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Product Manual

Impress Software

Crestron Custom Engraving Software

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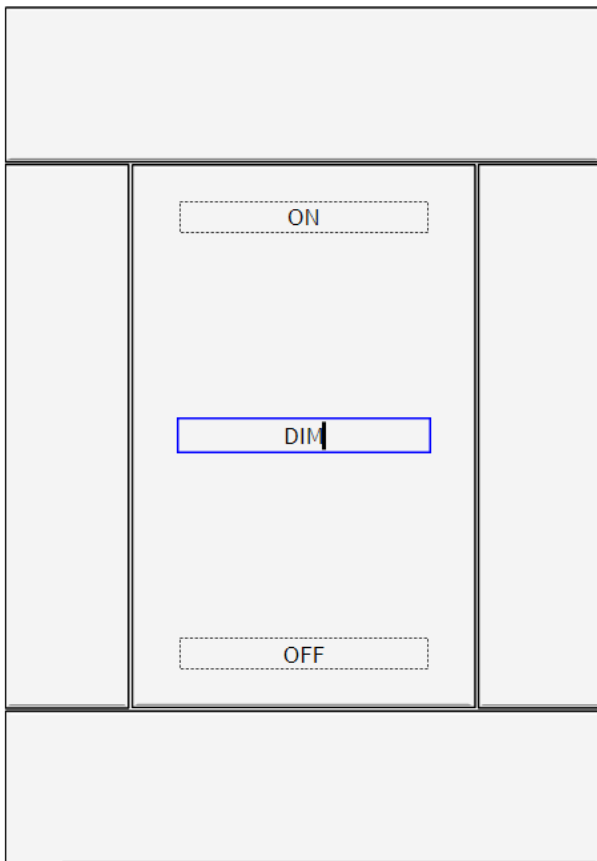
Overview

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. The software uses engraving technology to ensure what is designed on-screen matches the final product the customer receives.

Design options include:

- Engraving icons
- Mixing fonts on a single line
- Styling text with emphasis, alignment, and font size

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	CM2-DIMEX-RKR	HZ-SWEX
C2N-CBF	CM2-DIMUEX	HZ2-AUX
C2NI-CB	CM2-DIMUEX-RKR	HZ2-DIMEX
CLW-DELVEX	CM2-KPCN	HZ2-DIMLVEX
CLW-DIMEX	CM2-KPEX	HZ2-DIMUEX
CLW-DIMFLVEX	CM2-KPEX-RKR	HZ2-KPCN
CLW-DIMSWEX	CM2-KPFCN	HZ2-KPEX
CLW-DIMUEX	CM2-SWEX	HZ2-SWEX
CLW-SLVU	CM2-SWEX-RKR	INET-CBDEX
CLW-SWEX	HR-150	MPC3-101
CLWI-DIMFLVEX	HR-310	MPC3-102
CLWI-DIMUEX	HTT-B10EX	MPC3-201
CLWI-DIMUNEX	HTT-B2EX-BATT	MPC3-302
CLWI-KPLCN	HZ-AUX	MPC4-102
CLWI-KPLEX	HZ-DIMEX	MPC4-201
CLWI-KPLEX-BATT	HZ-DIMLVEX	MPB4-201
CLWI-SWEX	HZ-DIMUEX	ZUMLINK-KP
CM2-AUX-RKR	HZ-KPCN	ZUMMESH-KP10FBATT
CM2-DIMEX	HZ-KPEX	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.

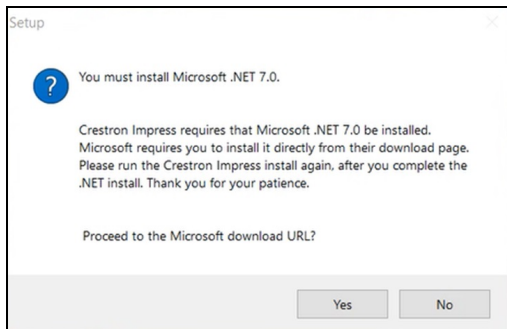
Display	1920x1080 resolution or higher recommended
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Installation

Use the following procedure to install Impress software.

NOTE: If Microsoft® .NET 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 [Crestron.com/Support/SoftwareFirmware](https://crestron.com/Support/SoftwareFirmware) or by using Crestron MasterInstaller software.
2. Launch the Impress installer.
If Microsoft .NET is not installed on the computer, the **Setup** window displays prompting the Microsoft .NET installation.

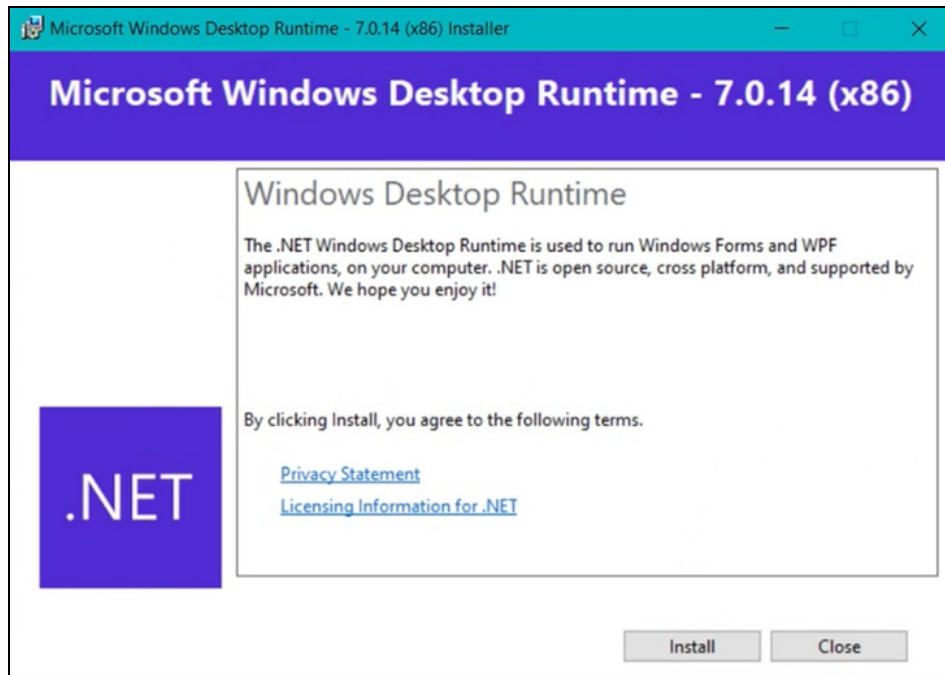


- a. Select **Yes** to install Microsoft .NET. The download website opens in the default web browser.

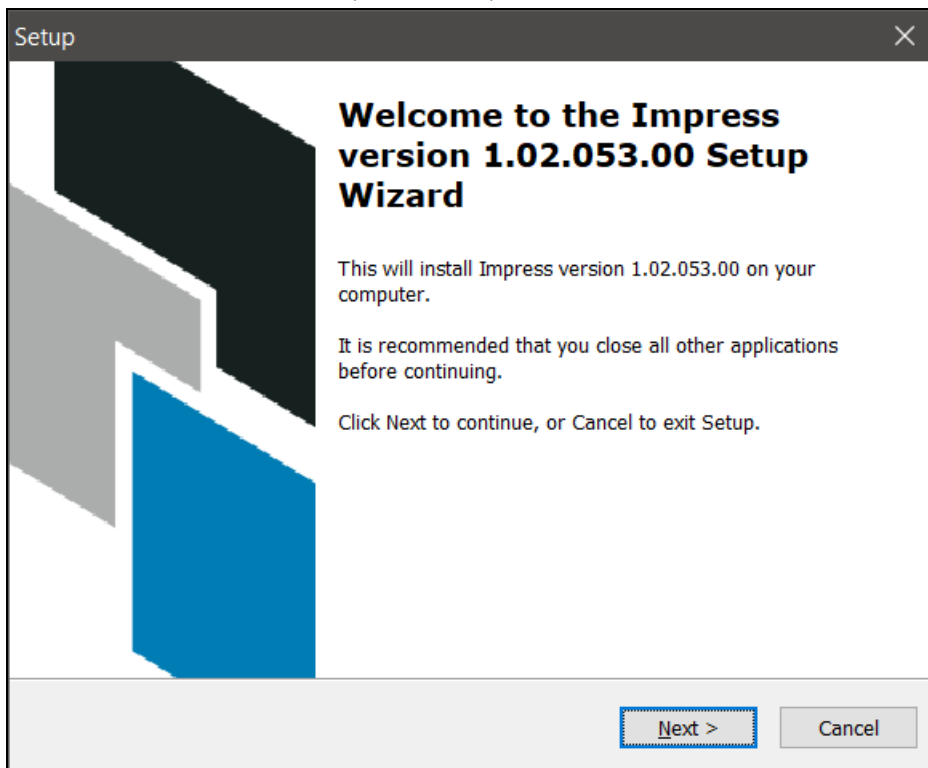
NOTE: Impress will not run without Microsoft .NET installed.

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

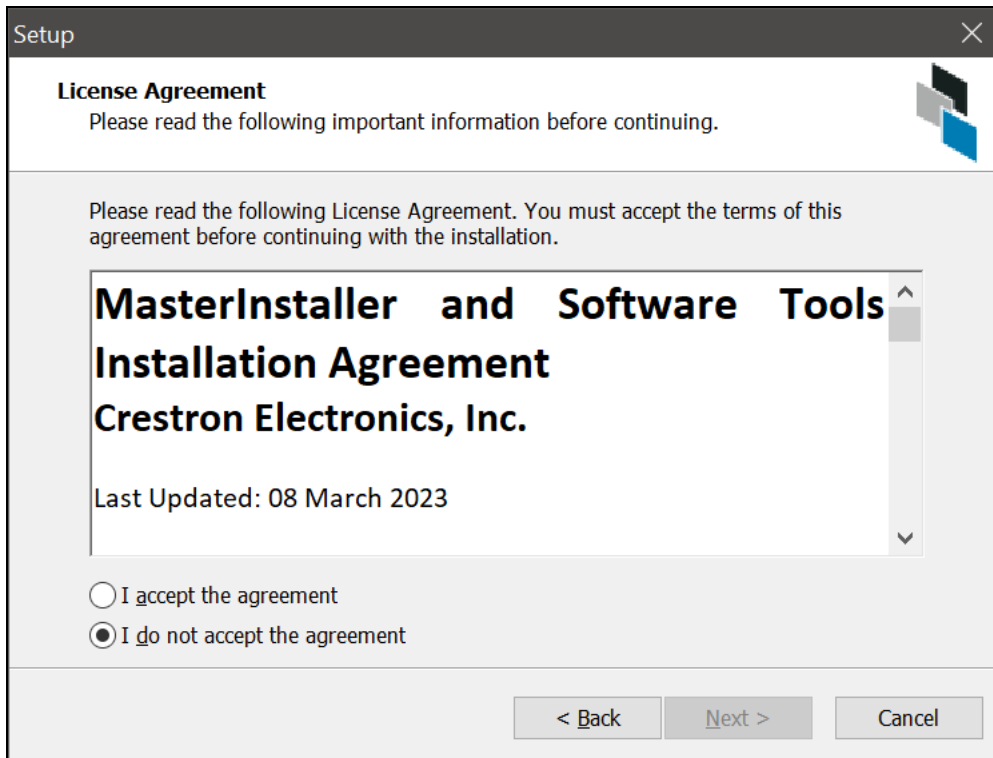
- d. Select **Install** to run the installer.



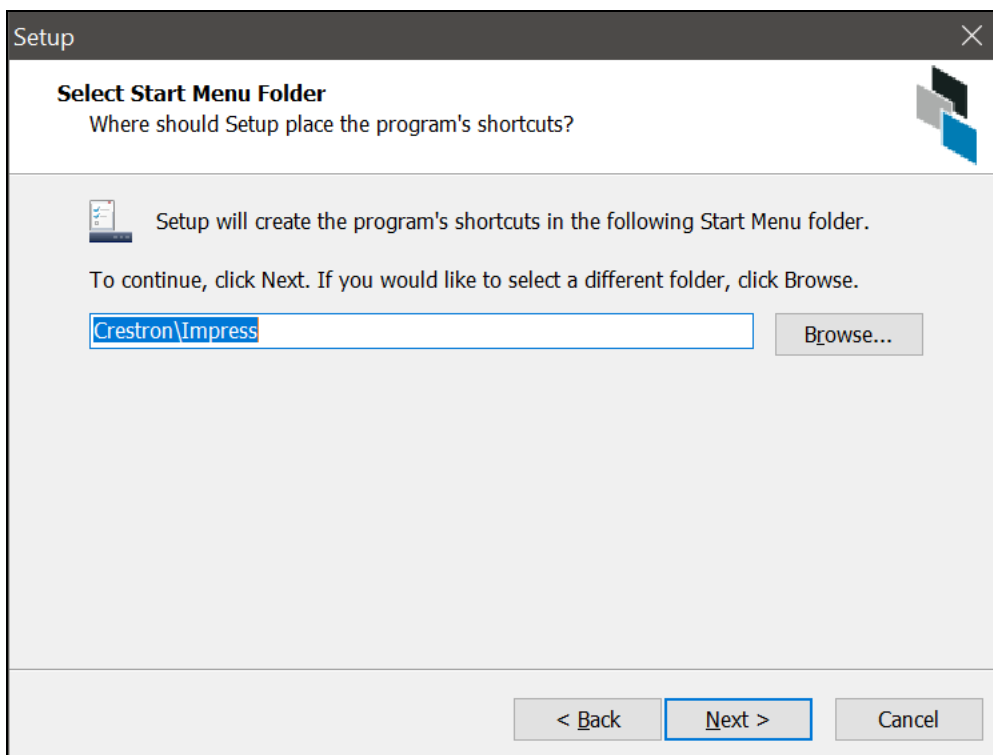
- e. When the Installation is finished, close the window.
f. Relaunch Impress.
3. Select **Next** to start the Impress Setup Wizard.



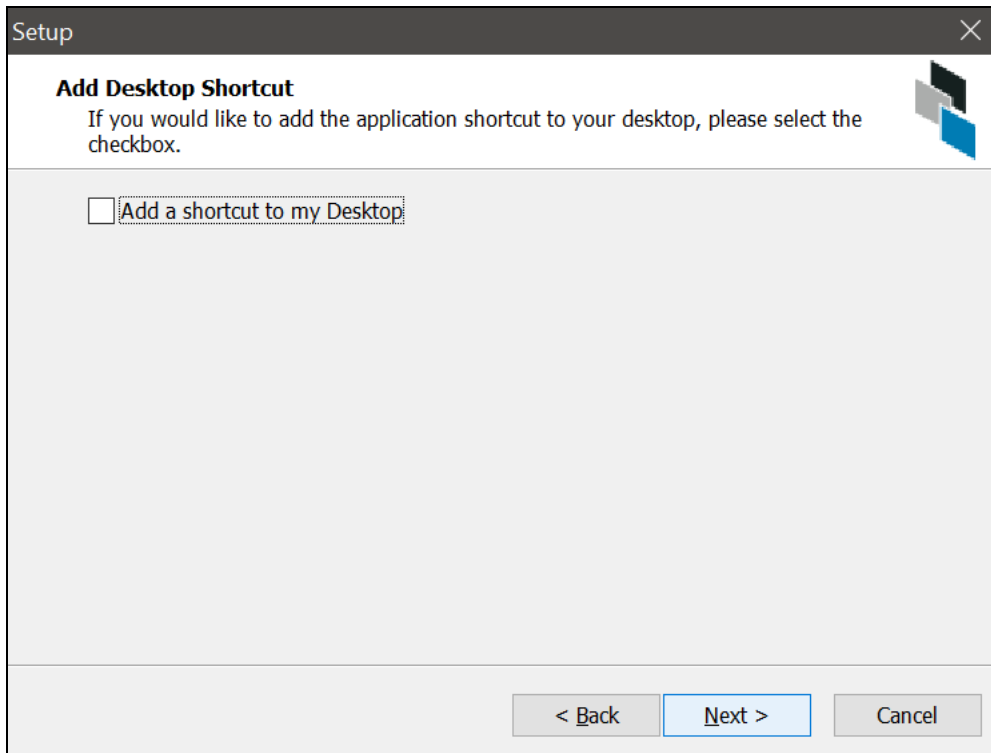
4. Accept the **License Agreement**, and select **Next**. Select **Back** to view the previous window.



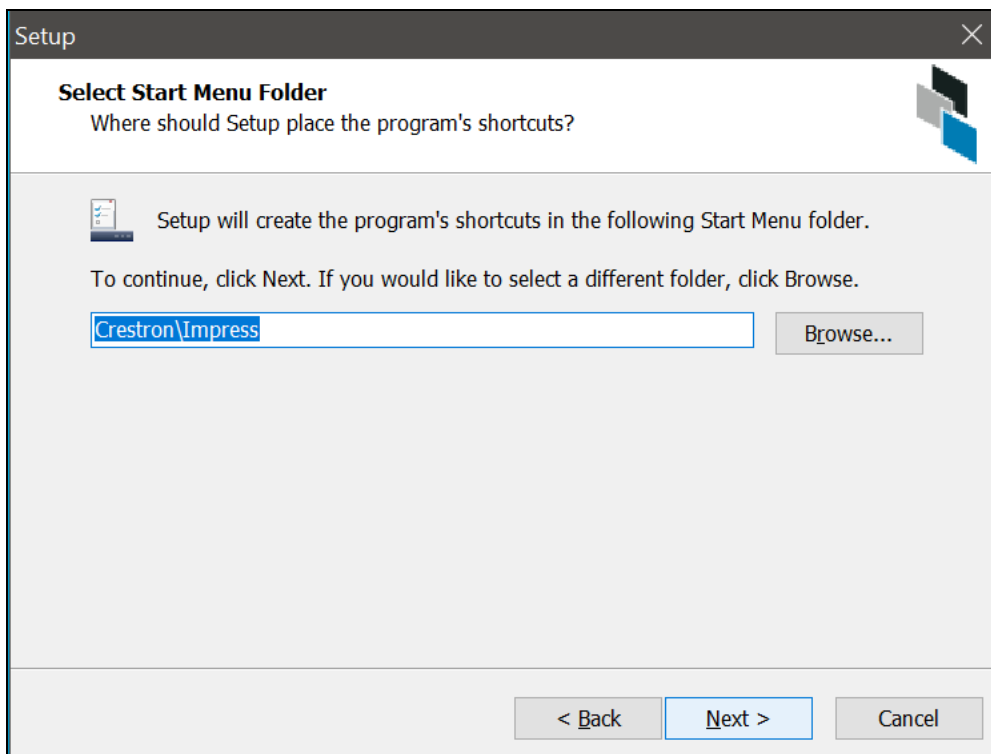
5. Select **Next** to keep the recommended program location, or click **Browse** to install Impress in a different location.



