is selected. Clear it to preview the full image which may extend out of the viewing area.

  > **NOTE:** The image is a preview only and does not represent the physical engraving.

- Engraving preview: The device and engraving preview.
- Actions:
  - **Page Setup**: Set page properties for printing engravings.
  - **Print Preview**: Preview the engravings for printing. **Print Preview** includes the Engraving preview, device information, and shipping information.
  - **Print**: Launch the Print window to select a printer, set printer properties, and print.
  - **Close**: Exit the **Print Engravings** window.


Engravings list
Fit to Viewing Area option
Impress
Print Engravings
Engravings
Check the Engravings to Print
Name
Type
Qty
Availability
Conference-Room-Sign
SSW
0
Available
Living-Room_KP
HZ-KPEX
0
Available
Living-Room_KP
HZ-KPEX
0
Available
Office-KP
ZUMLINK-KP
0
Available
Office-Remote
HR-310
0
Available
Fit to Viewing Area
ON
DIM
OFF
* Preview image only. Does not represent physical engraving.
Page Setup...
Print Preview...
Print...
Close
Viewing area
Engraving preview
Actions

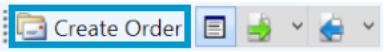
Create an Order

Follow these simple steps to create an order. For detailed steps, refer to Create Order Details on page 82.

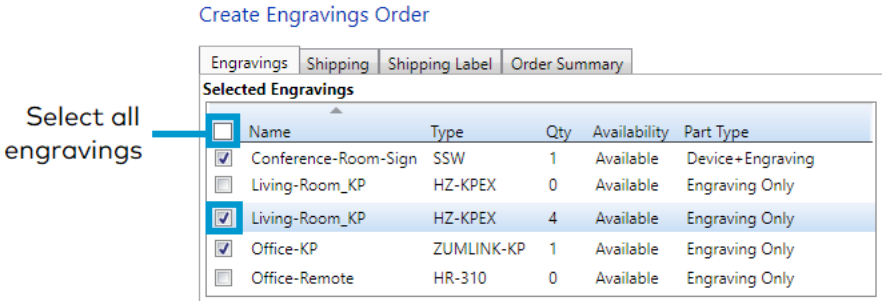
NOTES:

- The **Create Engravings Order** window is also accessible from the Menu Bar (**Project** > **Engravings** > **Order Engravings**) and the keyboard shortcut **Ctrl**+**O**.
- To exclude a part from an order, refer to Exclude a Part from an Order on page 81.

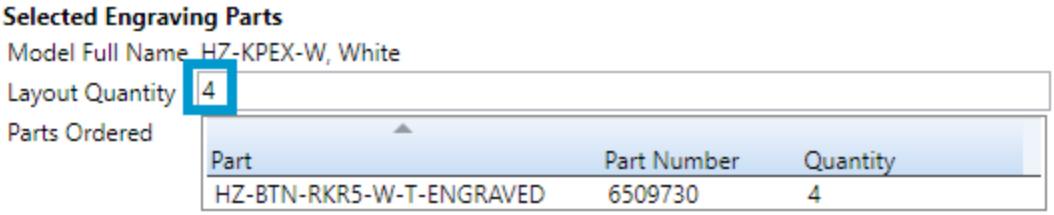
1. Click **Create Order** in the **Engravings** toolbar to open the **Create Engravings Order** window.



2. In the **Engravings** tab, select the engraving(s) and enter the quantity for each. For more information, refer to Engravings on page 84.
   a. Select the desired engraving(s).



   b. Enter the necessary quantity.



3. In the **Shipping** tab, enter information into ALL of the required fields marked with an asterisk (*****). For more information, refer to Shipping on page 87.

   Required fields:

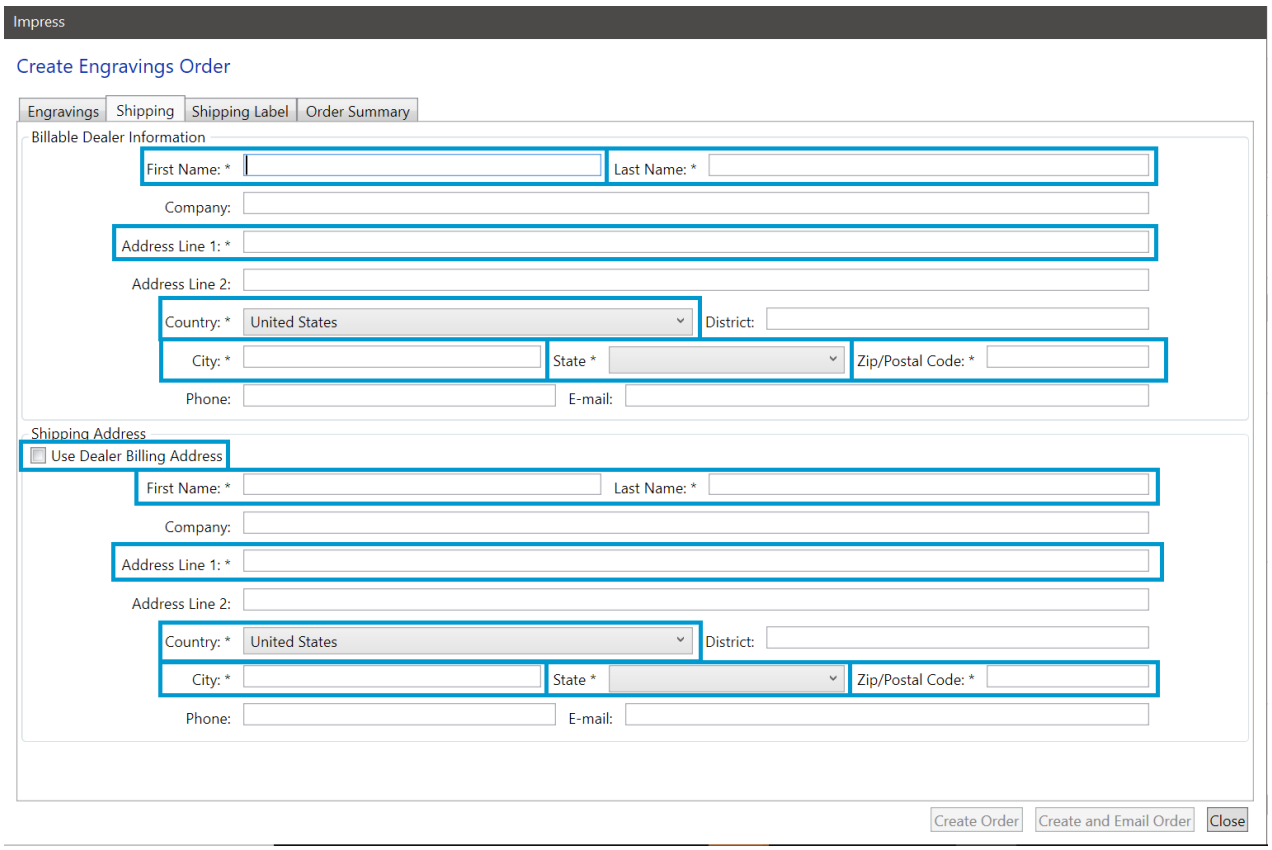
   a. Billable Dealer Information:

      i. First Name
      ii. Last Name
      iii. Address 1
      iv. Country City
      v. State
      vi. Zip/Postal Code