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

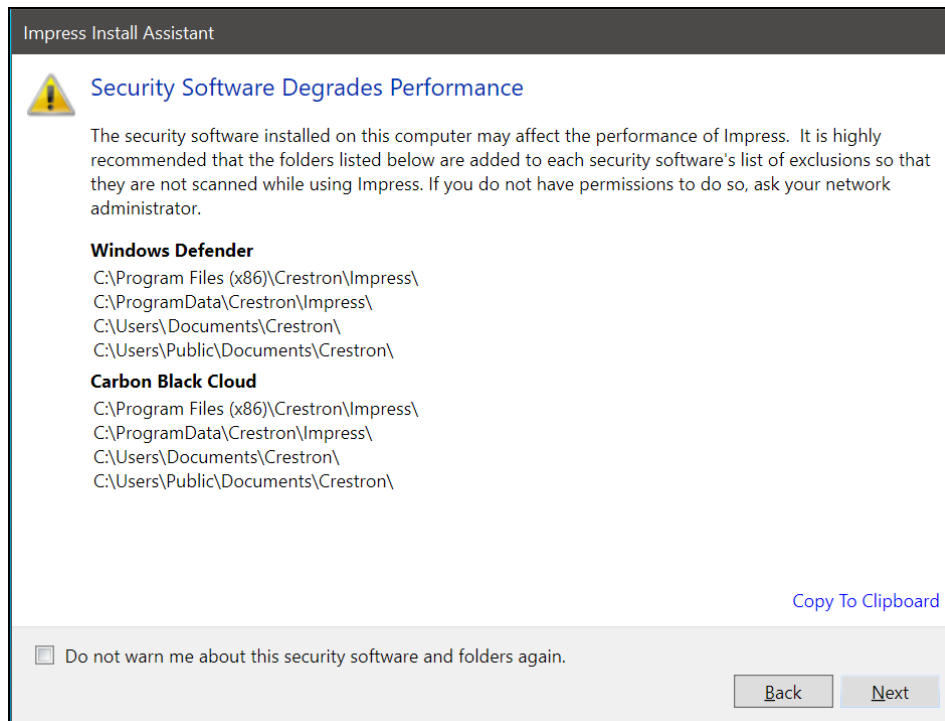


7. Select **Next** to keep the recommended Start Folder location, or select **Browse** to select a different location.

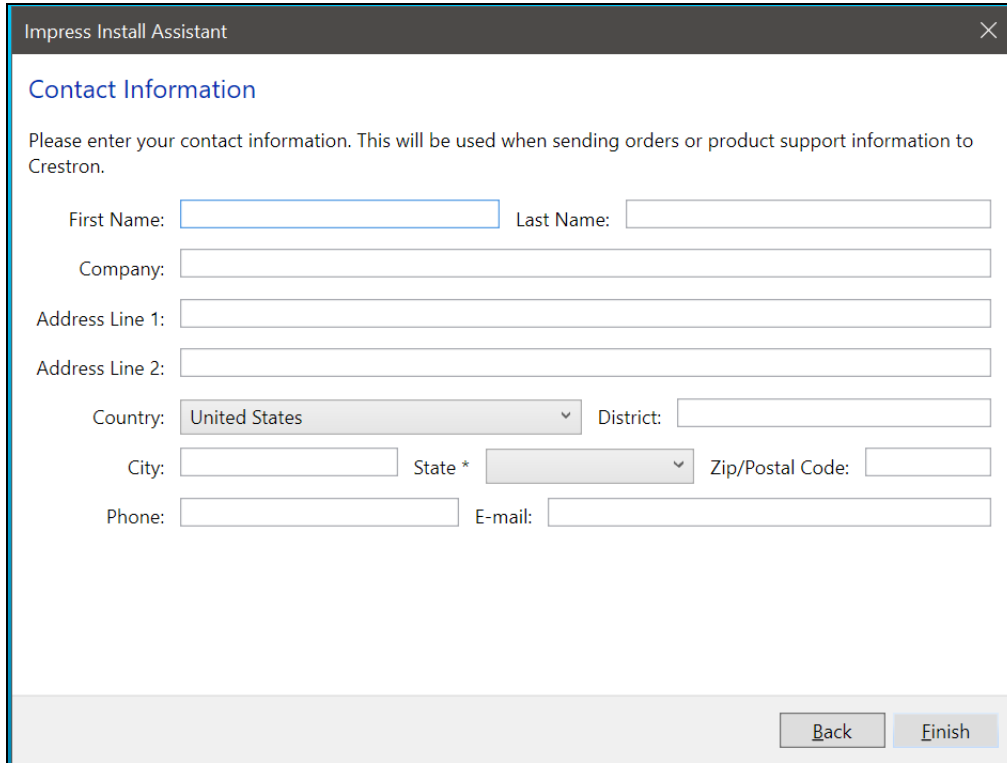


8. Review the **Security Software Degrades Performance** warning, and select **Next** to continue.

- 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.



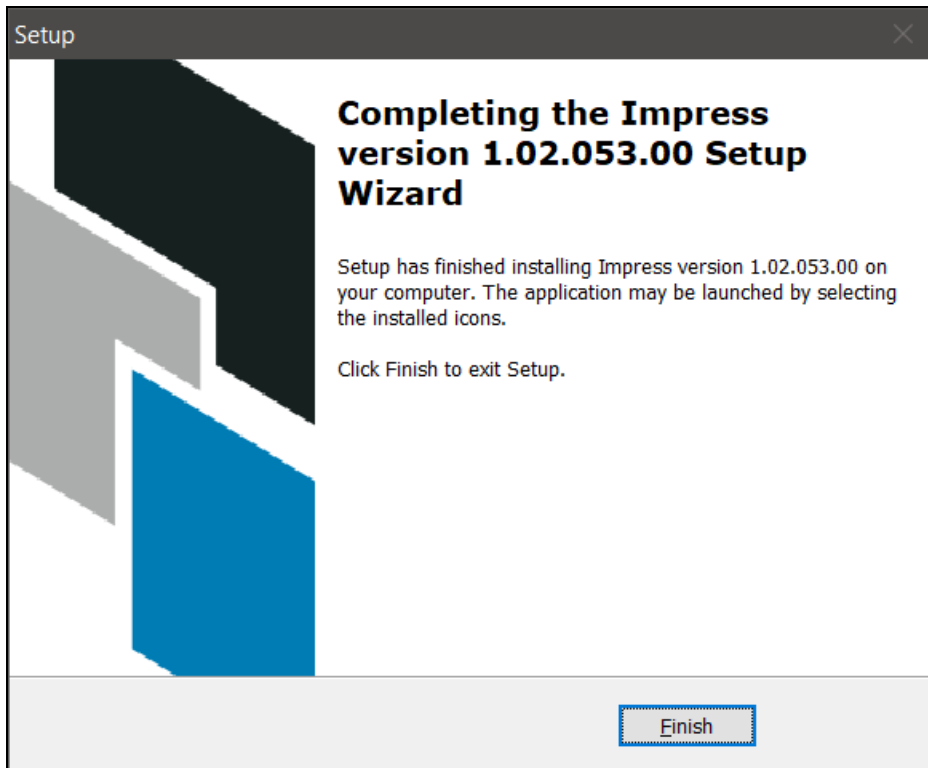
9. Fill in your contact information, and select **Finish**. This information will be used to send orders and support information to Crestron.



The screenshot shows a window titled "Impress Install Assistant" with a close button (X) in the top right corner. The window has a blue header bar with the title. Below the header, the title "Contact Information" is displayed in blue. A paragraph of text reads: "Please enter your contact information. This will be used when sending orders or product support information to Crestron." Below this text are several input fields: "First Name:" followed by a text box, "Last Name:" followed by a text box, "Company:" followed by a text box, "Address Line 1:" followed by a text box, "Address Line 2:" followed by a text box, "Country:" followed by a dropdown menu showing "United States" with a downward arrow, "District:" followed by a text box, "City:" followed by a text box, "State *" followed by a dropdown menu, "Zip/Postal Code:" followed by a text box, "Phone:" followed by a text box, and "E-mail:" followed by a text box. At the bottom right of the window, there are two buttons: "Back" and "Finish".

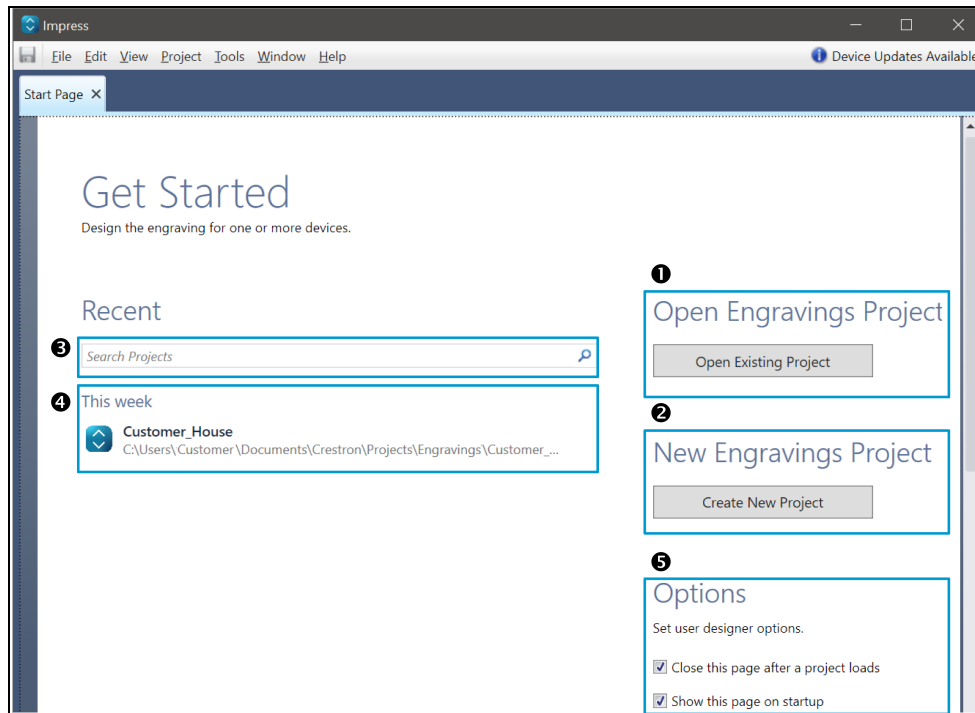
NOTE: Some fields may change depending on the **Country** selected.

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. [Open Engravings Project on page 15](#)
2. [New Engravings Project on page 15](#)
3. [Search Projects on page 16](#)
4. [Recent Projects List on page 16](#)
5. [Options on page 16](#)

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 19](#).

Open Engravings Project

Use the **Open Engravings Project** section to open an existing project. Refer to [Open an Existing Project on page 46](#) for details.

New Engravings Project

Use the **New Engravings Project** section to start a new project. Refer to [Start a New Project on page 45](#) for details.

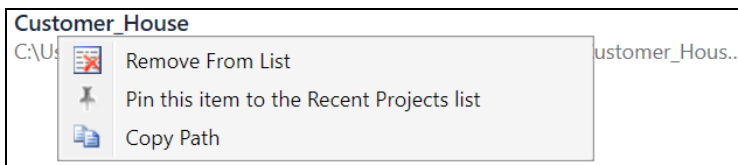
Search Projects

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:

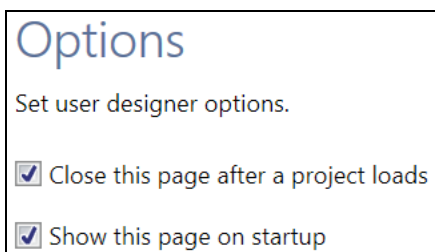
- **Remove From List:** Select to remove a project from the **Recent Projects** list.
- **Pin to Recent Project List:** Select to pin a project to the **Recent Projects** list. Pinning a project keeps the project at the top of the **Recent Projects** list. The first pinned project creates a **Pinned**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



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

Options

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

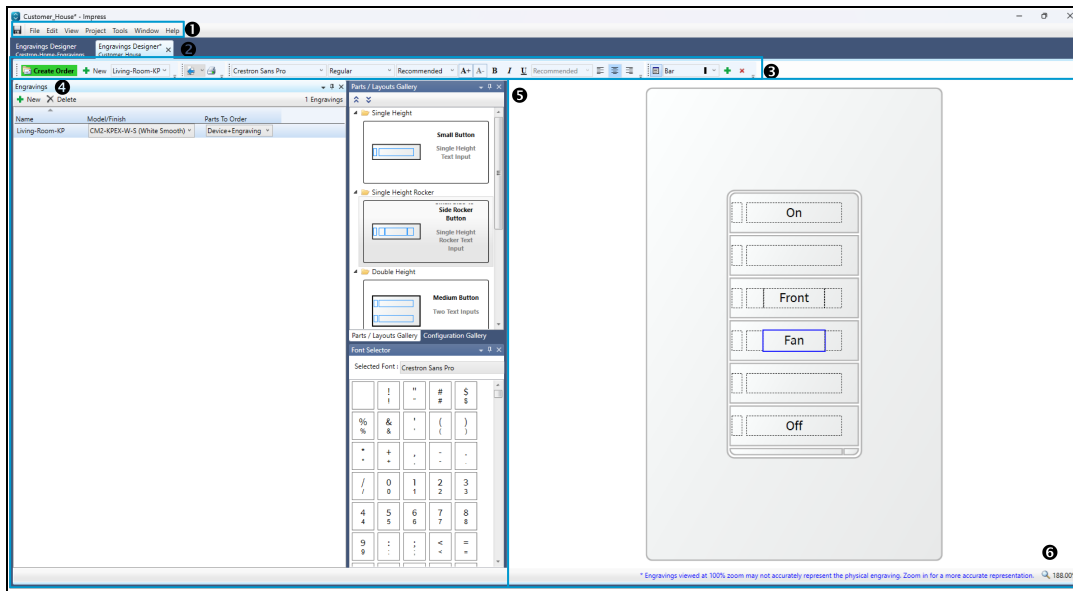


Options include:

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

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 19](#)
2. [Engravings Designer Tab on page 28](#)
3. [Toolbars on page 29](#)
4. [Tool Windows on page 33](#)
5. [Canvas on page 38](#)
6. [Zoom on page 39](#)

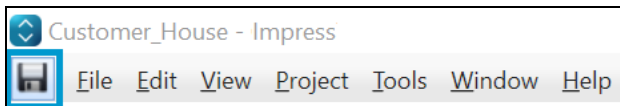
Save Icon and Menu Bar

Use these options to manage the Impress software.

CAUTION: Do not save projects on a network folder or cloud sharing platform. Projects may not save properly and could corrupt orders.

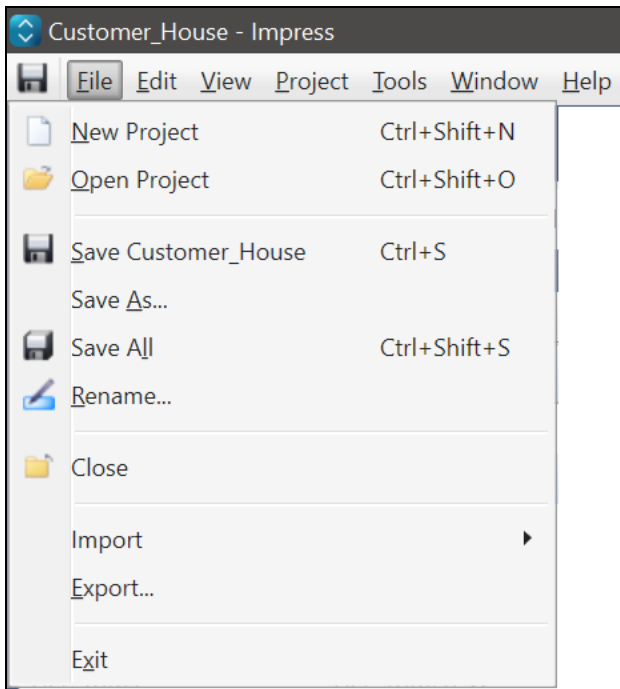
Save Icon

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 71](#).



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.



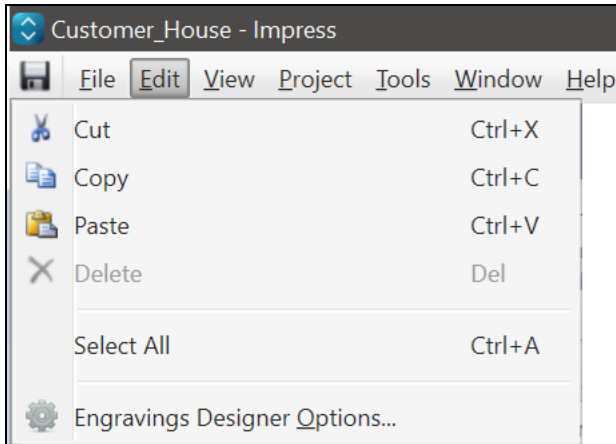
Additional information is provided in the following topics:

- For more information about **New Project**, refer to [Start a New Project on page 45](#).
- For more information about **Open Project**, refer to [Open Engravings Project on page 15](#).
- For more information about **Rename a Project**, refer to [Rename a Project on page 73](#).

- For more information about **Save** a project, **Save As** another project name, **Save All** projects, refer to [Save a Project on page 71](#).
- For more information about **Import** and **Export**, refer to [Import or Export Engravings on page 75](#).

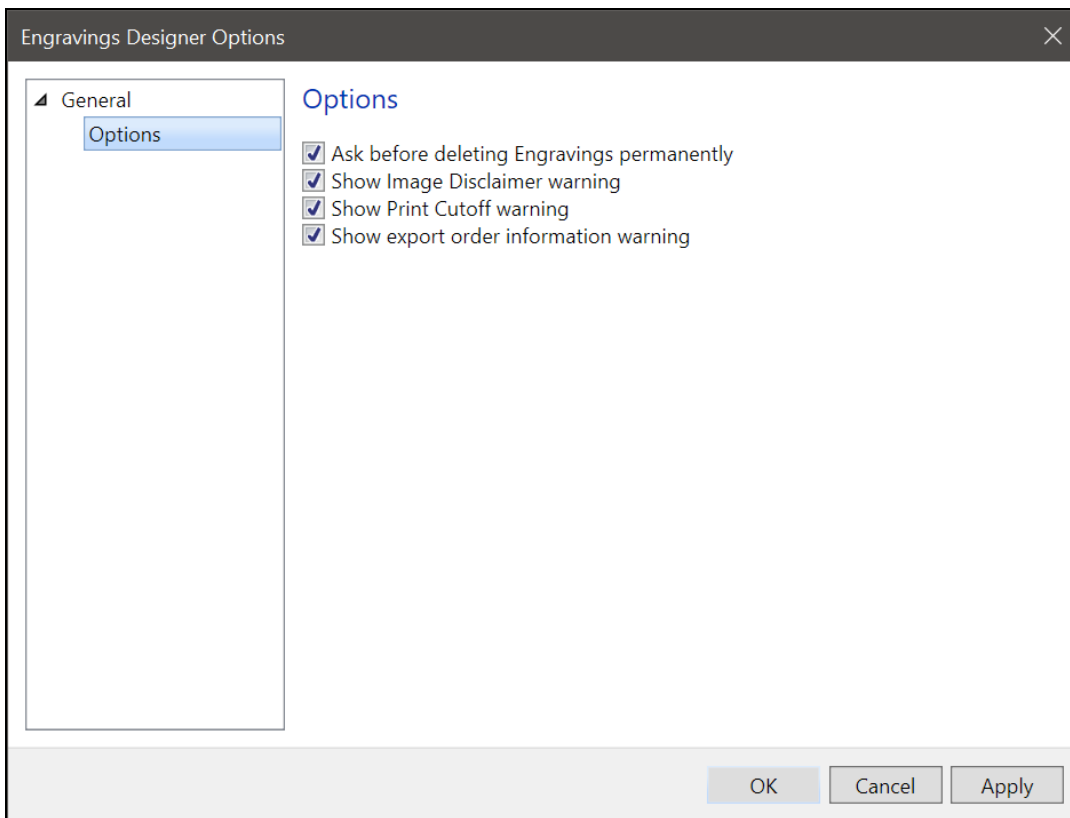
Edit Menu

The **Edit** menu contains options to **Cut**, **Copy**, **Paste**, and **Delete** selected Engravings from the Engravings Tool Window or selected engraving text.



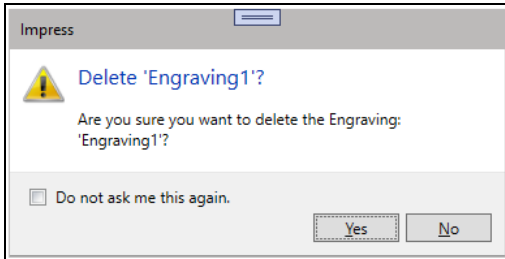
Customize software settings by selecting **Engravings Designer Options**. The options relate to various warning and confirmations that display after certain actions. By default, all options are selected.

Engravings Designer Options

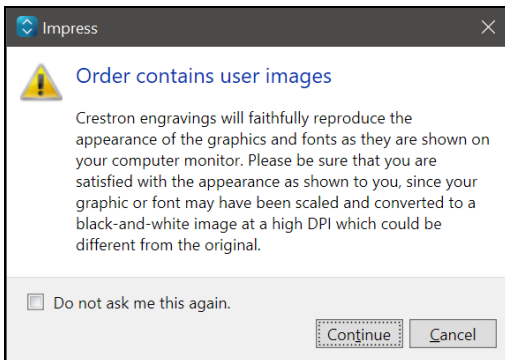


Engravings Designer Options:

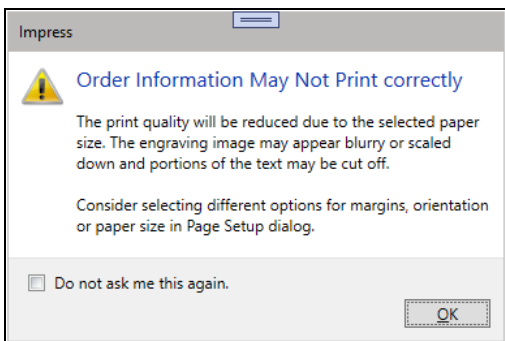
- **Ask before deleting Engravings permanently:** When an engraving is deleted, the **Delete** warning displays. Select **Yes** to delete the engraving or **No** to continue without deleting. To prevent the message from displaying again, select the **Do not ask me again** checkbox.



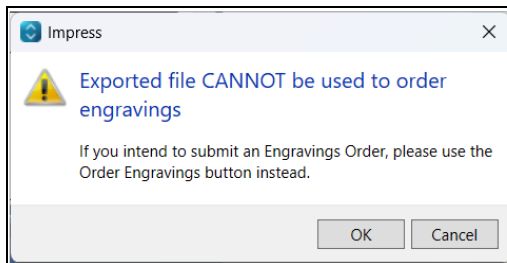
- **Show Image Disclaimer warning:** When an engraving contains an image, the **Order contains user images** warning displays. Select **Continue** to open the **Export Engraving File** window or **Cancel** to close the warning. To prevent the message from displaying again, select the **Do not ask me again** checkbox.



- **Show Print Cutoff warning:** When engravings are set to be printed on paper that is too small to fit the full engraving, the **Order Information May Not Print correctly** warning displays. Select **OK** to continue. To prevent the message from displaying again, select the **Do not ask me again** checkbox.



- **Show export order information warning:** When a project is exported, the **Exported file CANNOT be used to order engravings** warning displays. Select **OK** to continue exporting or **Cancel** to close the window without exporting.

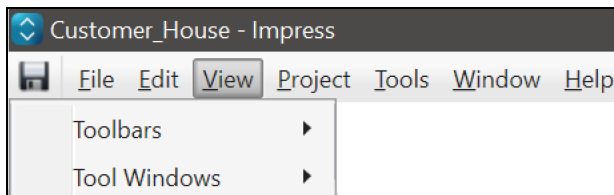


Actions for the **Engravings Designer Options** window include:

- 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.

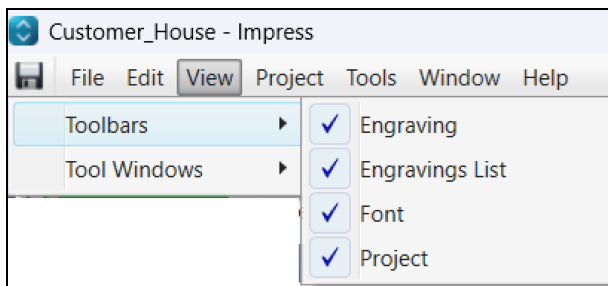
View Menu

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



Toolbars

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

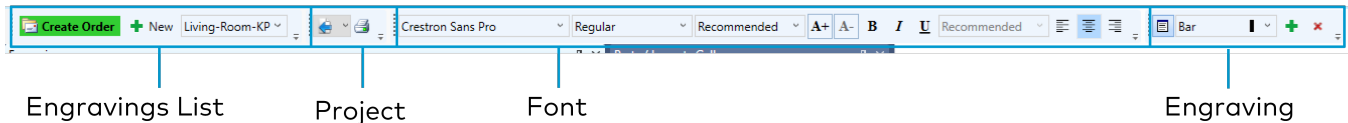


- The **Toolbars** menu allows you to remove any undesired Toolbars from the Toolbar workspace.
- Toolbars include **Engravings**, **Engraving List**, **Font**, and **Project**.
- By default, all Toolbars are selected and present in the Toolbars workspace. Clear a Toolbar to remove it from the Toolbars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

NOTE: It is recommended to keep all Toolbars present in the workspace.

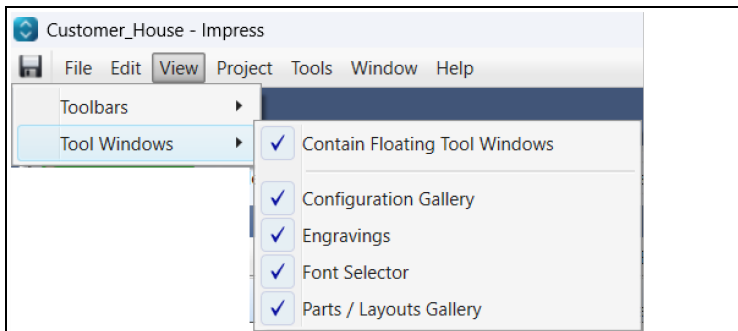
Refer to [Toolbars on page 29](#) for more information.

Toolbars Workspace



Tool Windows Menu

Tool Windows provide designated areas for engravings and designer tools. The tools include **Engravings**, **Parts/Layouts 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.

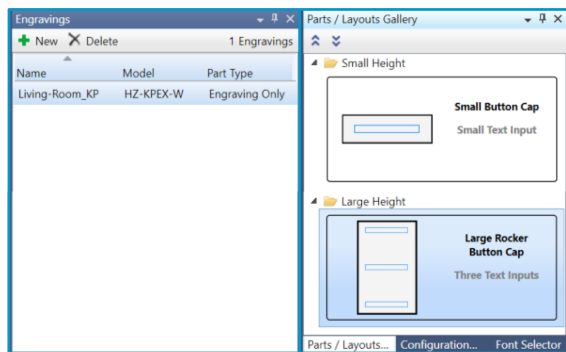


- Select **Toggle visible tool windows** to add/remove the windows from the workspace.
- **Contain Floating Tool Windows** is selected by default. When selected, undocked Tool Windows can be moved from the default position within the workspace. When cleared, the Tool Windows can be moved outside of Impress.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

NOTE: It is recommended to keep all Tool Windows present in the workspace.

Refer to [Tool Windows on page 33](#) for more information.

Tool Windows

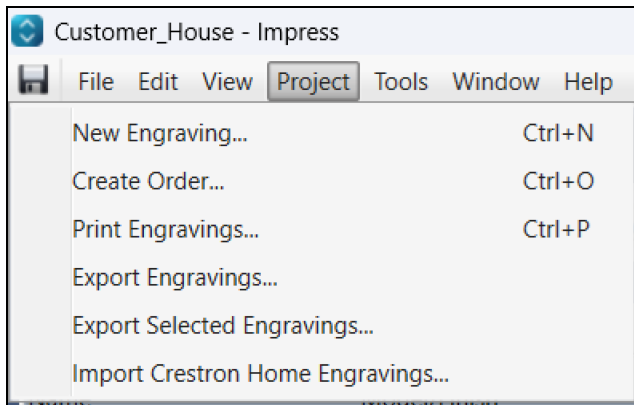


Engravings

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**, **Export Selected Engravings**, and **Import Creston Home Engravings** to the open project.

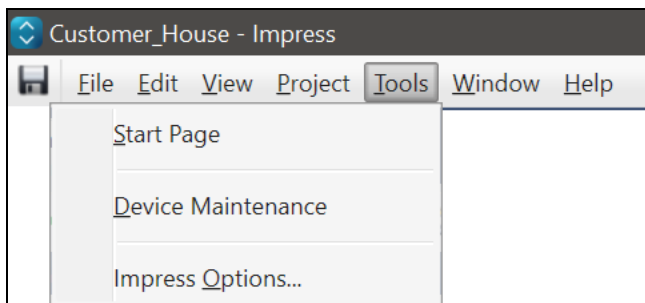


For more information about the following topics:

- For more information about **New Engraving**, refer to [Create an Engraving Workflow on page 47](#).
- For more information about **Create Order**, refer to [Create an Order on page 86](#).
- For more information about **Print Engravings**, refer to [Print Engravings on page 84](#).
- For more information about **Export Engravings**, **Export Selected Engravings**, and **Import Creston Home Engravings**, refer to [Import or Export Engravings on page 75](#).

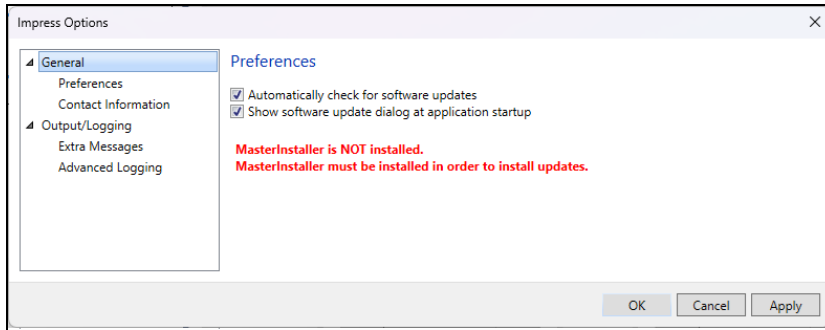
Tools Menu

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



- Select **Start Page** to launch the **Start Page** tab.
- Select **Device Maintenance** to open the update software. Refer to [Get the Latest Data Updates on page 42](#) for more information.

- Select **Impress Options** to access the **General** and **Output/Logging** tabs.



General: Use the **General** tab to select preference options and enter contact information.

NOTE: MasterInstaller is necessary to keep Impress up to date. If not already installed, download the latest MasterInstaller package from the **Software & Firmware** resource page at Crestron.com/Support/SoftwareFirmware.

- **Preferences:** Select or deselect **Automatically check for software update** or **Show software update dialog at application startup** to customize software options.
- **Contact Information:** Enter contact information. This information will be used to populate the shipping information when creating an order. Refer to [Shipping on page 96](#).

NOTES:

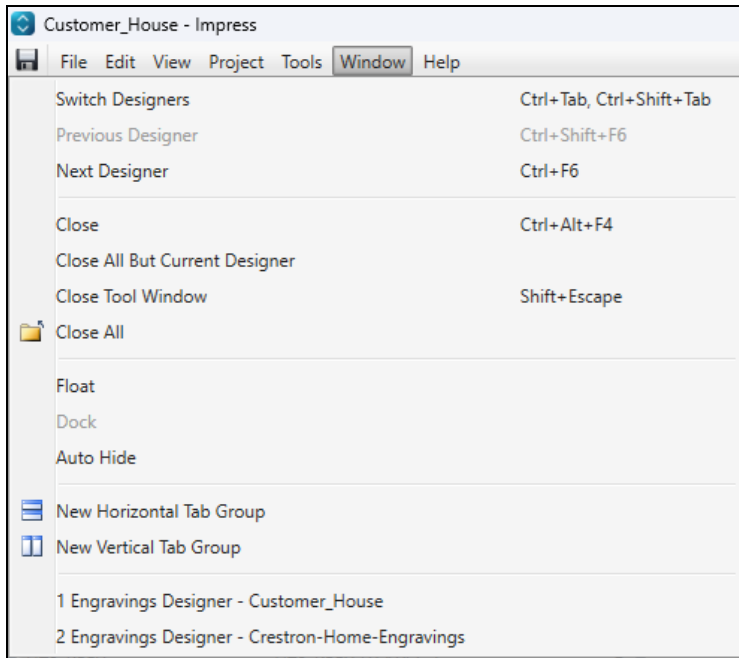
- Any information provided during the Impress installation will be automatically entered here.
- Some fields may change depending on the **Country** selected.

 A screenshot of the 'Impress Options' dialog box with the 'Contact Information' tab selected. The left-hand tree view shows 'Contact Information' highlighted. The main area contains several input fields: 'First Name', 'Last Name', 'Company', 'Address Line 1', 'Address Line 2', 'Country' (a dropdown menu currently showing 'United States'), 'District', 'City', 'State *' (a dropdown menu), 'Zip/Postal Code', 'Phone', and 'E-mail'. At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

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 [Crestron True Blue Support](#).

Window Menu

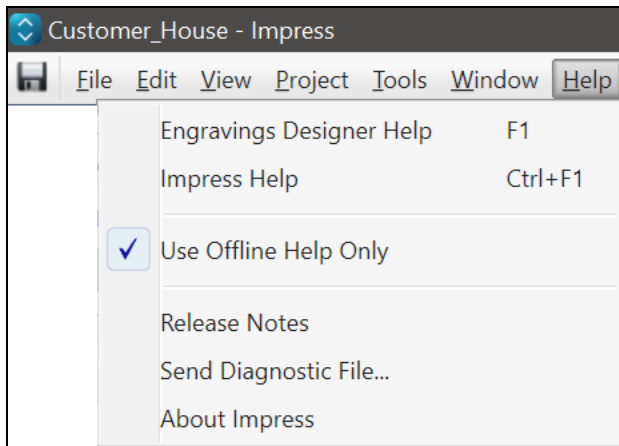
The **Window** menu provides options for managing open projects and tabs.



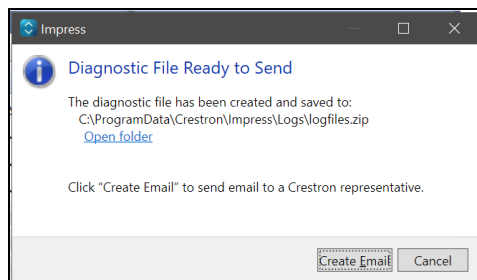
- When multiple Engravings Designer tabs are open:
 - Select **Switch Designers** to view another tab.
 - Select **Previous Designer** to open the preceding tab.
 - Select **Next Designer** to open the next tab.
 - Select **Close All But Current Designer** to close all tabs but the open tab.
 - Select **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.
- Select **New Horizontal Tab Group**: to view multiple designer windows stacked one on top of the other.
- Select **New Vertical Tab Group**: to view multiple designer windows next to each other.
- Open tabs are listed at the bottom of the menu. Select the desired tab to display it.