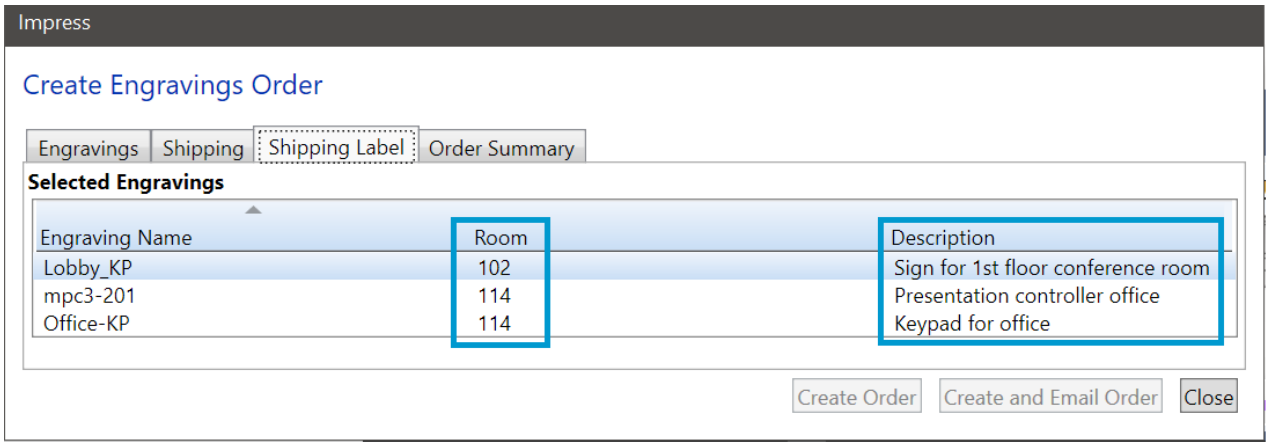
   b. Shipping Address

      Select Use Dealer Billing Address or enter the required information:

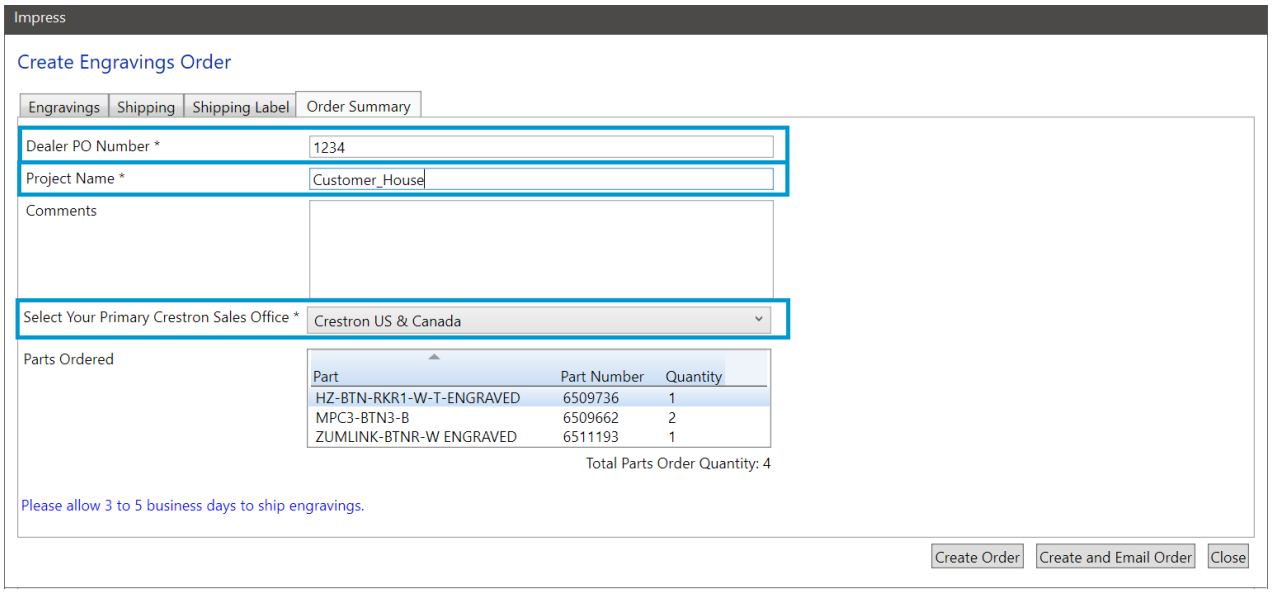
      i. First Name
      ii. Last Name
      iii. Address 1
      iv. Country City
      v. State
      vi. Zip/Postal Code



4. (Optional): In the **Shipping Label** tab, enter information for **Room** and **Description**. For more information, refer to Shipping Label on page 89.



5. In the **Order Summary** tab, enter information into ALL required fields marked with an asterisk (*****). For more information, refer to Order Summary on page 89.
   Required fields:
   a. Dealer PO Number
   b. Project Name
   c. Select Your Primary Crestron Sales Office



6. Complete the order:
   a. **Create Order** Create and save an engravings order. For more information, refer to Create Order on page 90.
   b. **Create and Email Order**: Create and save an engravings order, and launch the default email application with the order attached. For more information, refer to Create and Email Order on page 92.

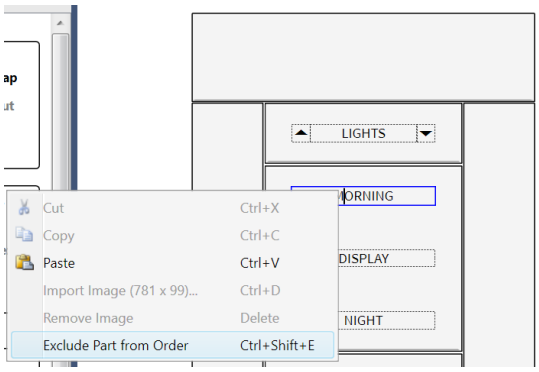
If you experience issues while creating an order, refer to Troubleshooting on page 98.

Exclude a Part from an Order

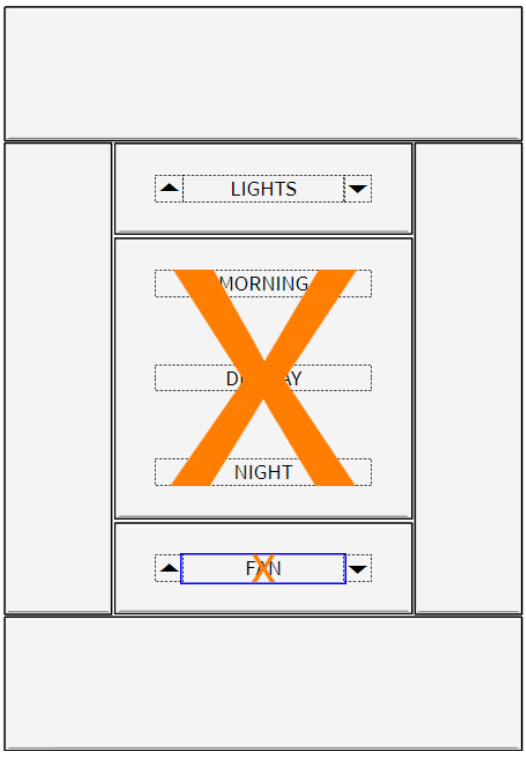
To exclude a part from an order:

1. Select the engraving from the Engravings Designer tab. A preview of the device displays in the Canvas.
2. In the Canvas, right click on the part and select **Exclude Part from Order**. An **X** displays over the part.

Exclude Part from Order Option



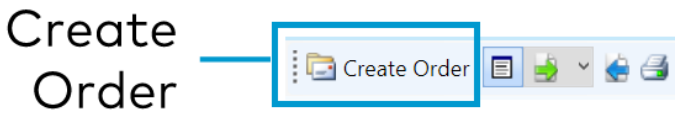
Excluded Parts



Create Order Details

To order an engraving, select **Create Order** in the **Engravings** toolbar. The **Create Engravings Order** window displays.

Engravings Toolbar

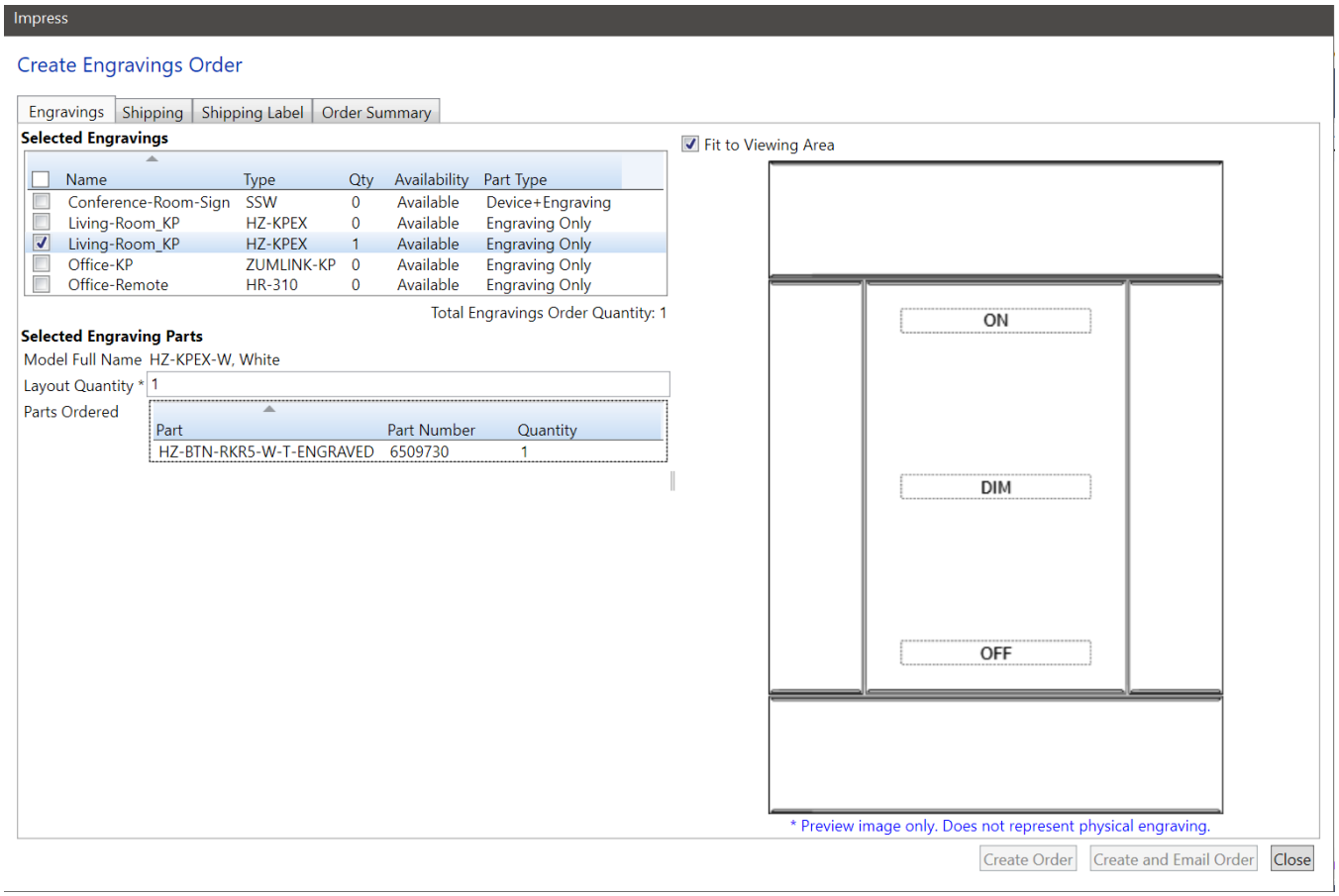


> **NOTE:** The **Create Engravings Order** window is also accessible from the Menu Bar (**Project** > **Engravings** > **Order Engravings**) and the keyboard shortcut **Ctrl**+**O**.

The **Create Engravings Order** window has four tabs of information:

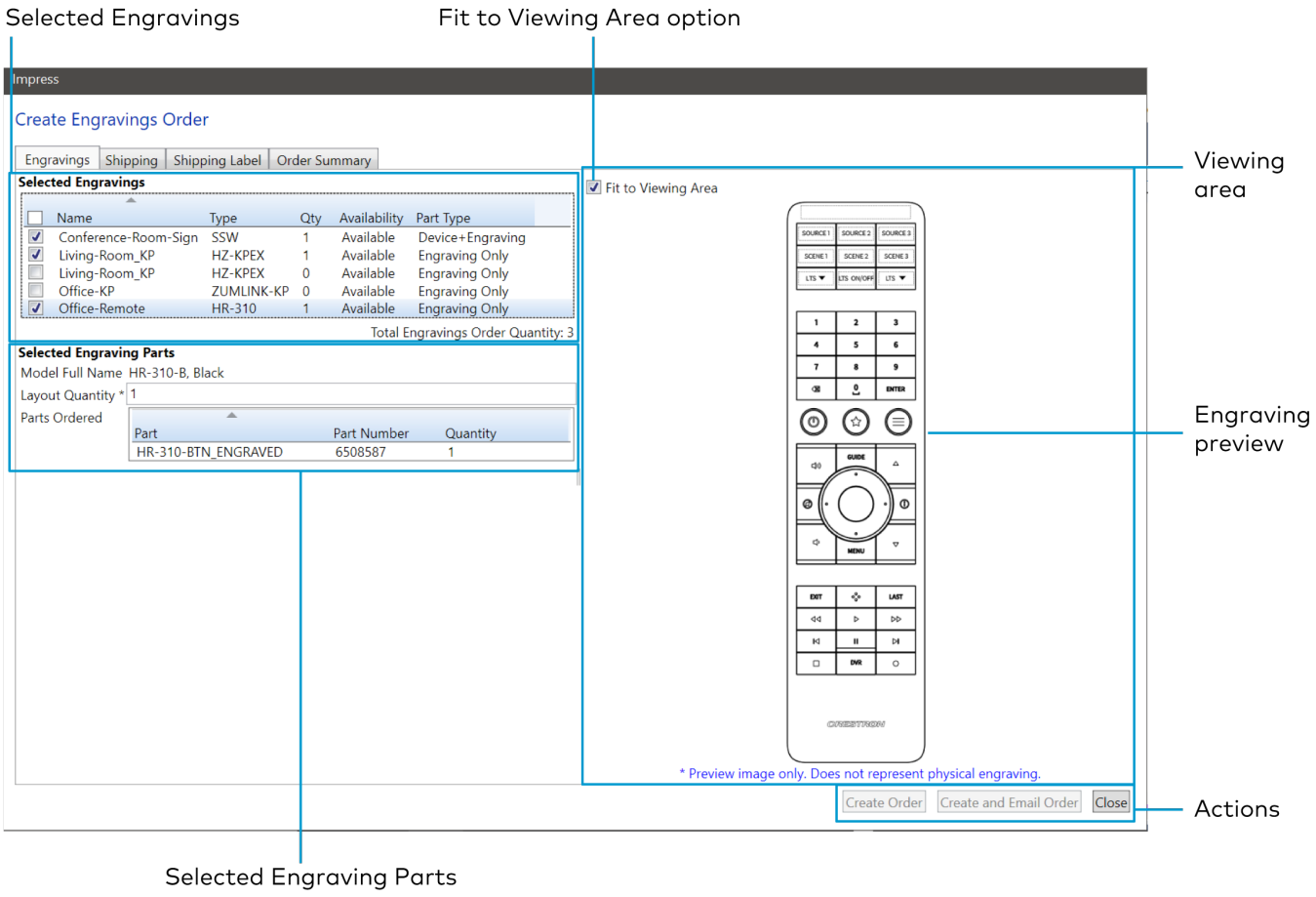
- Engravings on page 84
- Shipping on page 87
- Shipping Label on page 89
- Order Summary on page 89

> **NOTE:** To exclude a part from an order, refer to Exclude a Part from an Order on page 81.