Help Menu

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



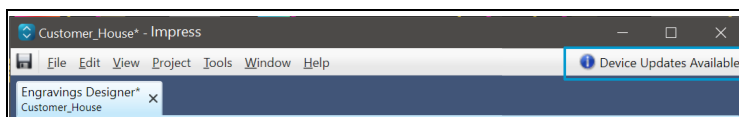
- Select **Impress Help** to access the help file.
- By default, **Use Offline Help Only** is selected. Clear it for the online version.
- Select **Release Notes** to access updates or changes to the software.
 - Select **Send Diagnostics File...** to generate a compressed diagnostics file. The **Diagnostic File Ready to Send** dialog opens.
 - Select **Open folder** to view the file at the location stated in the dialog.
 - Select **Create Email** to generate the email with diagnostic file as an abashment.



- Select **About Impress** to access version information.

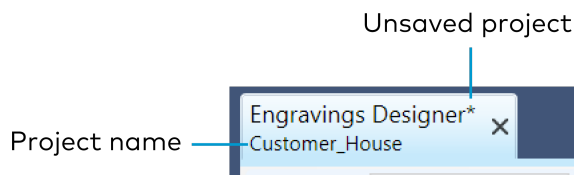
Device Updates

When updates area available, a message displays in the Menu bar. To check for updates, refer to [Get the Latest Data Updates on page 42](#).



Engravings Designer Tab

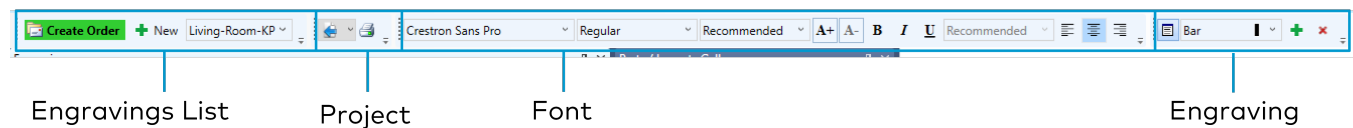
The **Engravings Designer** tab includes the workspace for the project. If a change is made to a project but the project has not been saved, an asterisk (*) appears. Multiple project (Engravings Designer) tabs can be open at one time. Close the tab to exit the project.



Toolbars

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

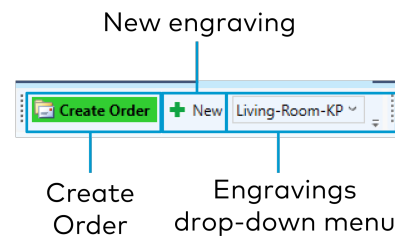
Toolbars Workspace



Engravings List

Select **Create Order** to start the order process and **New** to create a new engraving. Use the drop-down menu to select a saved engraving. For more information about creating an order, refer to [Create an Order on page 86](#).

Engravings List Toolbar



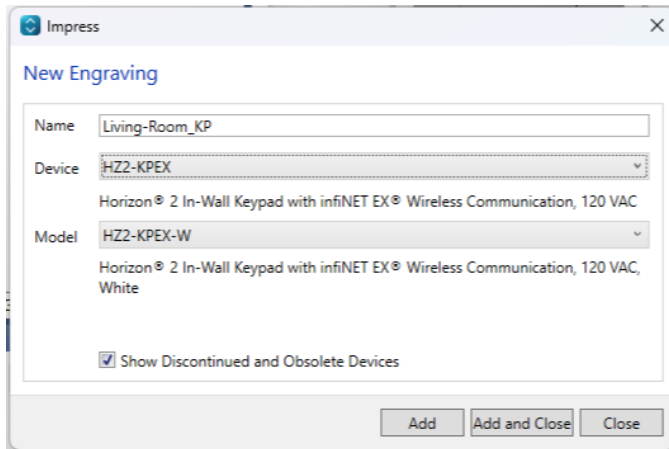
To add a new engraving:

1. Select **New** to open the **New Engraving** window.

NOTE: To show discontinued and obsolete devices, select the box next to **Show Discontinued and Obsolete Devices**.

2. Type the name of the engraving in the **Name** field.
3. Select the device from the **Device** drop-down menu.
4. Select the model from the **Model** drop-down menu.
5. Select **Add**, **Add and Close**, or **Close**.
 - **Add:** Save the current engraving and add more engravings. The **New Engraving** window remains on the screen.
 - **Add and Close:** Save the current engraving and close the **New Engraving** window.
 - **Close:** Close the **New Engraving** window without saving the engraving.

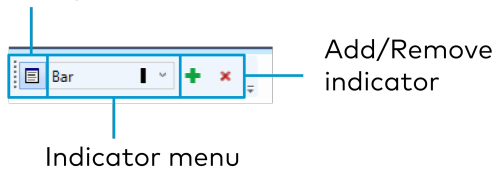
New Engraving Window



Engravings

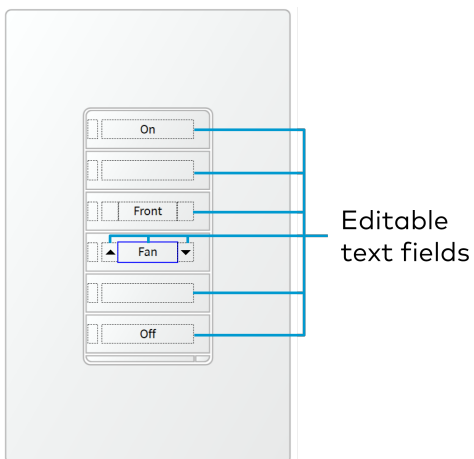
Use the Engravings Toolbar to show or hide editable text fields on the device and customize indicators on Cameo 2 devices.

Show/Hide Areas



- Select **Show/Hide Areas** to show or hide the editable text fields of the previewed device in the canvas.
- Select the **Indicator** menu to choose the indicator type. Indicator functionality is only available for certain Cameo 2 devices.
- Select **Add** to add the indicator to all indicator positions. Indicator functionality is only available for certain Cameo 2 devices.
- Select **Remove** to remove the indicator to all indicator positions. Indicator functionality is only available for certain Cameo 2 devices.

Sample Editable Text Fields

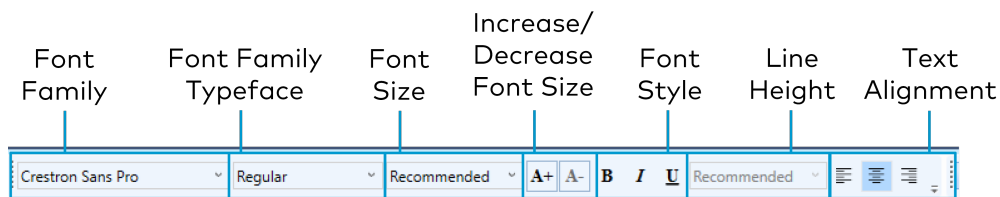


Font

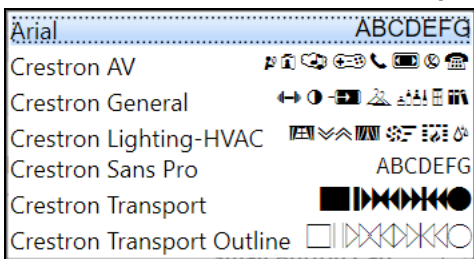
Use the Font Toolbar to style the engraving text.

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

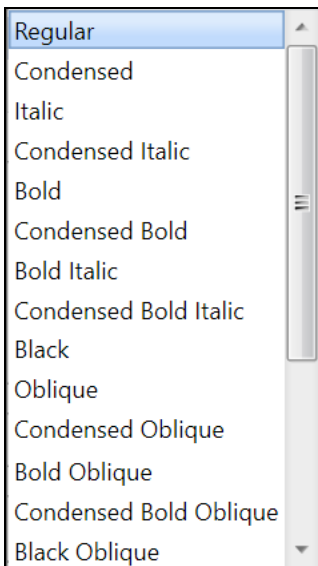
Font Toolbar



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



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



- Select a font size from the **Font Size** 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.

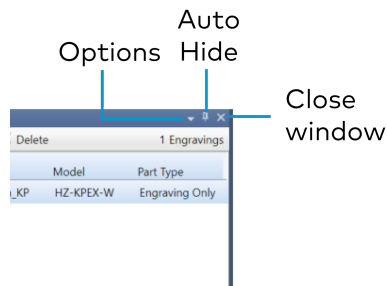
- Use **Increase** or **Decrease** to increase or decrease the font size.
- Use font styles to bold, italicize, or underline text.

- 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**, and **Font Selector**. By default, the four tools are divided into two windows with **Engravings** in one Tool Window and **Parts/Layouts 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.



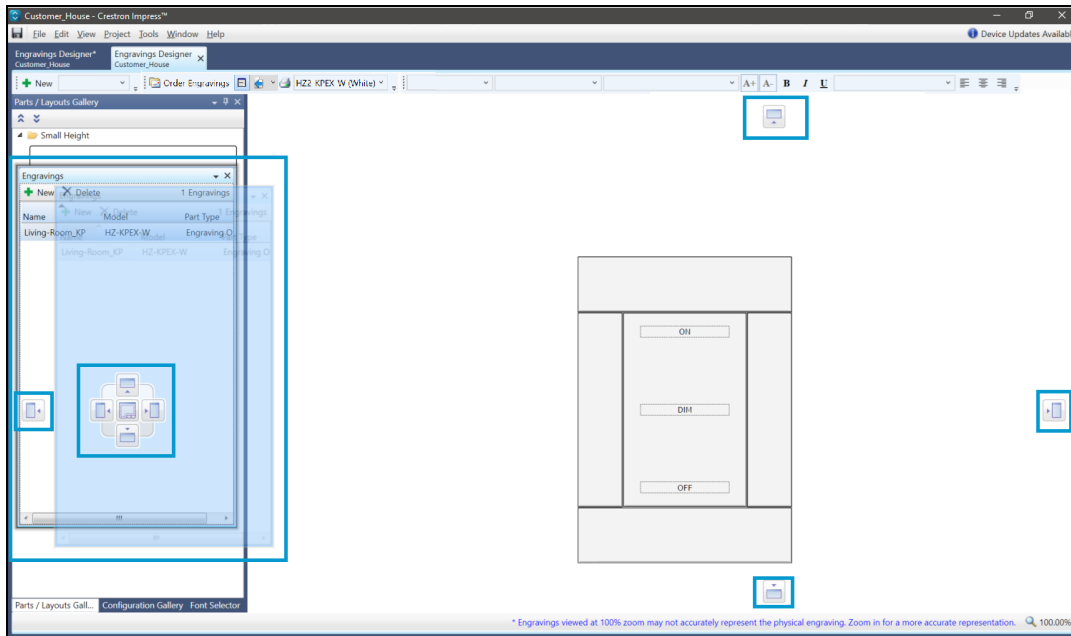
- Select **Options** to configure window behaviors.
 - **Float:** Select to undock the window from its position in the workspace.
 - **Dock:** When undocked, click to snap the window back into position.
 - **Auto Hide:** Select to automatically collapse the window to the left when not in use.
 - **Close:**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

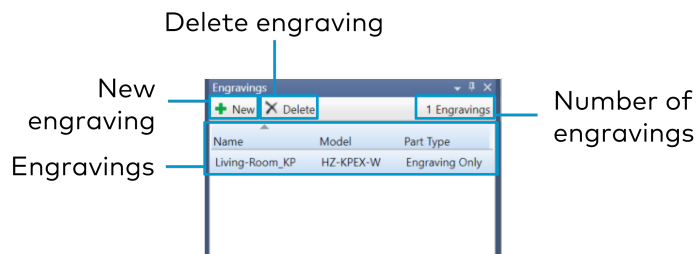
NOTE: If **Contain Floating Tool Windows** is selected in the **Tool Window** Menu, the Tool Window stays within the workspace. If **Contain Floating Tool Windows** is not selected, the Tool Window can be moved outside of Impress. Refer to [Tool Windows Menu on page 23](#).

Docking Location Options



Engravings Tool Window

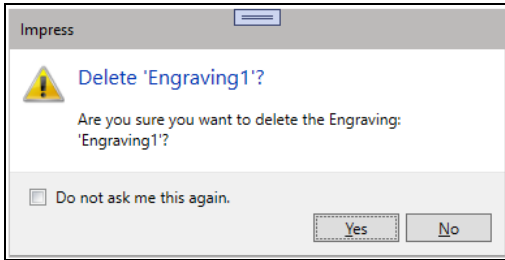
Use the **Engravings Tool Window** to create and manage engravings.



NOTE: If the **Engravings Tool Window** is too narrow, the **Part Type** column may be cut off. To see the **Part Type** column in its entirety, widen the **Engravings Tool Window**.

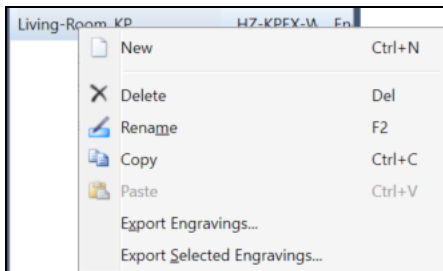
- Select **New** to create a new engraving.
 - **Engravings** lists the created engravings.
 - **Name:** Name of the engraving.
 - **Model:** Device being engraved.
 - **Part To Order: Engraving Only:** Only an engraving can be ordered. **Device + Engraving:** The device and an engraving can be ordered. Some devices, like the Cameo 2 or Horizon 2, display a drop-down menu with both options.
- For additional questions, consult with [Crestron True Blue Support](#).

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



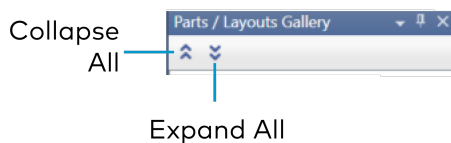
- Right-click on an engraving to view the following menu options.
 - **New:** Create a new engraving.
 - **Delete:** Delete the selected engraving
 - **Rename:** Rename the selected engraving.
 - **Copy:** Copy the selected engraving.
 - **Paste:** Paste a copied engraving to the Engravings list.
 -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

Engravings Menu



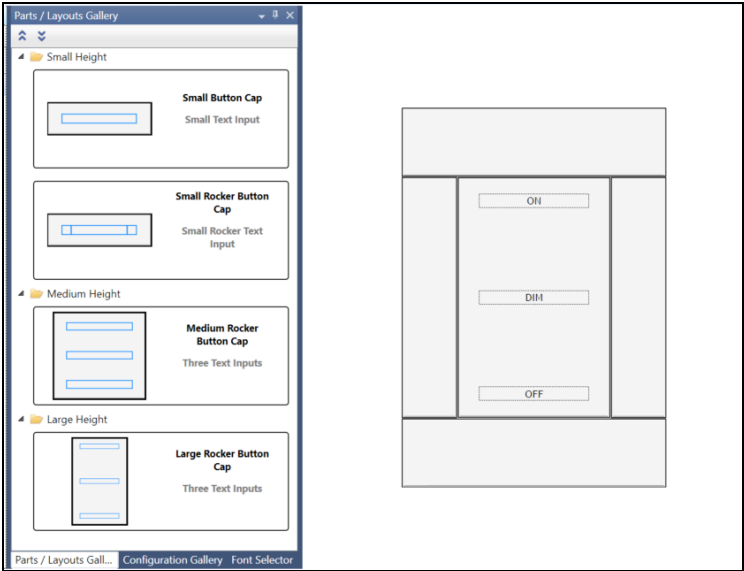
Parts/Layouts Gallery

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.

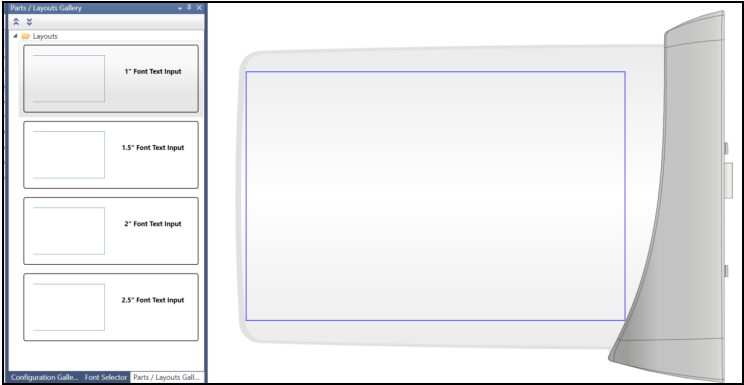


For SSC and SSW signs, the parts listed refer to the font size allowed in the engravable space. Select the layout based on the font size required to adequately display the text.