Impress
Create Engravings Order
Engravings
Shipping
Shipping Label
Order Summary
Selected Engravings
Name
Type
Qty
Availability
Part Type
Conference-Room-Sign
SSW
0
Available
Device+Engraving
Living-Room_KP
HZ-KPEX
0
Available
Engraving Only
Living-Room_KP
HZ-KPEX
1
Available
Engraving Only
Office-KP
ZUMLINK-KP
0
Available
Engraving Only
Office-Remote
HR-310
0
Available
Engraving Only
Total Engravings Order Quantity: 1
Selected Engraving Parts
Model Full Name HZ-KPEX-W, White
Layout Quantity * 1
Parts Ordered
Part
Part Number
Quantity
HZ-BTN-RKR5-W-T-ENGRAVED
6509730
1
Fit to Viewing Area
ON
DIM
OFF
* Preview image only. Does not represent physical engraving.
Create Order
Create and Email Order
Close

Engravings

The **Engravings** tab offers similar information as the window shown in Print Engravings on page 76.



- **Selected Engravings:** Select an engraving to see the engraving information and display the engraving in the preview.

  Check the box next to an engraving to add it to the order. The Engravings list details the following information:

  - **Name:** The assigned name of the engraving.
  - **Type:** The device type for the engraving.
  - **Qty:** The number of engraved devices being ordered for the engravings.

    Change the quantity in Selected Engraving Parts.
  - **Availability:** The status of the product's availability. If the engraving can be ordered, the Availability states **Available**. If the engraving can't be ordered, the Availability states **Discontinued**, **Obsolete**, or **Limited Supply**.
  - **Part Type:** The type of engraving order. **Engraving Only** or **Device + Engraving** (HZ2, SSW, and SSC only).

    > **NOTE:** For Horizon® 2 keypads:
    >
    > - You can choose to order the **Device + Engraving** or **Engraving Only** if you already have the device.
    > - Additional charges may apply for **Engraving Only**. Consult with Customer Support for concerns.

- **Fit to Viewing Area:** By default **Fit to Viewing Area** is selected. Clear it to preview the full image which may extend out of the viewing area.

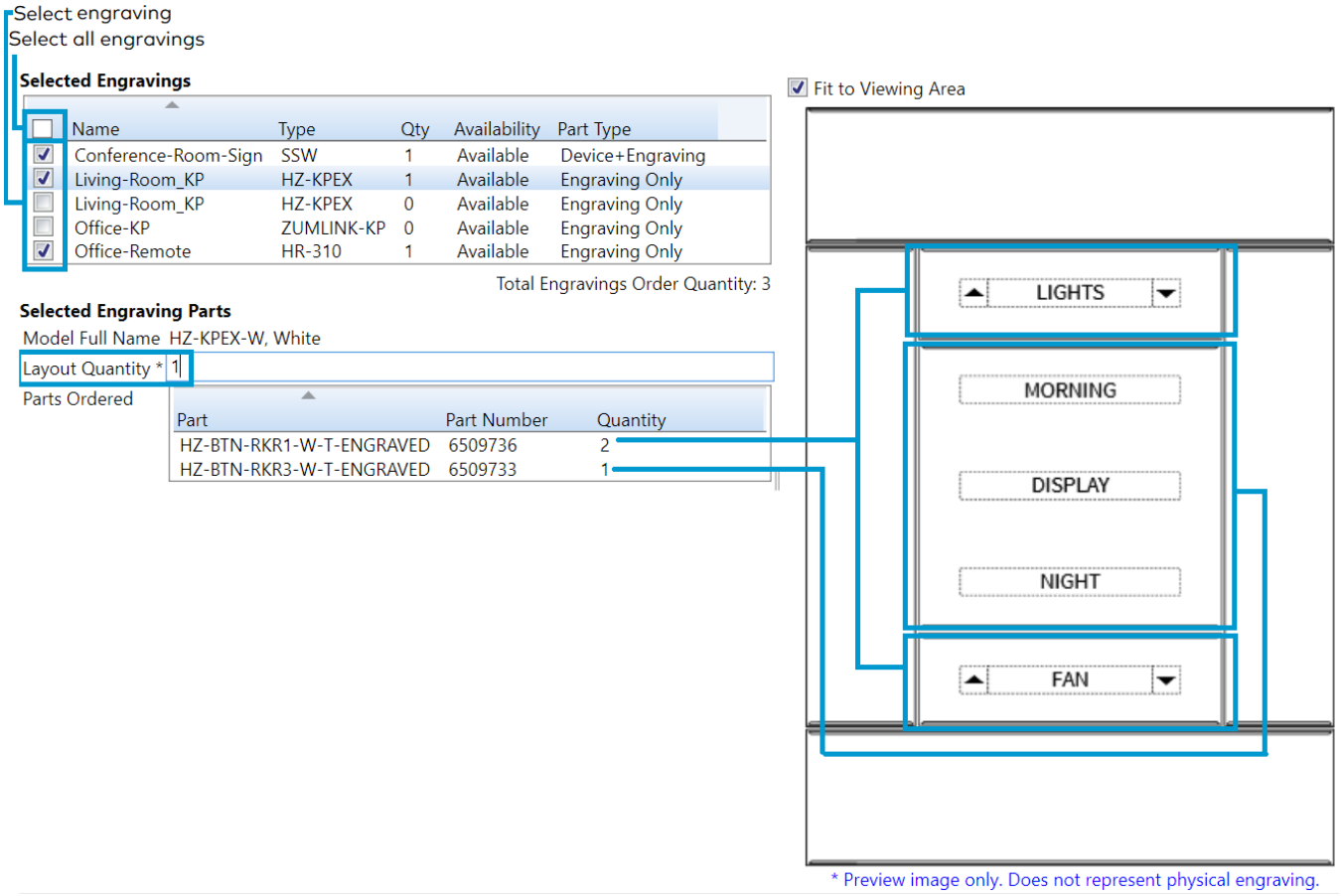
  > **NOTE:** The image is a preview only and does not represent the physical engraving.

- **Engraving preview:** Preview the engravings on the device.
- **Actions:Create Order**, **Create and Email Order**, and **Close**. **Create Order** and **Create and Email Order** are only selectable after all of the required fields are complete. All required fields have an asterisk (*****) next to them.
  - **Create Order:** Compiles the information obtained in the **Create Engravings Order** tabs to generate an order.
  - **Create and Email Order:** Compiles the information obtained in the **Create Engravings Order** tabs to generate an order and launches an email application to attach the order information.
  - **Close:** Exit the **Create Engravings Order** window. Data entered in the tabs will be saved if the window is closed without creating an order.

- **Selected Engraving Parts:** Details the parts information for the engravings selected in the **Engravings** list.
    - **Model Full Name:** States the model name including the color variation.
    - **Layout Quantity:** By default, 1 is entered. If more than one engraved device is needed, double click in the field to edit the number. This is a required field.
    - **Parts Ordered:** Details the part names and numbers that make up the engraving.

> **NOTE:** For some devices, one part makes up an engraving. For other devices, multiple parts make up an engraving.
>
> For instance, the HR-310 has only one part (HR-310-BTN-ENGRAVED) and that part has a configuration with 10 engravable fields. The HZ-KPEX has multiple parts that can be configured in different ways. In the example, three parts (two HZ-BTN-RKR1-W-T-ENG buttons and one HZ-BTN-RKR3-W-T-ENG) make up one engraving order.

HZ-KPEX Sample Engraving



HR-310 Sample Engraving

Selected Engravings

	Name	Type	Qty	Availability	Part Type
☑	Conference-Room-Sign	SSW	1	Available	Device+Engraving
☑	Living-Room_KP	HZ-KPEX	1	Available	Engraving Only
☐	Living-Room_KP	HZ-KPEX	0	Available	Engraving Only
☐	Office-KP	ZUMLINK-KP	0	Available	Engraving Only
☑	Office-Remote	HR-310	1	Available	Engraving Only

Total Engravings Order Quantity: 3

Selected Engraving Parts

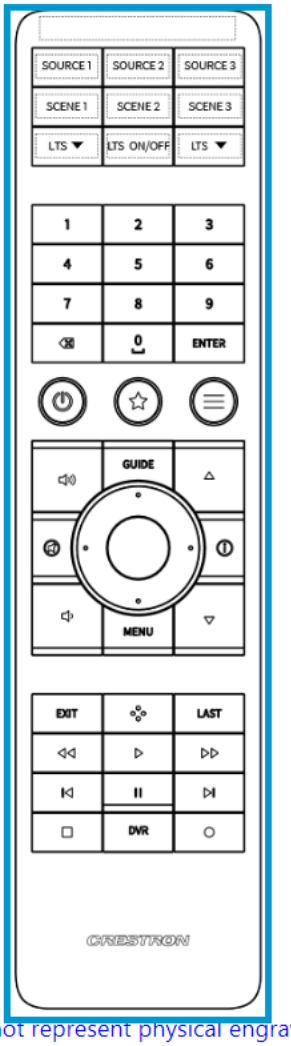
Model Full Name HR-310-B, Black

Layout Quantity * 1

Parts Ordered

Part	Part Number	Quantity
HR-310-BTN_ENGRAVED	6508587	1

☑ Fit to Viewing Area



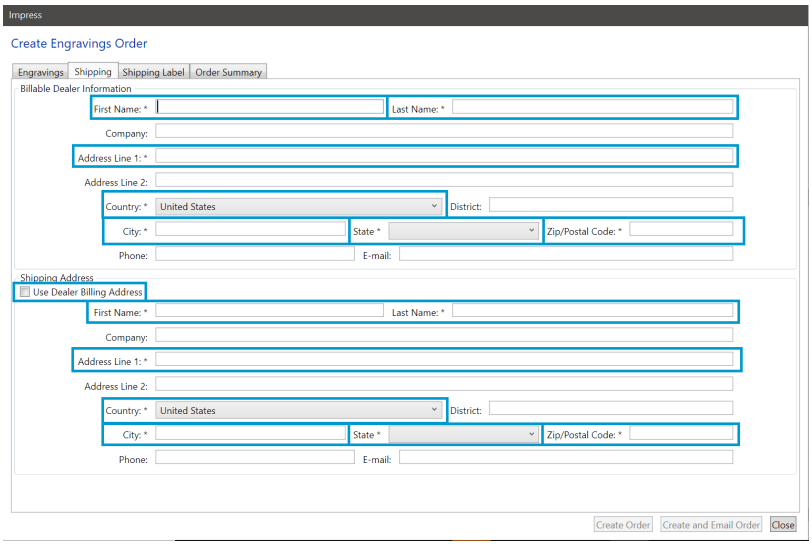
* Preview image only. Does not represent physical engraving.

Shipping

Provide the following shipping and billing information. By default, **Use Dealer Billing Address** is selected in the **Shipping Address** section. If the addresses are different, uncheck **Use Dealer Billing Address**. Fields with an asterisk (*****) are required information.

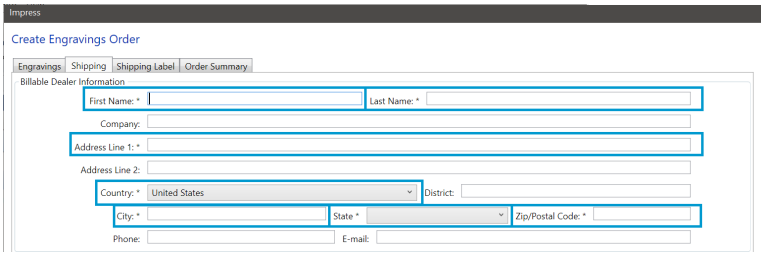
NOTES:

- Any information provided during the Impress installation will be automatically entered here.
- Some fields may change depending on the **Country** selected.



Required fields:

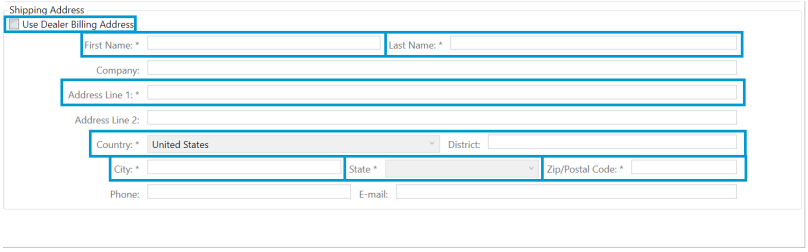
1. Billable Dealer Information:
    a. First Name
    b. Last Name
    c. Address 1
    d. Country City
    e. State
    f. Zip/Postal Code



2. Shipping Address

    Select Use Dealer Billing Address or enter the required information:

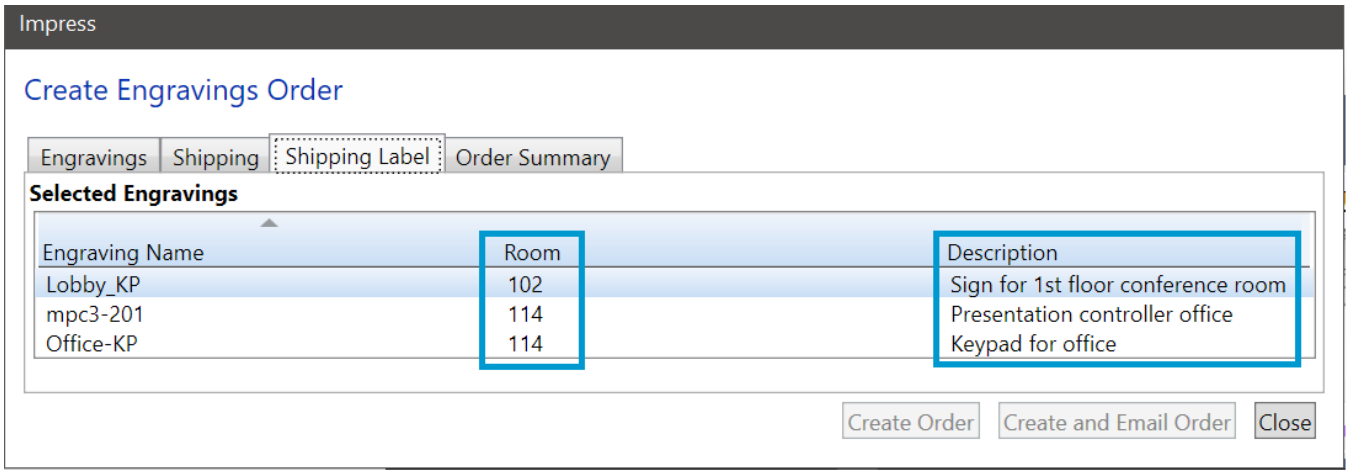
    a. First Name
    b. Last Name
    c. Address 1
    d. Country City
    e. State
    f. Zip/Postal Code



Shipping Label

Each engraved device is packaged separately and an additional label is added to help identify the purpose or location for each device. Two fields are offered for each engraving: **Room** and **Description**. Double click in the field to enter the information.