Parts/Layouts Gallery for HZ-KPEX

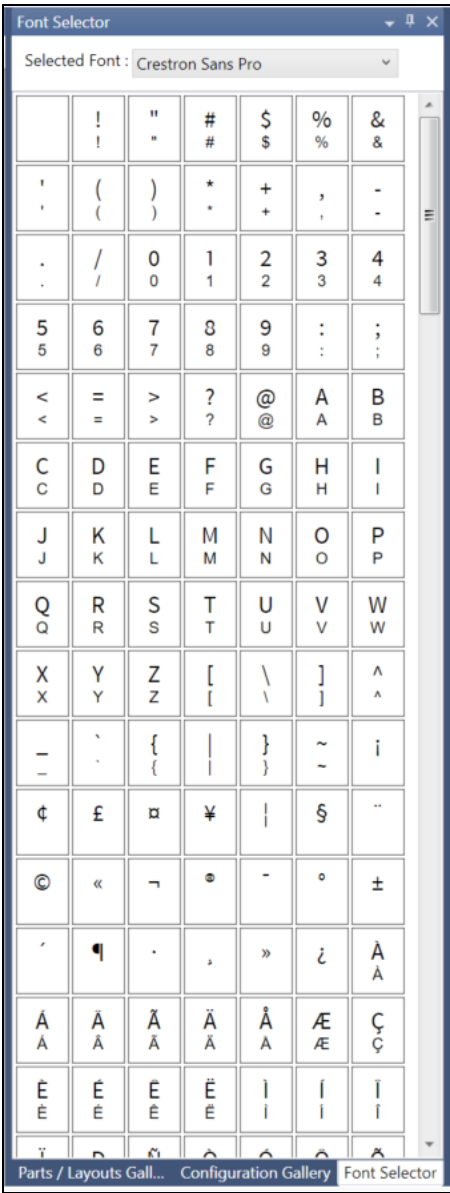


Parts/Layouts Gallery for SSW



Font Selector

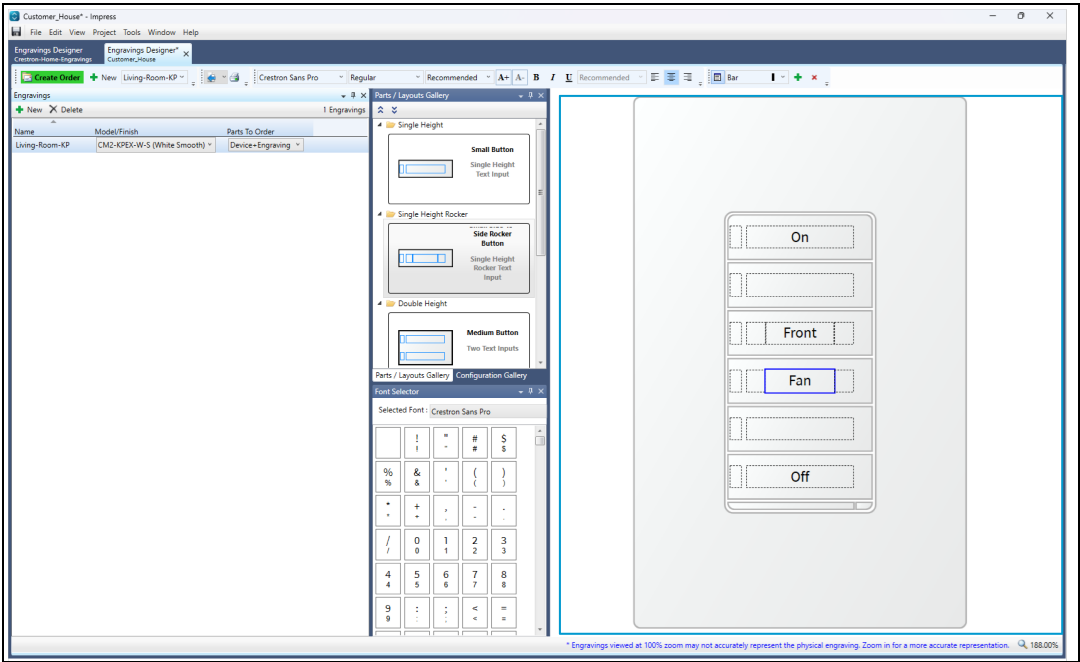
Font Selector displays available fonts for each specific device and a characters table for the selected font. Font options vary depending on the device.



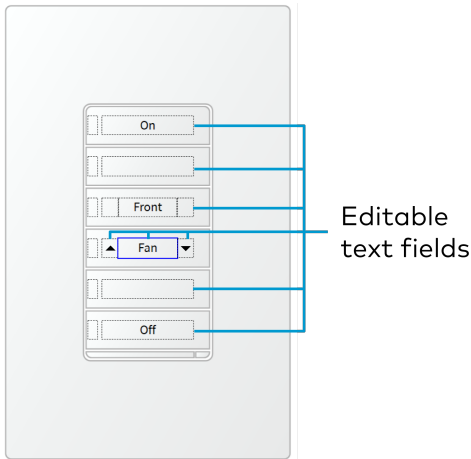
Canvas

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

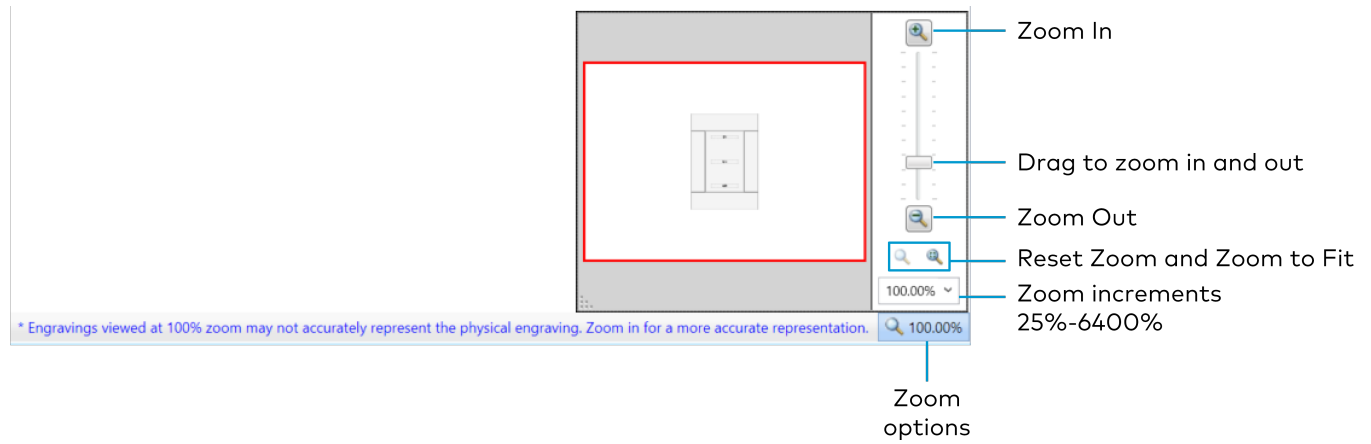


Zoom

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.



Keyboard Shortcuts

The following keyboard shortcuts are available:

Shortcut Keys	Functionality	Location
	View context-sensitive help.	N/A
 + 	Save engravings project.	
 +  + 	Save all projects.	
 + 	Launch Create Order window	
 + 	Launch Print window	
 + 	Add new engraving.	Engravings Tool Window on page 34
	Rename engraving.	

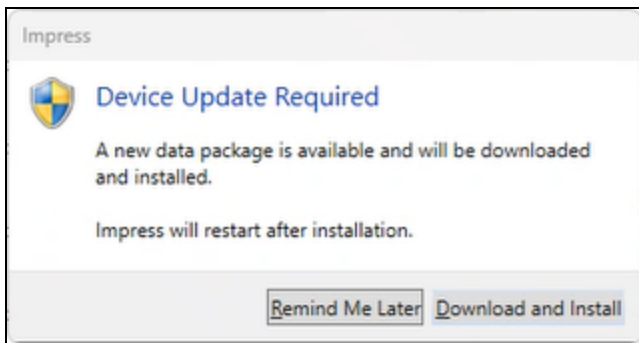
Shortcut Keys	Functionality	Location
 + 	Bold engraving text	Editable fields of device in the Canvas on page 38
 + 	Italicize engraving text	
 + 	Underline engraving text	
 + 	Left align engraving text	
 + 	Center engraving text	
 + 	Right align engraving text	
 + 	Import image	
 +  + 	Exclude part from order	

Get the Latest Data Updates

The following sections describe different methods for accessing the **Device Maintenance** page to install data updates.

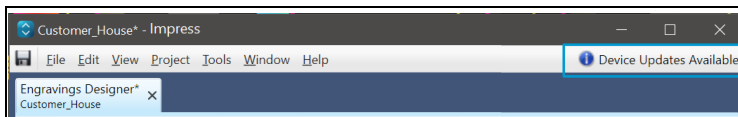
Launch Impress Software

When Impress is launched and an update is available, the **Device Update Required** window displays. Select **Download and Install** to access the **Device Maintenance** page. Select **Remind Me Later** to ignore the message and delay the update.



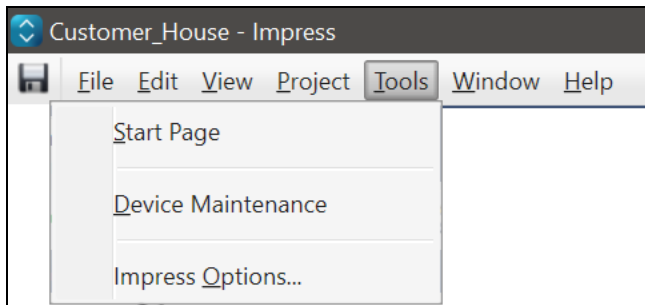
Device Update Available in Menu Bar

When updates are available but have not been installed, the **Device Updates Available** prompt appears in the Menu bar when the Impress software is launched. Select **Device Updates Available** to access the **Device Maintenance** page.



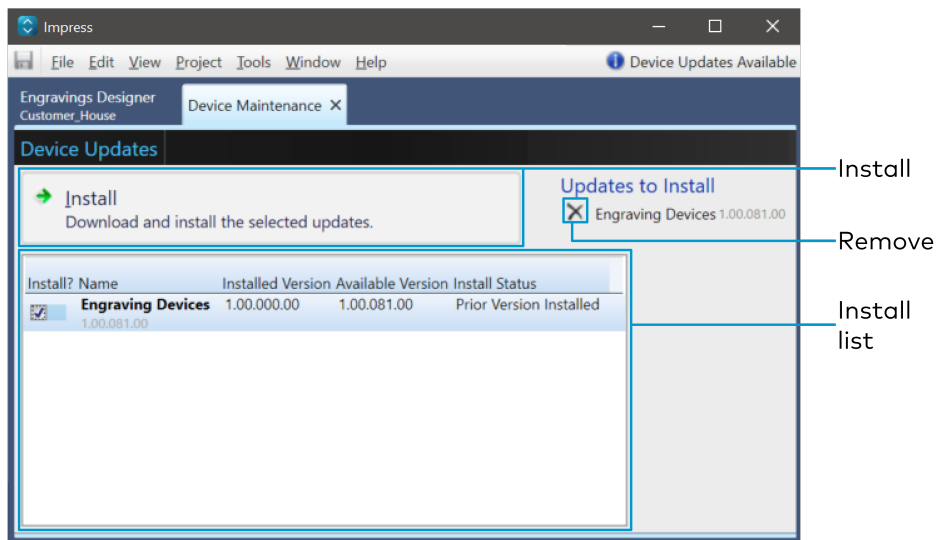
Tools in the Menu Bar

To access the **Device Maintenance** page from the Menu bar, select **Tools**, then select **Device Maintenance**.



Download Updates

Access the **Device Maintenance** page to download updates.



On the **Device Maintenance** page:

1. Review the listed updates. If updates are not listed, select **Load** to populate available updates.
2. Select the desired update(s).
3. Select **Install** to download and install the update, or click **Remove** to remove the update from the list.

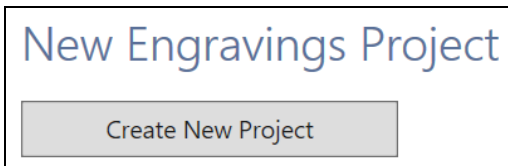
NOTE: The software is up to date when the **Install?** check box is clear and **Install Status** says **Installed**.

Install?	Name	Installed Version	Available Version	Install Status
	Engraving Devices	1.00.107.00	1.00.107.00	Installed
	1.00.107.00			

Start a New Project

To start 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.

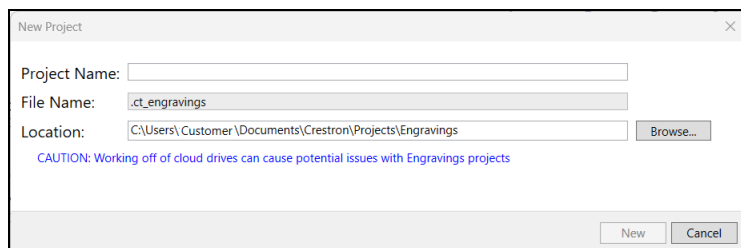
3. Verify the file location. If the file location needs to be changed, select **Browse** to navigate to the **Engravings** folder.

Engraving projects may be stored in any folder. By default, Impress stores projects in one of the following locations:

- C:\Users\User_Name\Documents\Creston\Projects
- C:\Users\User_Name\Documents\Creston\Impress

CAUTION: Do not save projects on a network folder or cloud sharing platform. Projects may not save properly and could corrupt orders.

New Project



New Project

Project Name:

File Name:

Location:

CAUTION: Working off of cloud drives can cause potential issues with Engravings projects

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 in one of the following locations:
 - C:\Users\User_Name\Documents\Creston\Projects
 - C:\Users\User_Name\Documents\Creston\Impress

CAUTION: Do not save projects on a network folder or cloud sharing platform. Projects may not save properly and could corrupt orders.

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 Workflow on page 47](#) for more information.

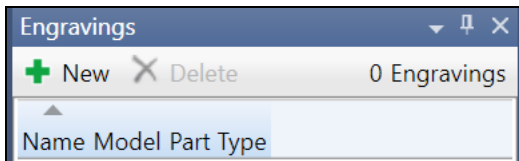
Create an Engraving Workflow

The following sections provide a quick workflow for creating an engraving. For more detailed information regarding layout descriptions, menu options, etc., refer to [Create an Engraving Details on page 51](#).

(1) Start a New Engraving

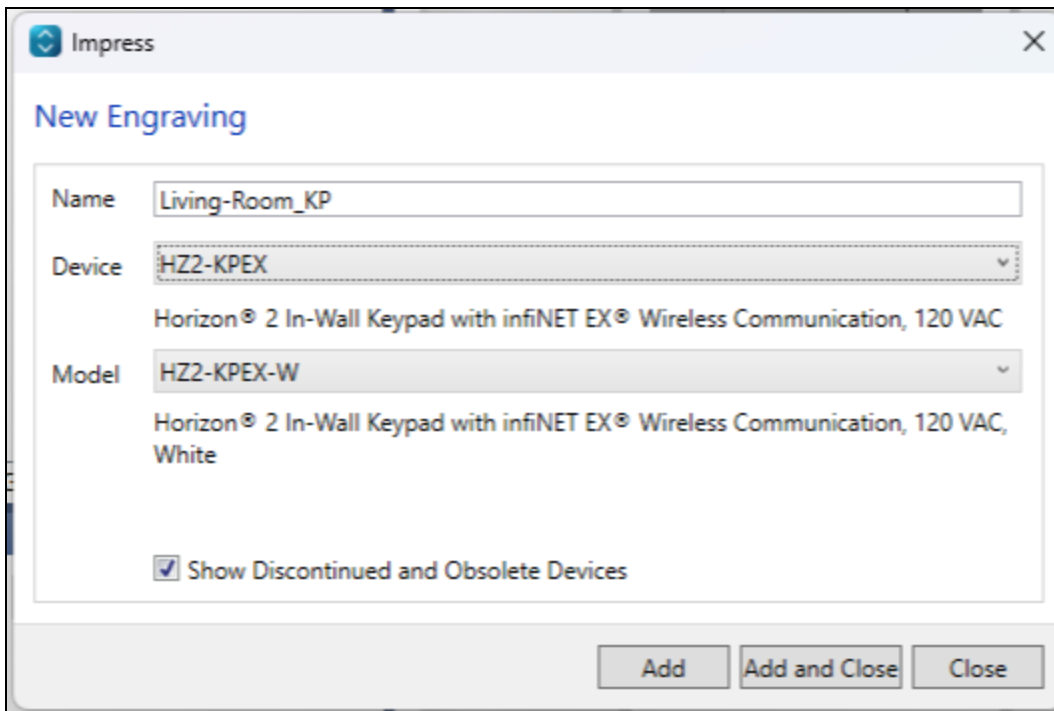
Select **New Engraving**, enter the engraving name, select the device, and select the model.

Select New



To add multiple engravings, select **Add**. The **New Engraving** window remains open. Select **Add and Close** to close the window after adding the engraving. Select **Close** to close the window without adding an engraving.

Enter Name, Select Device and Model



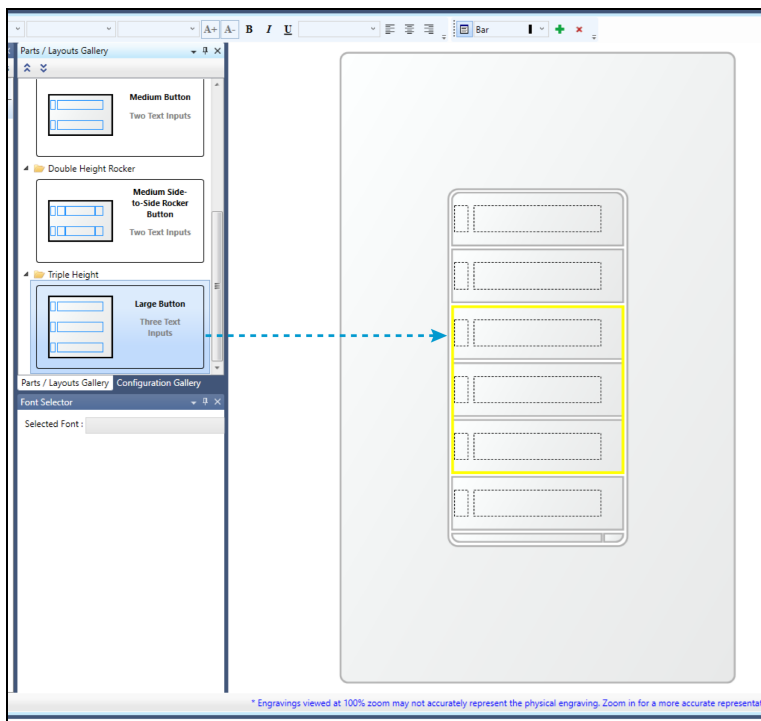
(2) Determine Parts To Order

Some devices, like the Cameo 2 or Horizon 2, display a **Parts To Order** drop-down menu with two options: **Engraving Only** and **Device + Engraving**. If the drop-down menu displays, select **Engraving Only** (the device has already been purchased) or **Device + Engraving** (purchase the device and engraving together). Refer to [Engravings Tool Window on page 34](#).