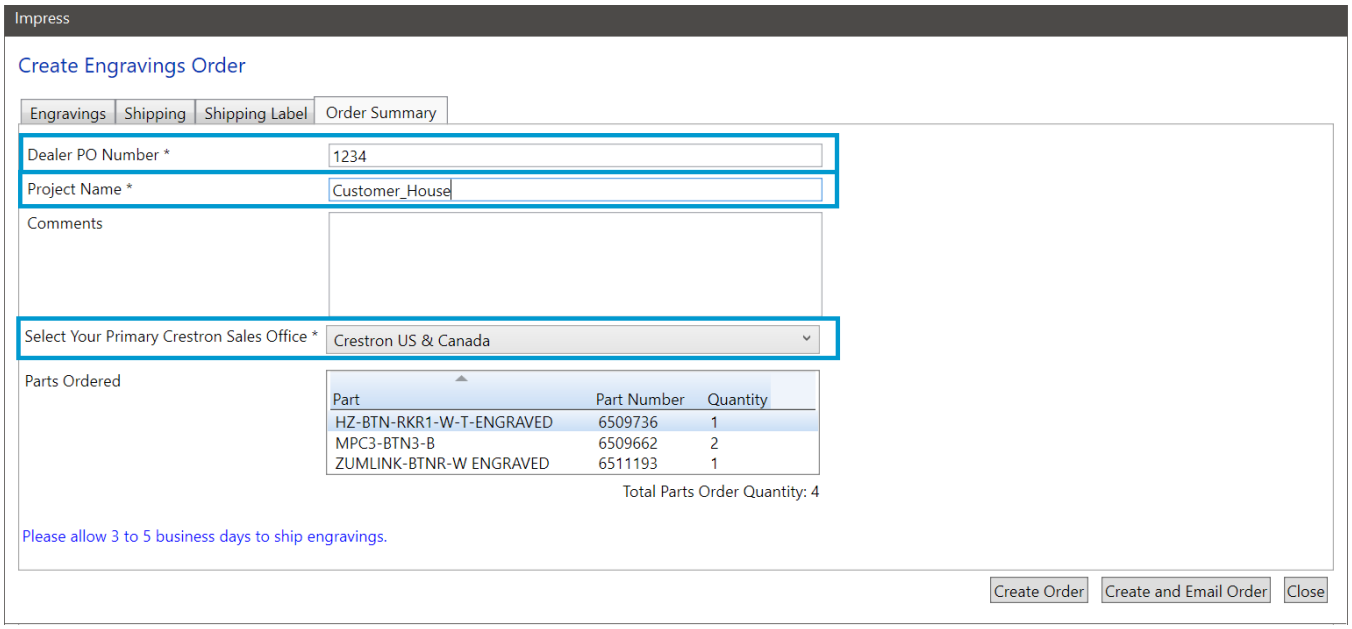
> **NOTE:** The **Project Name** entered in the **Order Summary** tab also prints on the shipping label.



Order Summary

The final tab provides an overview of the order.

- **Dealer PO Number:** Enter the Dealer Purchase Order Number. This is a required field.
- **Project Name**: Enter the project name. This is a required field.
- **Comments:** Enter any additional comments for the order.
- **Select Primary Crestron Sales Office:** By default, Crestron US & Canada is selected. If another office is necessary, select one of the other location options: Crestron US & New Zealand, Crestron Singapore, Crestron Latin America, Crestron Israel, Crestron EMEA.
- **Parts Ordered:** Itemized list of individual parts in the order.

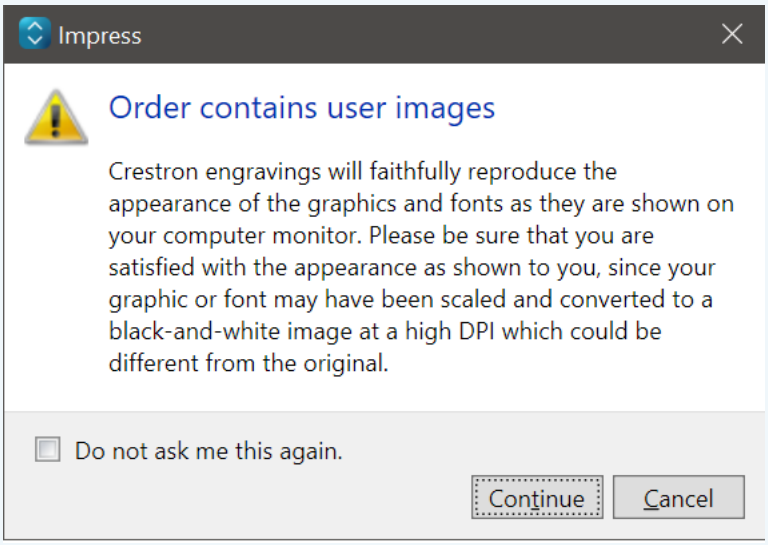


Create Order

When all the required fields are entered, **Create Order** is selectable.

1. Select **Create Order** to save the order. The **Export Engraving File** window displays to save the order in the Engravings project folder.

   NOTE: If an engraving contains an image, the following warning displays before the **Export Engraving File** window. Select **Continue** to the **Export Engraving File** window or **Cancel** to close the warning.

2. If another name is necessary, overwrite the text in the **File name**. By default, The **File name** is the Dealer Purchase Order Number.

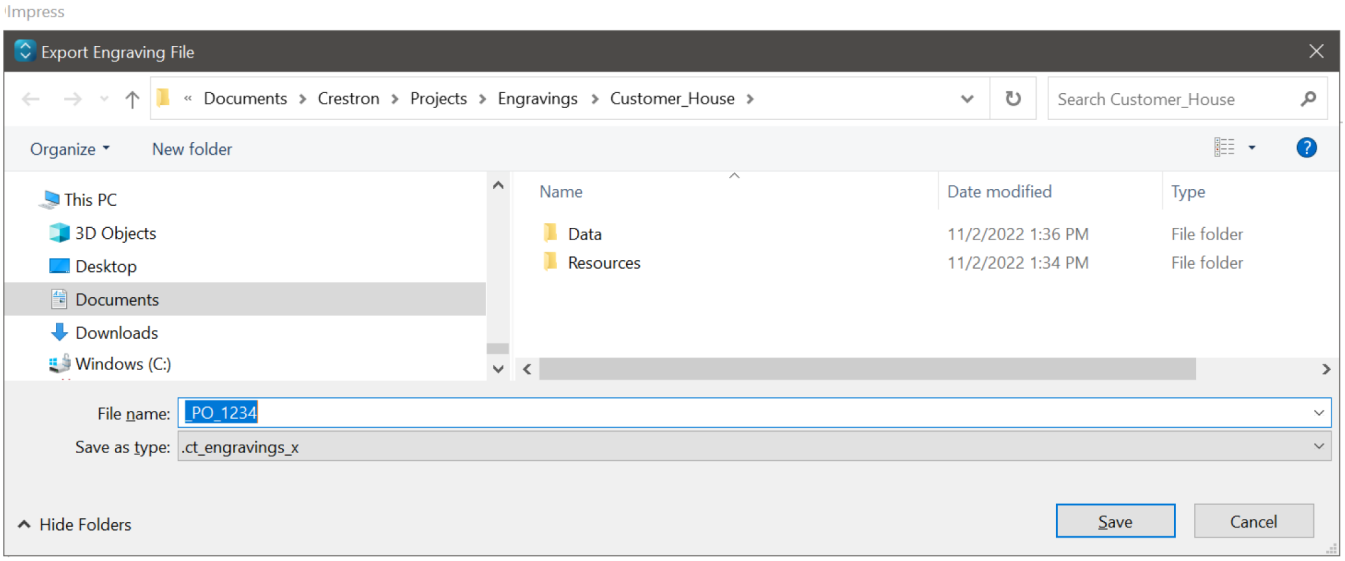
   The order file type is **.ct_engravings_x**.

3. Select **Save** to save the file or **Cancel** to close without creating the order.

If emailing the engravings file to Crestron, refer to the following contacts:

- Crestron US & Canada: engraving@crestron.com
- Crestron Australia & New Zealand: ANZorders@crestron.com
- Crestron Singapore: AsiaOrders@crestron.com
- Crestron Latin America: ordenes@crestronlatin.com
- Crestron Israel: orders@imaginesb.co.il
- Crestron EMEA: ceurorders@crestron.com

Export Engravings File

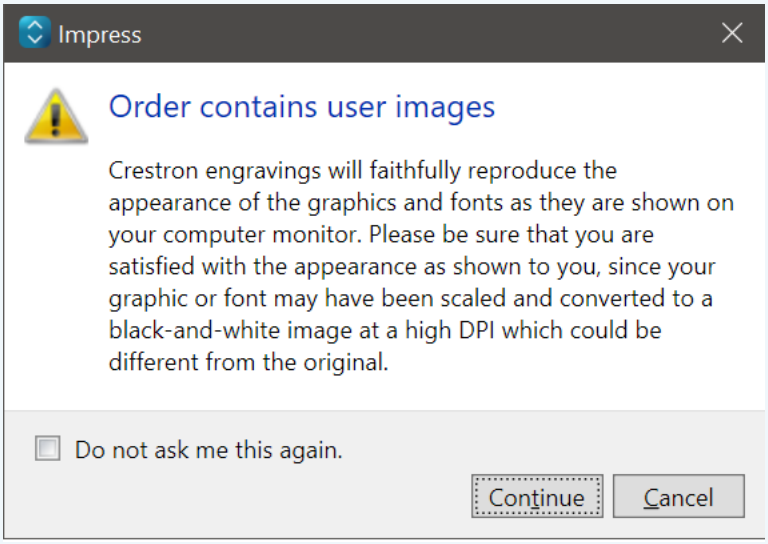


Create and Email Order

When all the required fields are entered, **Create and Email Order** is selectable.