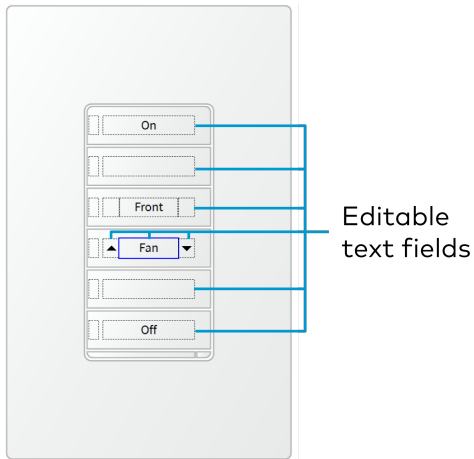
Engravings		
+ New X Delete 17 Engravings		
Name	Model/Finish	Parts To Order
Living-Room-KP	CM2-KPEX-W-S (White Smooth)	Device+Engraving
Kid-Bedroom	HZ2-KPEX-W (White) ▾	Engraving Only ▾
Rear-AUX-RKR	CM2-AUX-RKR-W-S (White Smooth)	Device+Engraving
Rear DIMEX	CM2-DIMEX-W-S (White Smooth)	Device+Engraving
Rear DIMUEX	CM2-DIMUEX-W-S (White Smooth)	Device+Engraving

(3) Design Engraving

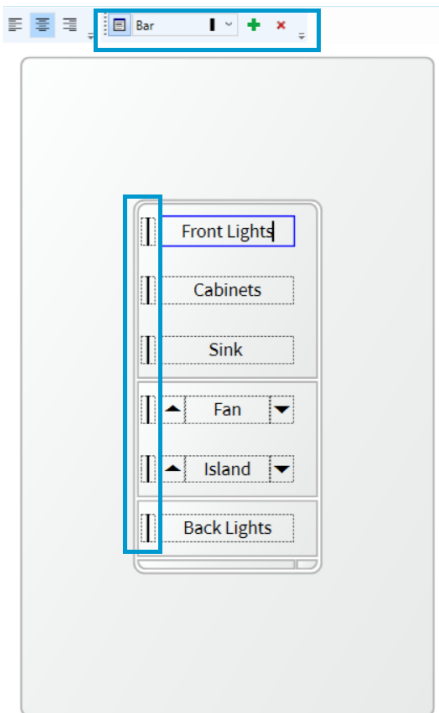
1. Define the button layout.



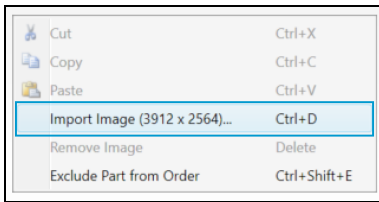
2. Click in the editable text field.



3. Choose the font family, font size, or text alignment using the Font Toolbar. Consider using the Font Selector when using icon fonts like Crestron Transport. Refer to [Font on page 31](#) and [Font Selector on page 37](#).
4. Type the desired engraving text in the text field.
5. For most Cameo 2 devices, add indicators. Refer to [Toolbars on page 29](#).

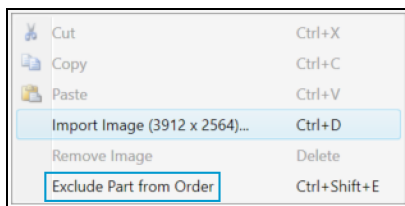


6. Add images. Supported devices include the HR-310, MPC3, MPC4, SSC, and SSW. Right-click in the editable text field to show the menu. Refer to [Engraving Images on page 56](#).



(4) Exclude Part from Order

If applicable, exclude parts. Right-click in the editable text field to show the menu. Refer to [Exclude a Part from an Order on page 59](#).



Create an Engraving Details

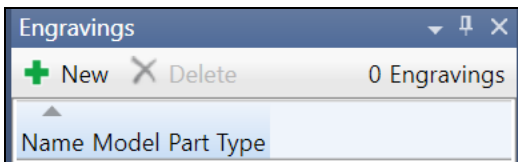
The following sections provide details and options for creating an engraving. For a quick workflow, refer to [Create an Engraving Workflow on page 47](#).

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

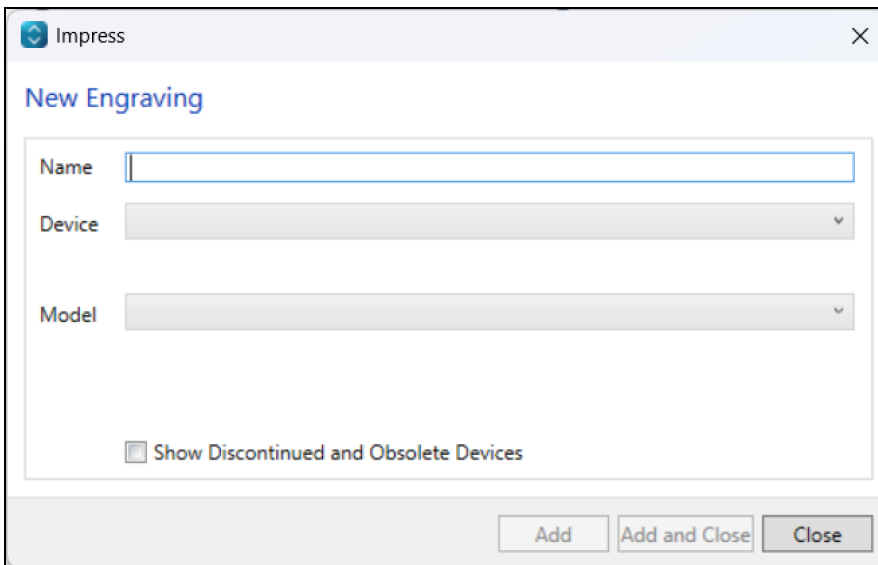
Add a New Engraving

To add an engraving to a project:

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

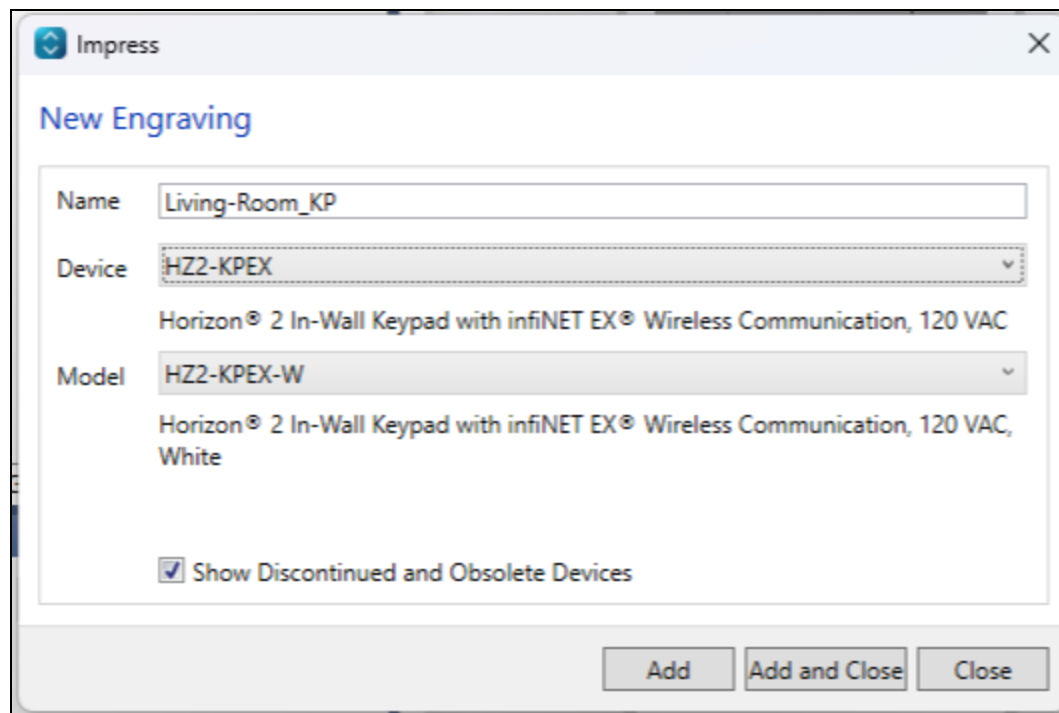


The **New Engraving** window displays.



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 device being engraved (e.g. Living-Room_KP).
 - **Device:** Select a product family from the drop-down menu.
 - **Model:** Select the specific model from the drop-down menu.
4. To add multiple engravings, select **Add**. The **New Engraving** window remains open. Select **Add and Close** to close the window after adding the engraving. Select **Close** to close the window without adding an engraving.

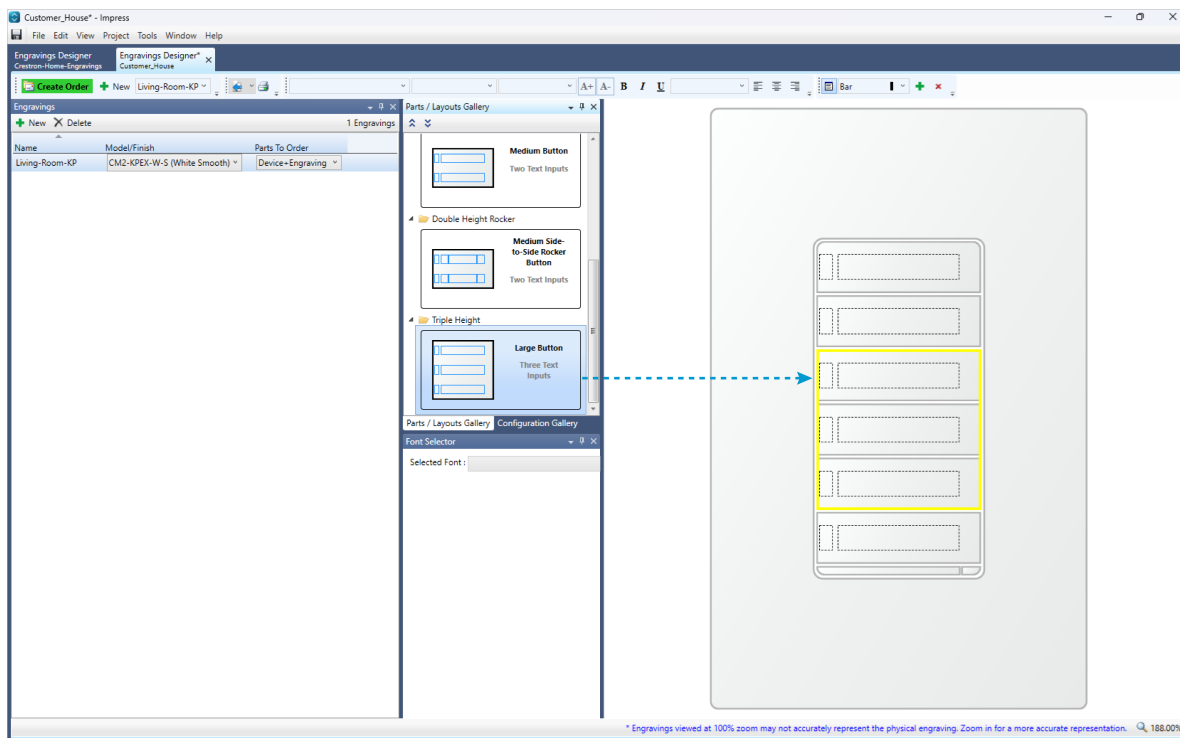
New Engraving Sample



The screenshot shows a software window titled 'Impress' with a close button (X) in the top right corner. Below the title bar, the window has a header 'New Engraving'. The main content area contains three input fields: 'Name' with the text 'Living-Room_KP', 'Device' with a dropdown menu showing 'HZ2-KPEX', and 'Model' with a dropdown menu showing 'HZ2-KPEX-W'. Below the 'Model' dropdown, the text 'Horizon® 2 In-Wall Keypad with infiNET EX® Wireless Communication, 120 VAC, White' is displayed. At the bottom of the main content area, there is a checkbox labeled 'Show Discontinued and Obsolete Devices' which is checked. At the bottom of the window, there are three buttons: 'Add', 'Add and Close', and 'Close'.

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 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.

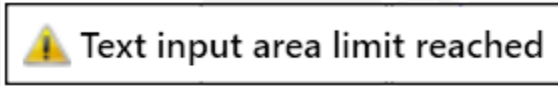
TIP: For SSC and SSW signs, consider changing the **Font Family Typeface** to **Condensed** if the text does not fit in the engravable area.

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

NOTES:

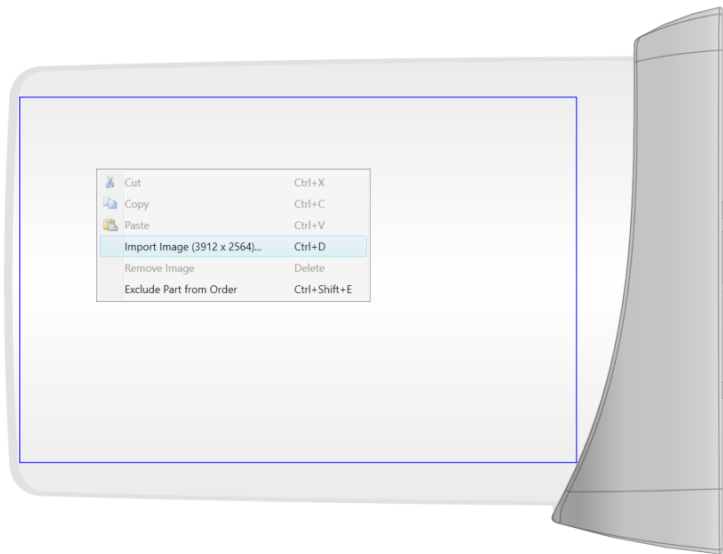
- Options vary depending on the device.
- More than one font may be used in an editable text field.
- The font size may adjust automatically to fit in the text field.
- If the editable text field allows, text may wrap to two lines.
- Text may be copied and pasted to other fields

- Refer to [Font on page 31](#) and [Font Selector on page 37](#) 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, MPC4, SSC, and SSW.

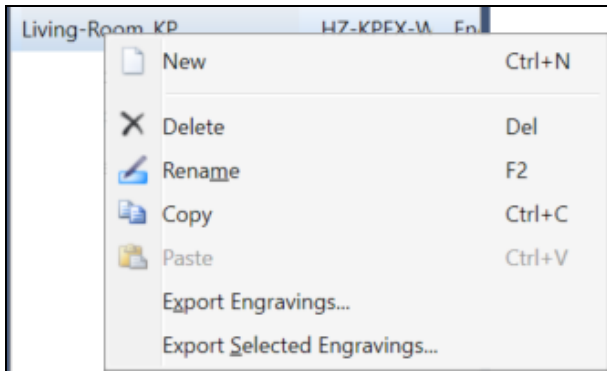
To add an image:

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 56](#) for details.

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 51](#).
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 80](#).
- **Export Selected Engravings:** Export selected engravings.
Refer to [Export Engravings File on page 80](#).

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/MPC4 series
- SSC/SSW series

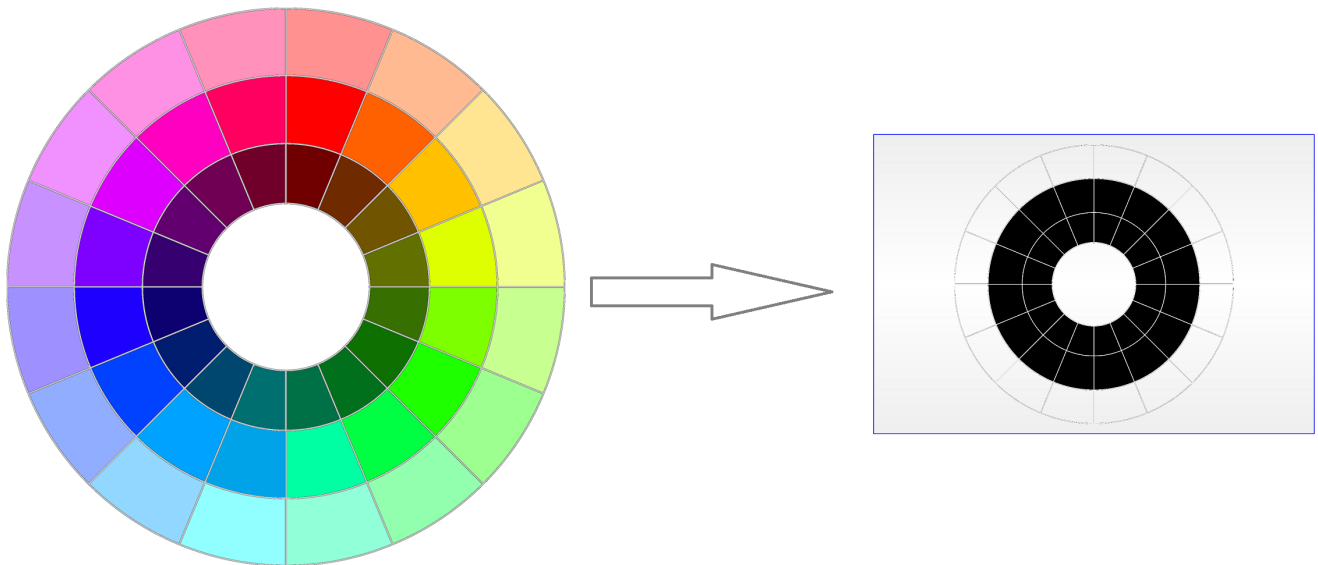
Black and White Images

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).



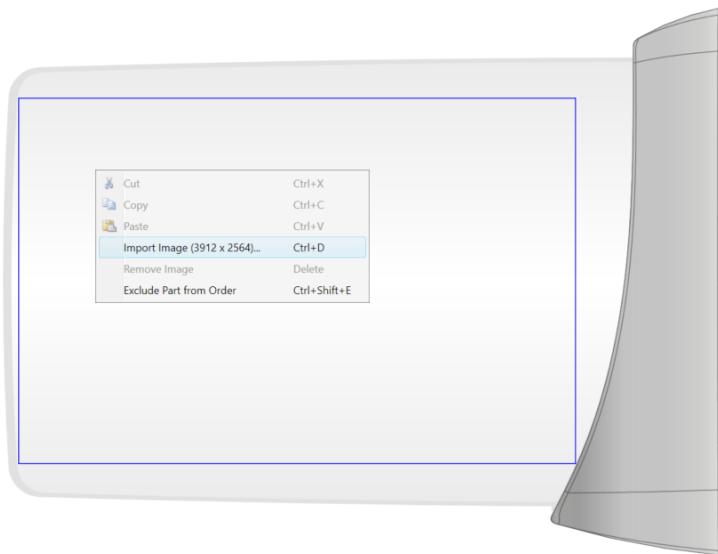
Recommended Image Size

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 54](#).

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.

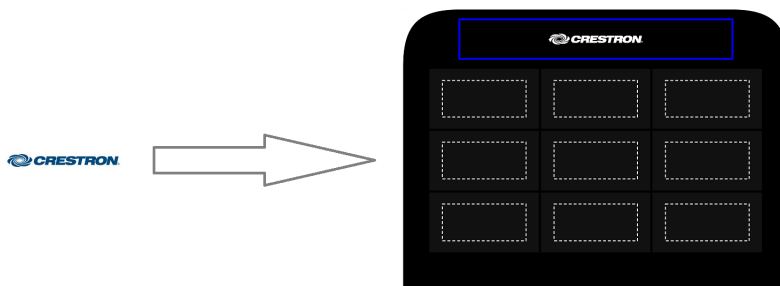
NOTE: High-resolution images may effect Impress performance.

Import Image Dimensions



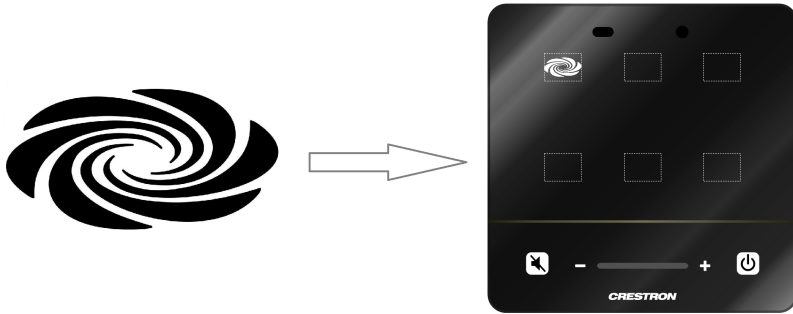
HR-310 with Smaller Image

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 39](#) for details.

Exclude a Part from an Order

The following section explains how to exclude a part from an order.

NOTES:

- A part cannot be excluded if **Parts To Order** is set to **Device + Engraving**. Parts can only be excluded from an engraving that is set to **Engraving Only**.

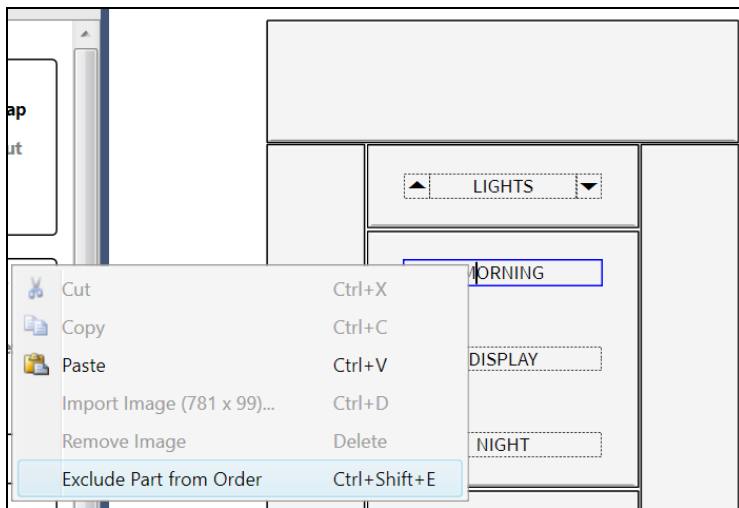


Name	Model/Finish	Parts To Order
Living-Room-KP	CM2-KPEX-W-S (White Smooth)	Device+Engraving
Kid-Bedroom	HZZ-KPEX-W (White)	Engraving Only
Rear-AUX-RKR	CM2-AUX-RKR-W-S (White Smooth)	Device+Engraving

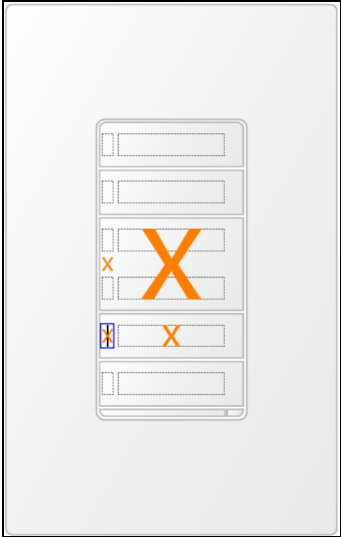
- For Cameo 2 devices, indicators cannot be excluded from an order. Indicators are only excluded if the associated button is excluded.

- Select the engraving from the Engravings Designer tab. A preview of the device displays in the Canvas.
- 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



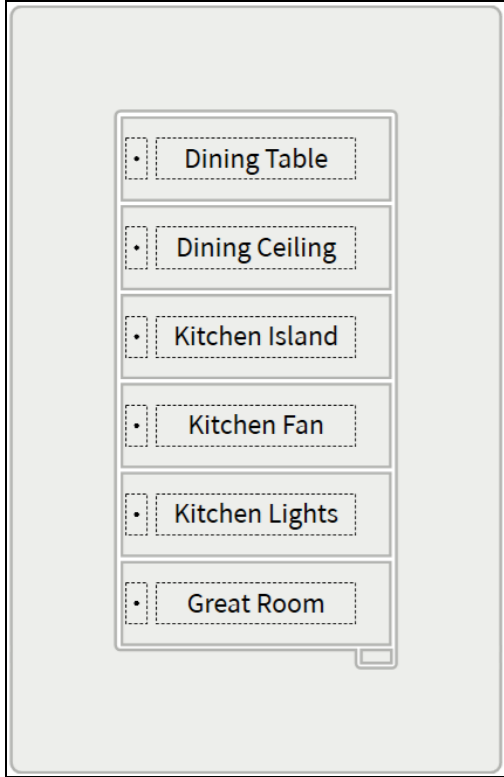
Excluded Parts



Engravable Devices

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

Cameo® 2 Keypads



The following models are supported:

- CM2-AUX-RKR
- CM2-DIMEX
- CM2-DIMEX-RKR
- CM2-DIMUEX
- CM2-DIMUEX-RKR
- CM2-KPCN
- CM2-KPEX
- CM2-KPEX-RKR
- CM2-KPFCN
- CM2-SWEX
- CM2-SWEX-RKR

The Cameo 2 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

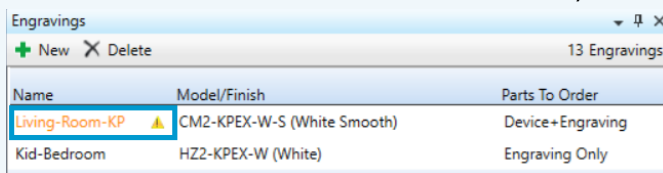
engraversable area. LED indicators on Cameo 2 models can be customized (except CM2-AUX-RKR). Engravable text areas allow for both lower and uppercase text.

The Cameo 2 keypads provide six button styles:

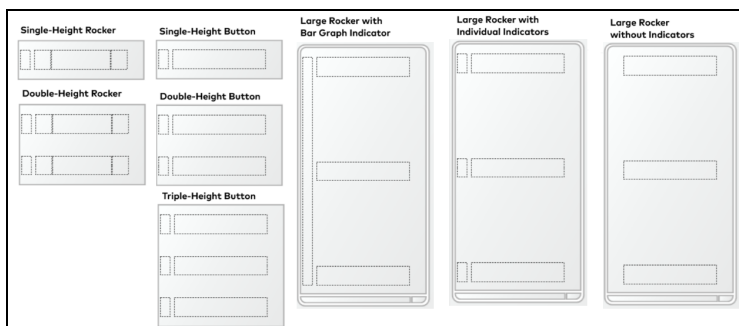
- Single-height push button
- Single-height, side-to-side rocker
- Double-height button, consisting of two push buttons
- Double-height rocker, consisting of two side-to-side rockers
- Triple-height button, consisting of three consecutive push buttons
- Large rocker, consisting of three push buttons in the first, third, and fifth positions

NOTES:

- When using lowercase text, characters with descending features (such as "g," "q," "j," and so forth.) must be set at the lowest font size.
- When an engraving is written in all lowercase letters, a warning appears in the **Engravings** tool window in case this was done mistakenly.



- For large rockers, excluding the CM2-AUX-RKR, indicators are available as one long bar graph or three individual indicators.
- More than one font size and font type may be used in an engravable area.
- CM2-AUX-RKR has only one button configuration: One large rocker consisting of three push buttons in the first, third, and fifth positions.



Refer to the following topics for more information:

- [Create an Engraving Workflow on page 47](#)
- [Create an Order on page 86](#)
- [Exclude a Part from an Order on page 59](#)
- [Impress Best Practices on page 105](#)

Horizon® 2 Keypads



The following models are supported:

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

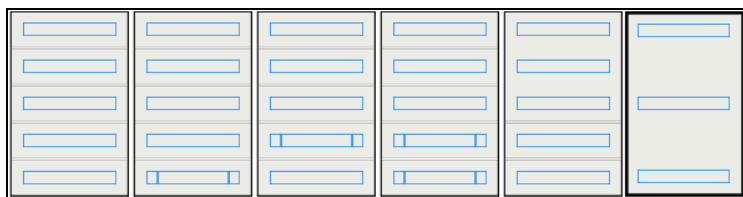
The Horizon 2 keypads use button-tree configurations. Each configuration has buttons with one or more engravable areas, and the total number of engravable areas varies depending on the configuration. One line of text can be engraved in each engravable area.

The following Horizon 2 button-tree configurations are possible:

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

positions) and two single push buttons in the fourth and fifth positions

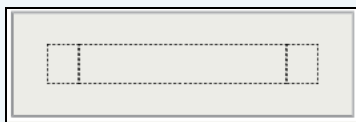
- One large rocker, consisting of three push buttons in the first, third, and fifth positions



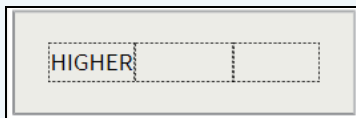
NOTES:

- HZ2-AUX has only one button-tree option: One large rocker consisting of three push buttons 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 than 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



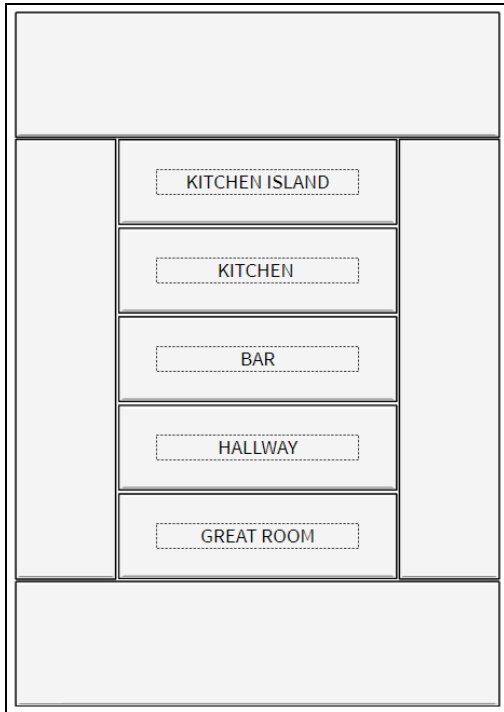
Adjusted Engravable Areas



Refer to the following topics for more information:

- [Create an Engraving Details on page 51](#)
- [Create an Order on page 86](#)
- [Exclude a Part from an Order on page 59](#)
- [Impress Best Practices on page 105](#)

Horizon Keypads



The following models are supported:

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

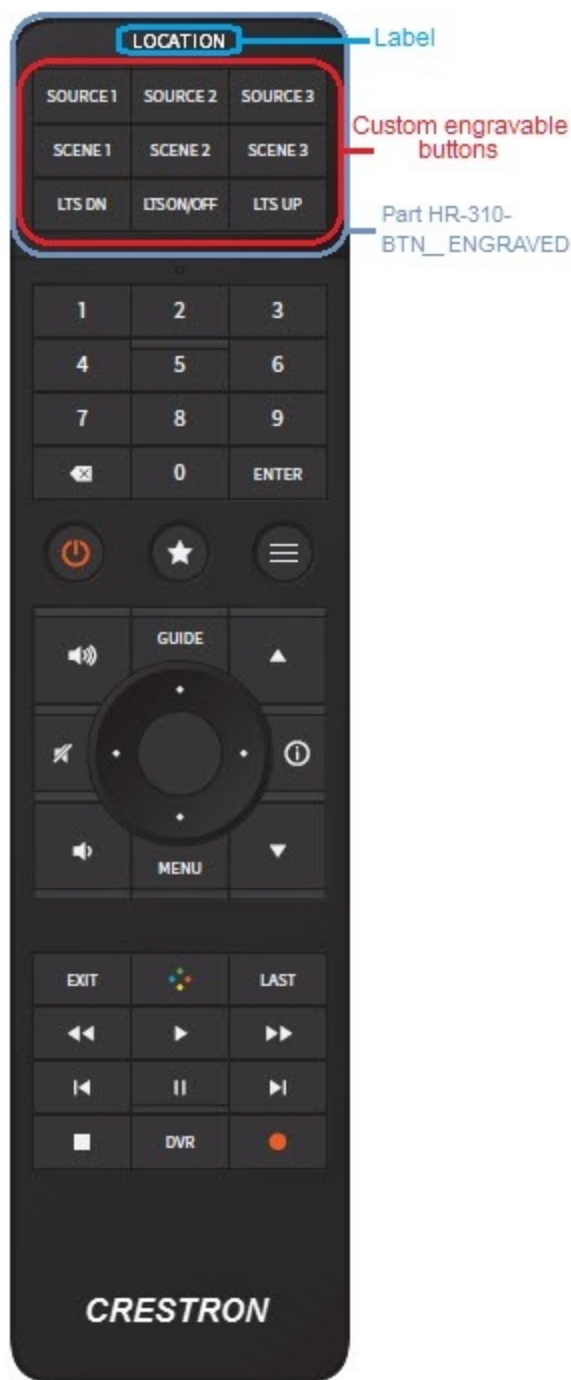


NOTE: The Horizon keypads do not support engraving in lower case letters or image engraving at this time.

Refer to the following topics for more information:

- [Create an Engraving Details on page 51](#)
- [Create an Order on page 86](#)
- [Exclude a Part from an Order on page 59](#)
- [Impress Best Practices on page 105](#)

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.

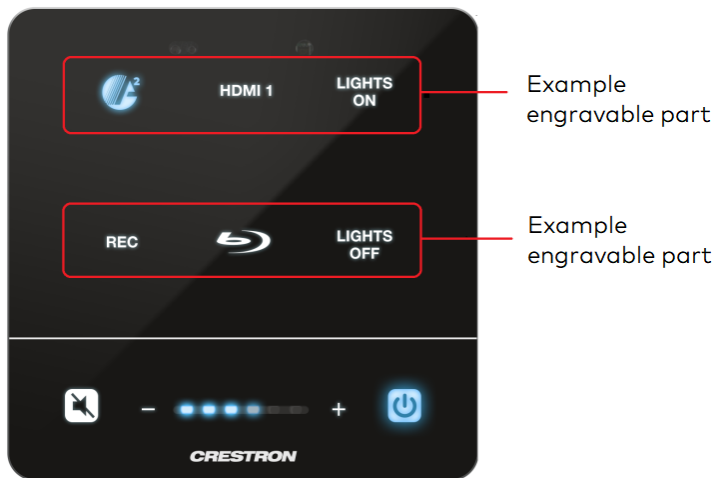
NOTE: The HR-310 remote does not support engraving in lower case letters or image engraving at this time.

Refer to the following topics for more information:

- [Create an Engraving Details on page 51](#)
- [Engraving Images on page 56](#)
- [Create an Order on page 86](#)
- [Exclude a Part from an Order on page 59](#)
- [Impress Best Practices on page 105](#)

MPC3/MPC4 Presentation Controller

MPC3-201



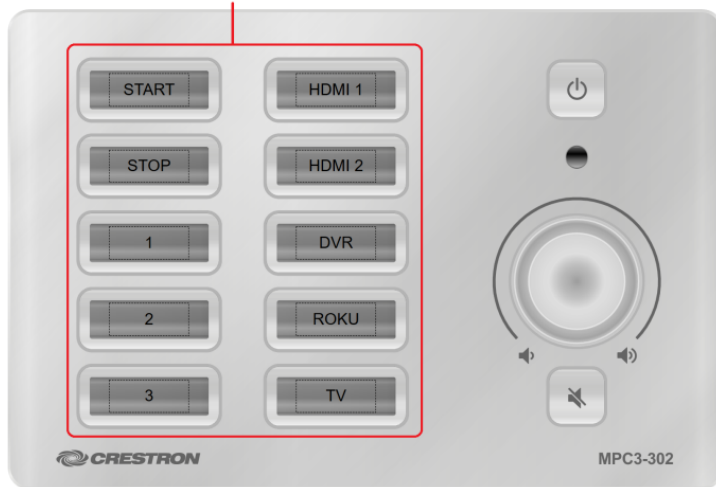
For the MPC3-102, MPC3-201, MPC4-102, MPB4-201, or MPC4-201, a part can be order for each engravable area. Engravable areas support an image or up to two lines of text.

Refer to the following topics for more information:

- [Create an Engraving Details on page 51](#)
- [Engraving Images on page 56](#)
- [Create an Order on page 86](#)
- [Exclude a Part from an Order on page 59](#)
- [Impress Best Practices on page 105](#)

MPC3-302 Presentation Controller

Example engravable part



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 Details on page 51](#)
- [Engraving Images on page 56](#)
- [Create an Order on page 86](#)
- [Exclude a Part from an Order on page 59](#)
- [Impress Best Practices on page 105](#)

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. Engraving can be changed at any time by purchasing a replacement sign face.

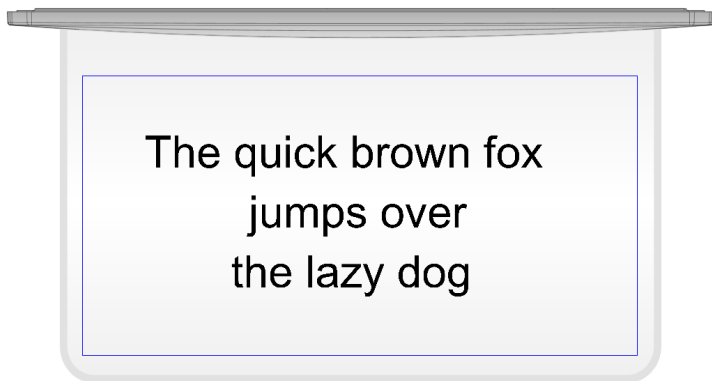
The status sign has one engravable area. Parts ([SSC-ACR-102/SSC-ACR-102-EL](#) or [SSW-ACR-102/SSW-ACR-102](#)) can be ordered and consist of one engravable area. Impress provides four layouts that allow up to two lines of text to be engraved in the engravable area.