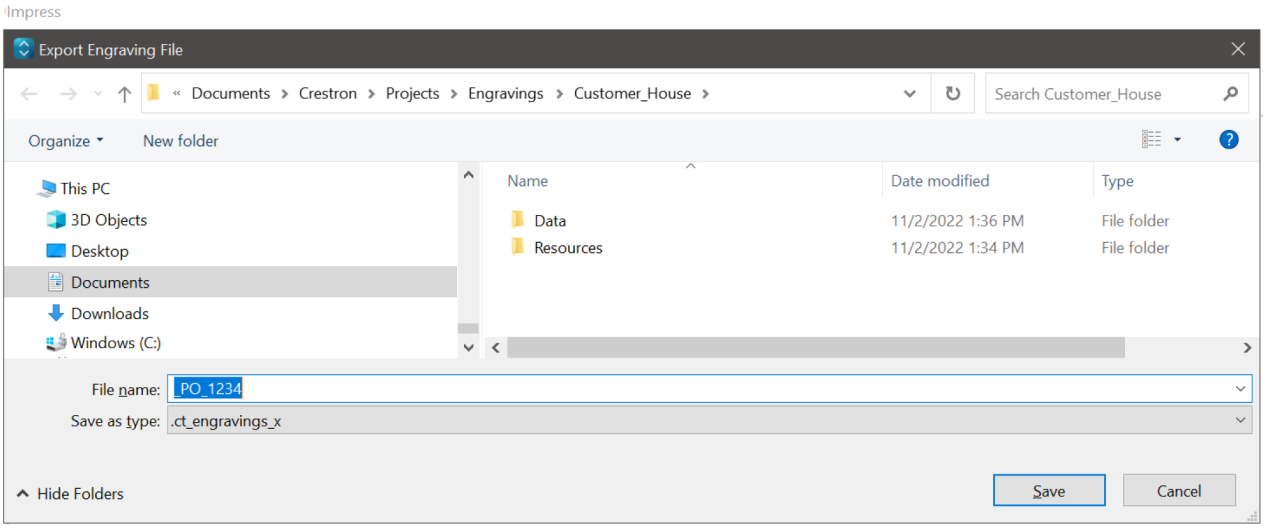
1. Select **Create and Email Order** to save the order and then include the file in an email. The **Export Engraving File** window displays to save the order in the Engravings project folder.

   NOTE: If an engraving contains an image, the following warning displays before the **Export Engraving File** window. Select **Continue** to the **Export Engraving File** window or **Cancel** to close the warning.

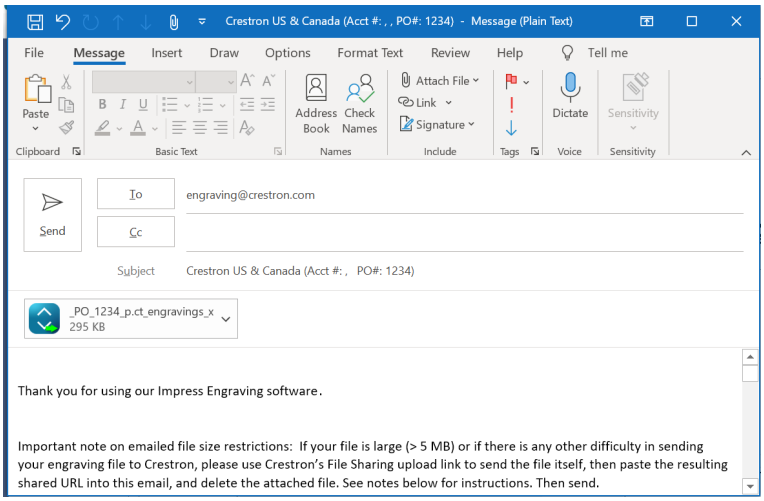
2. If another name is necessary, overwrite the text in the **File name**. By default, the **File name** is the Dealer Purchase Order Number.

   The order file type is **.ct_engravings_x**.

3. Select **Save** to save the file and open the email client or **Cancel** to close without creating the order.

4. In the email client, review the notes in the body of the email and enter any other necessary information. By default, the recipient email address is already populated and the order is included as an attachment.



For more information, refer to Troubleshooting on page 98.

Impress Best Practices

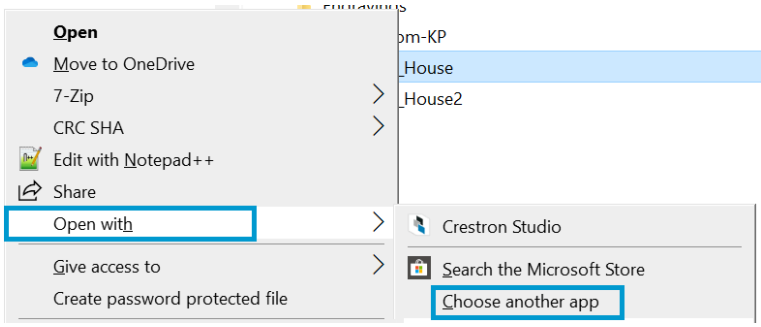
The following sections describe best practices for using Impress software.

> **NOTE:** For best practices when engraving images, refer to Engraving Images on page 49.

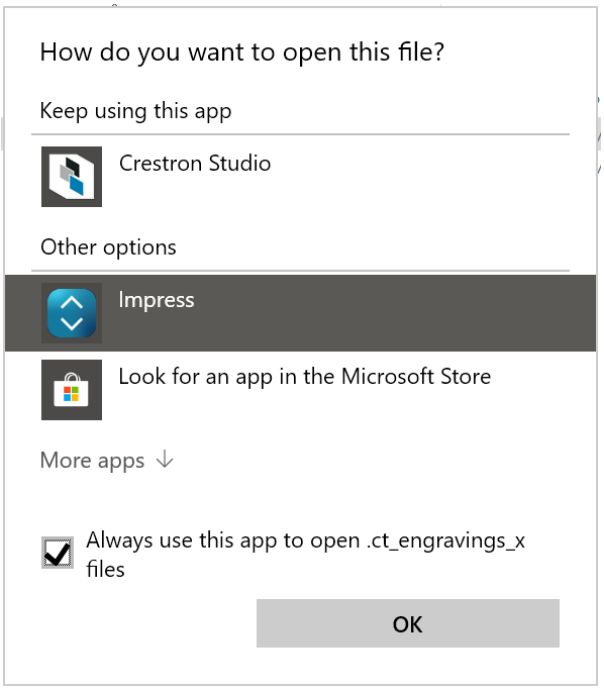
Set Default Program

Impress software is backwards compatible with Crestron Studio software engraving files. To open a Crestron Studio engraving file with Impress software:

1. Install Impress software.
2. In the file explorer, locate the engravings file.
3. Right click on the engravings file.
4. Hover over **Open with** and select **Choose another app**.



5. Choose Impress, check the box **Always use this app to open .ct_engravings_x files**, and select **OK**.



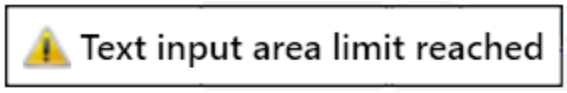
Project Name

Follow these requirements for naming a project:

- Do not use the characters <>~|/\?* :"
- Do not start or end the name with a space.
- Do not end the name with a period.
- The full project path cannot exceed 248 characters.

Character Limit

When the engravable area character limit is met, Impress displays the following notification and additional characters cannot be entered.



International Characters

Impress software supports engraving most international characters. To engrave Crestron products with international characters, set the desired language as the keyboard input language on your computer.

Save Often

Save often, especially after importing large images, copy/pasting engravings, or adding multiple engravings to a project.

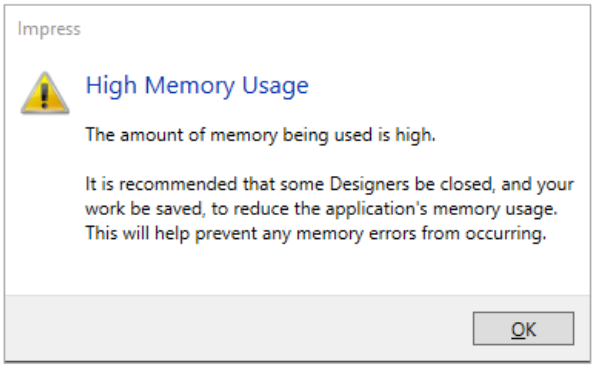
Quantity of Engravings

There is no limit to the number of engravings in an engraving project; however, keeping a single project to fewer than 500 engravings is recommended.

If you import more than 500 engravings and receive the **High Memory Usage** warning, follow these steps:

1. Save the project.
2. Close the project.
3. Reopen the project.

High Memory Usage Warning

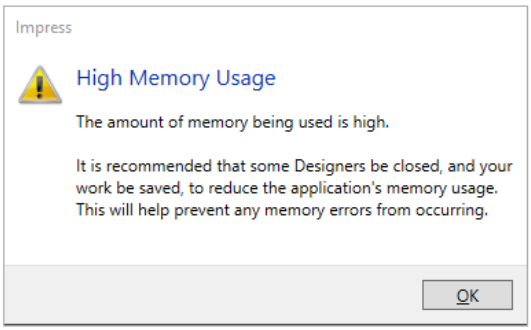


Import Engravings

There is no limit to the number of engravings that can be imported into a project; however, importing no more than 100 engravings at a time is recommended. If you import more than 100 engravings and receive the **High Memory Usage** warning, follow these steps:

1. Save the project.
2. Close the project.
3. Reopen the project.

High Memory Usage Warning



Print Preview

When printing or using the **Print Preview** functionality, limit the number of selected engravings to less than 100. Printing or previewing a large amount of engravings can take a long time to generate and may consume too much memory.

Multiple Designers

Multiple Engraving designers can be open at a time; however, if Impress performance is slow, close any unnecessary designers.

Troubleshooting

The following section provides troubleshooting information.

- Issue: The Create Order and Create and Email Order buttons are disabled on page 98
- Issue: The Create and Email Order button fails to launch the email application on page 99
- Issue: Cannot send attached engravings order file via email on page 100

Issue: The Create Order and Create and Email Order buttons are disabled

Ensure the required information is entered for each tab in the **Create Engravings Orders** window.

Required information:

- Engravings
  - Select at least one engraving.
  - Enter the quantity for each selected engraving.
- Shipping
  - Billable Dealer Information:
    1. First Name
    2. Last Name
    3. Address 1
    4. Country City
    5. State
    6. Zip/Postal Code
  - Shipping Address

    Select Use Dealer Billing Address or enter the required information:
    1. First Name
    2. Last Name
    3. Address 1
    4. Country City
    5. State
    6. Zip/Postal Code
- Order Summary
  1. Dealer PO Number
  2. Project Name
  3. Select Your Primary Crestron Sales Office

Issue: The Create and Email Order button fails to launch the email application

Solution 1

1. Close the email application.
2. In Impress, click and try **Create and Email Order** again. Refer to Create and Email Order on page 92.

Solution 2

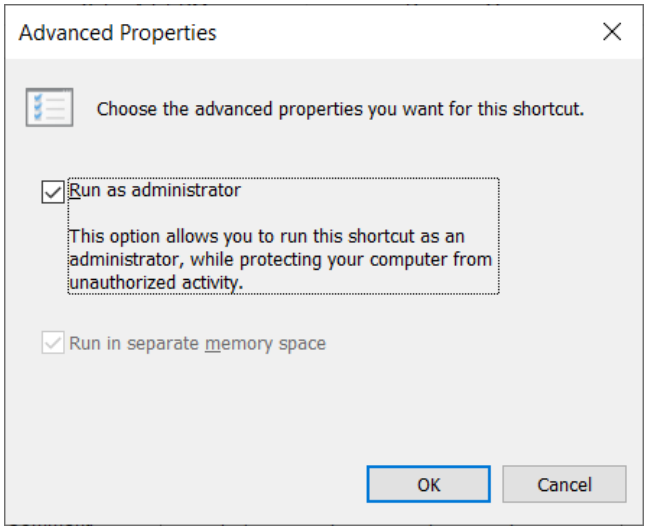
Use the **Create Order** button to save the engraving order to a local folder and manually set up the email.

1. Click the **Create Order** button and follow the steps in Create Order on page 90.
2. Launch the email application and attach the saved **.ct_engravings_x** file.
3. Enter the email address specific to your region:
   - Crestron US & Canada: engraving@crestron.com
   - Crestron Australia & New Zealand: ANZorders@crestron.com
   - Crestron Singapore: AsiaOrders@crestron.com
   - Crestron Latin America: ordenes@crestronlatin.com
   - Crestron Israel: orders@imaginesb.co.il
   - Crestron EMEA: ceurorders@crestron.com
4. Fill out the subject and body of the email, and then send the email.

Solution 3

On some PCs, running the email application as administrator may resolve the issue. To set the email application to always run as admin:

1. Right click on the email application's icon in the taskbar or the email application's shortcut on the desktop.
2. Click on **Properties**.
3. Click on the **Shortcuts** tab, and then click on **Advanced**.
4. In the **Advanced Properties** window, check **Run as administrator**, and click **OK**.



5. Click **Apply**.

Issue: Cannot send attached engravings order file via email

If the engravings order file is too large to send or if you cannot attach the engravings order to the email message for any other reason, follow the steps below to upload the engravings order file to Crestron's File Sharing server.

1. Go to https://uploader.crestron.com to access Crestron's File Sharing server and log in with the Username and Password.

   To obtain credentials:

   - Review the Notes section of the generated engraving email
   - Contact Crestron True Blue Support
2. Click **Choose file** to find the desired engravings order file.
3. Click the checkbox next to the statement, **I Agree to the terms of service**.
4. Click **Upload my File!**.
5. After the file has been securely uploaded to server, a unique URL is provided under the statement, **Your download link is**.
6. Launch the email application and enter the email address specific to your region.
7. Copy the unique URL provided by the Crestron's File Sharing site in step 5, and paste it in the body of the email.
8. Fill out the subject field and send the email to Crestron.

Resources

The following resources are provided for the Impress Software.

> **NOTE:** You may need to provide your Crestron.com web account credentials when prompted to access some of the following resources.

Product Page

Impress Custom Engraving Software

Impress Support

Call 888.273.7876 and choose options 1, 2 or 3.

- Option 1: For questions about the Impress Software.

  Email: Support@crestron.com
- Option 2: For questions about Sales Orders.

  Email: customersupport@crestron.com
- Option 3: For questions about design.

  Email: Techsales@crestron.com

Crestron Support and Training

- Crestron True Blue Support
- Crestron Resource Library
- Crestron Online Help (OLH)
- Crestron Training Institute (CTI) Portal

Programmer and Developer Resources

- help.crestron.com: Provides help files for Crestron programming tools such as SIMPL, SIMPL#, and Crestron Toolbox™ software
- developer.crestron.com: Provides developer documentation for Crestron APIs, SDKs, and other development tools

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Fax: 201.767.7656
www.crestron.com

Product Manual — Doc. 9377B
12/20/23
Specifications subject to
change without notice.