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



SSC

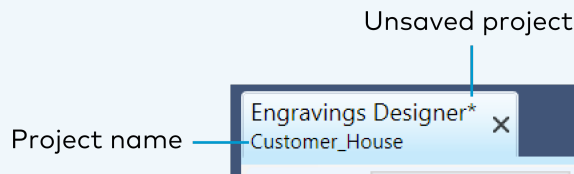


Save a Project

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

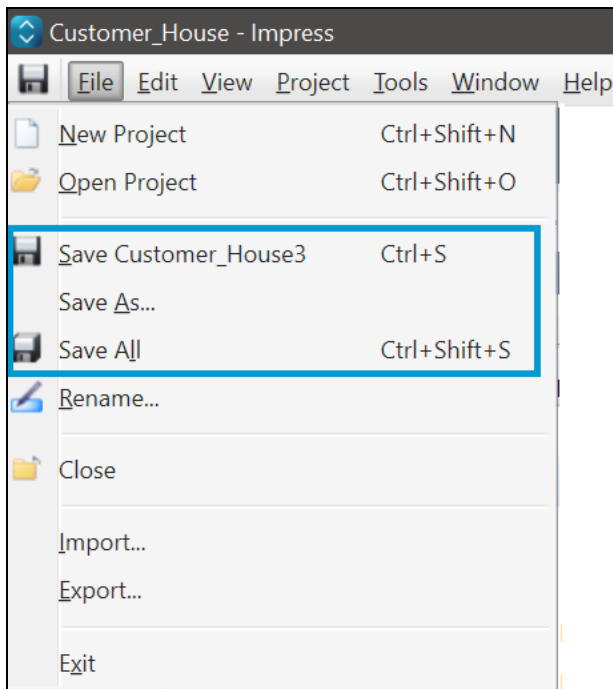
CAUTION: Do not save projects on a network folder or cloud sharing platform. Projects may not save properly and could corrupt orders.

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**.



Save

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

Save As

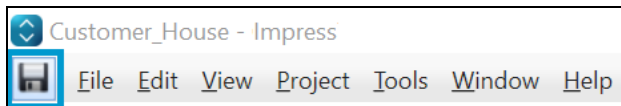
Select **Save As** to save the open project with a new name or in a new location.

Save All

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

Save Icon

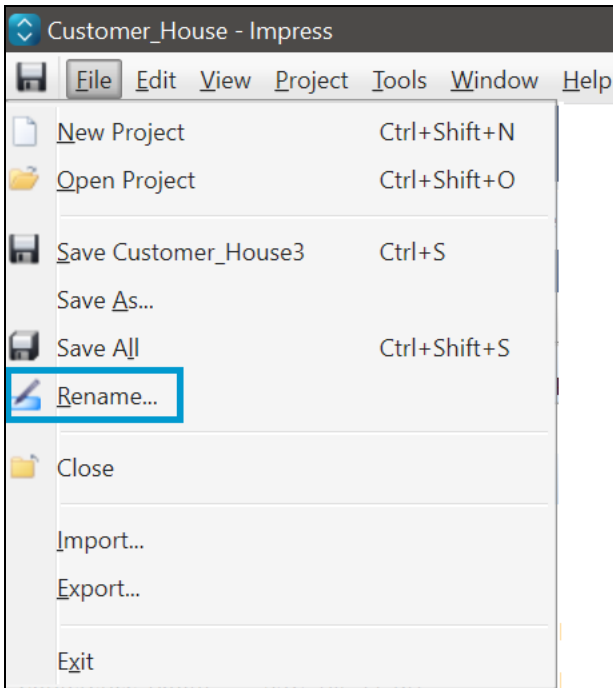
Select the **Save** button to quickly save the open project.



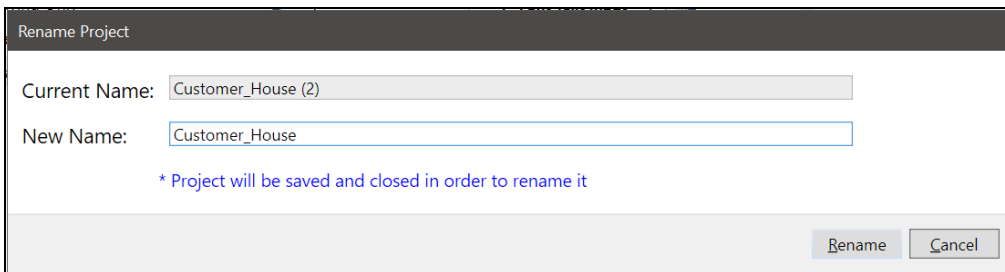
Rename a Project

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.



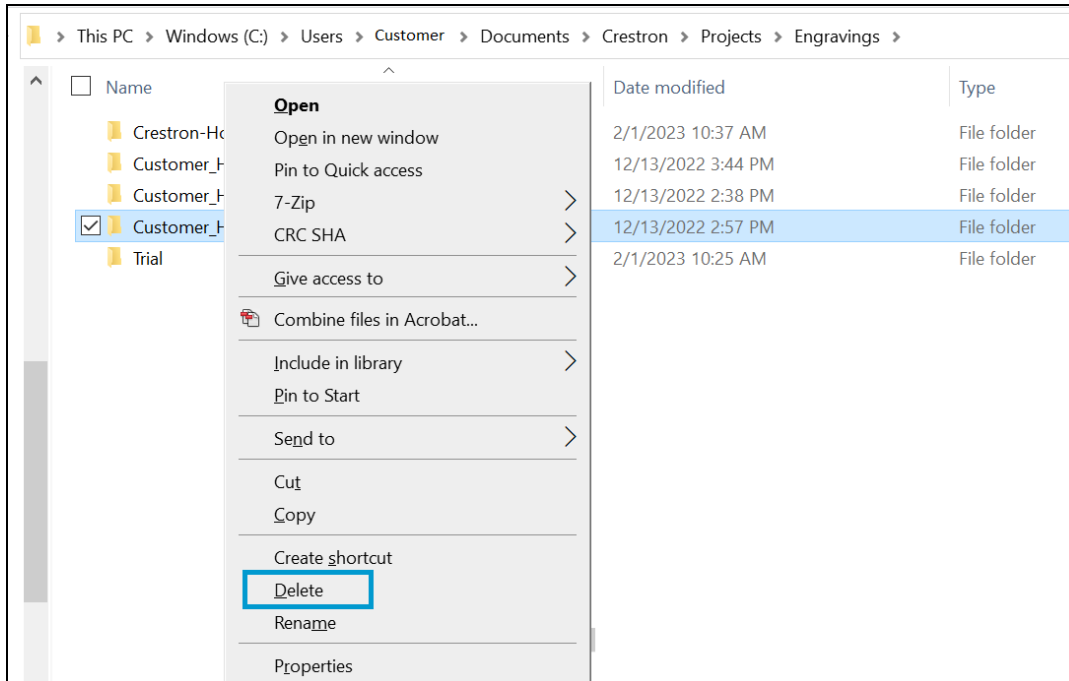
4. Select **Rename** to rename the project or **Cancel** to close the window without renaming the project.

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

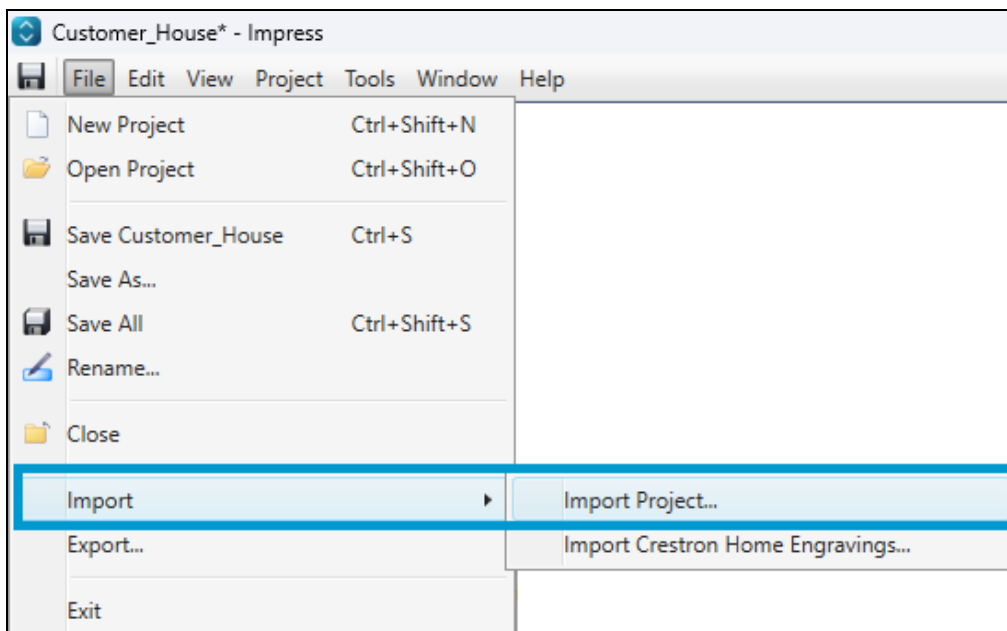
Engraving files can be shared among Impress software users by exporting engravings and sharing the export files. Crestron Studio engravings can also be imported into and used in Impress software. Engravings can be imported as separate projects or merged into an existing project.

CAUTION: Do not use an exported engravings file to submit an order. For more information, refer to [Create an Order on page 86](#).

Import an Engravings File as a Separate Project

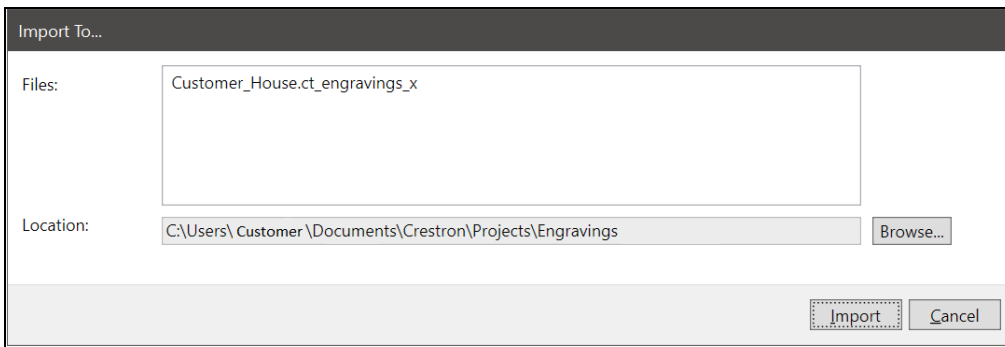
To Import an engravings file:

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

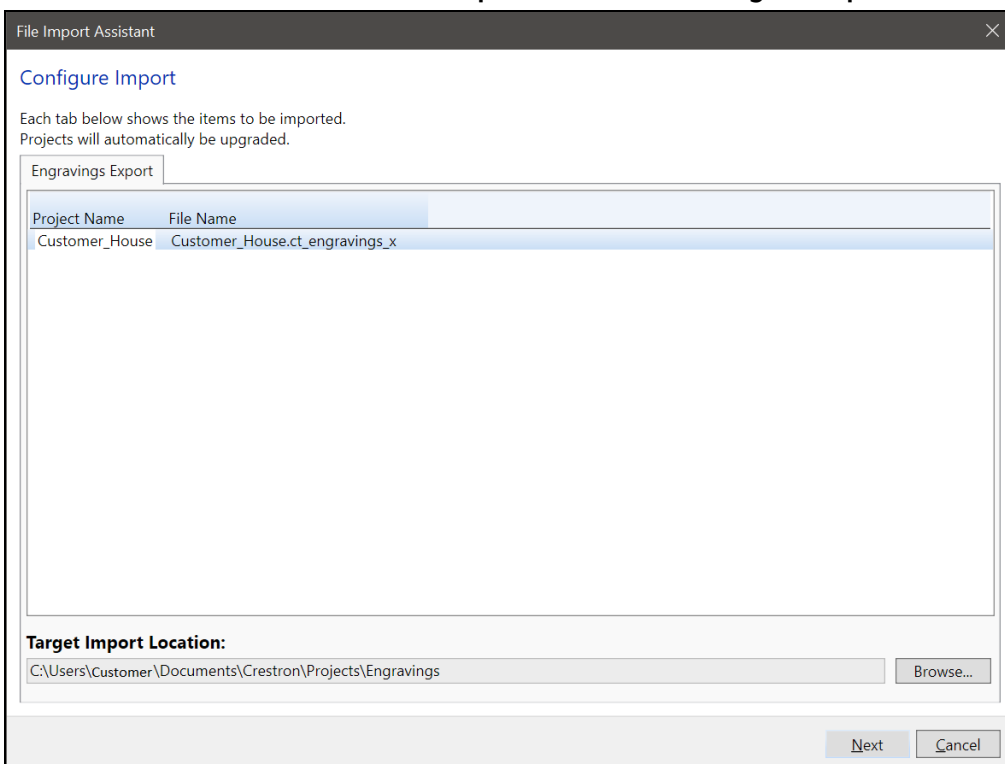


2. Navigate to the desired file.
3. Select the file and select **Open** to open the **Import To** window, or select **Cancel** to close without opening a file.

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.

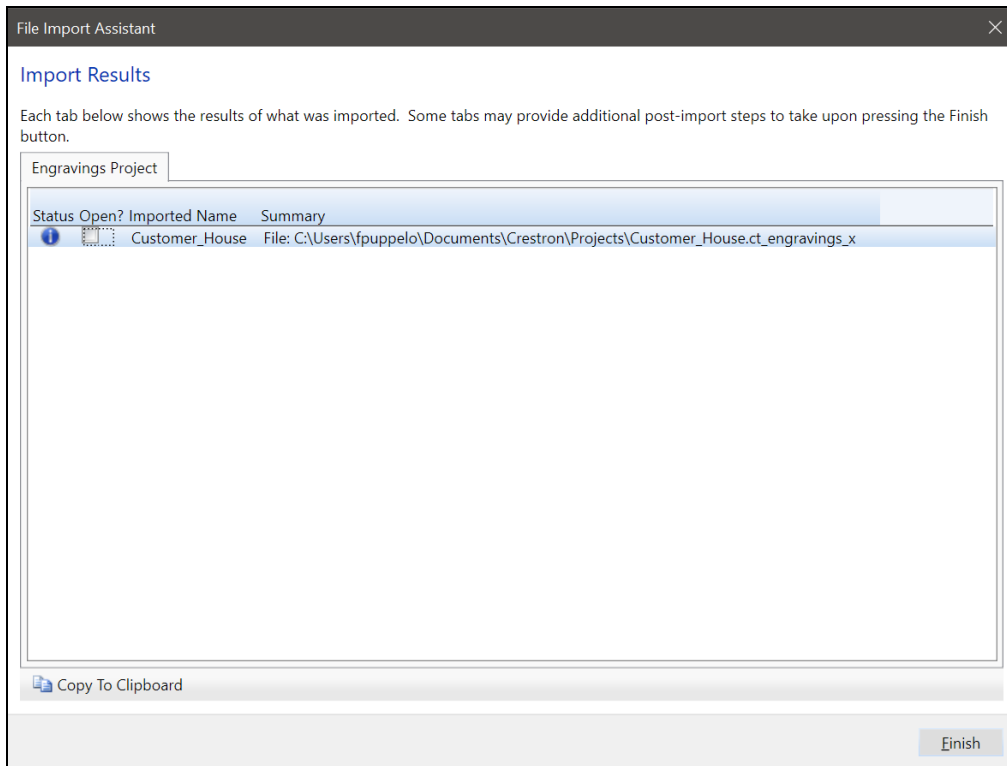


5. Select **Import** to import the files and open the **File Import Assistant/Configure Import** window, or click **Cancel** to close without importing.
6. Review the information in the **File Import Assistant/Configure Import** window.



- 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.

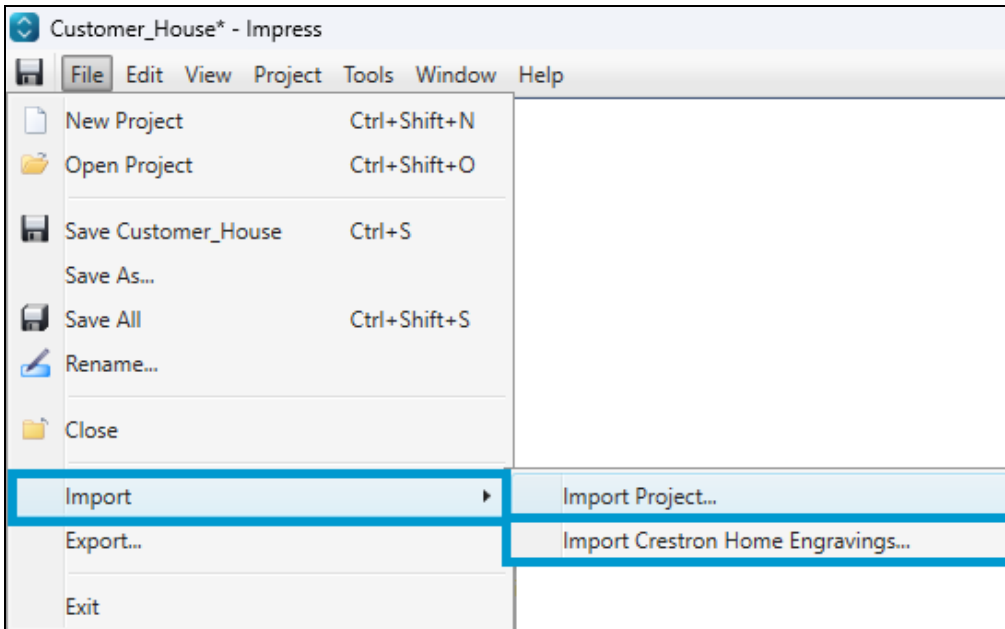


- To open the project once the import is complete, check the **Open?** box.
- To copy the project information, including the project file path, select **Copy To Clipboard**.
- To complete the import, select **Finish**.

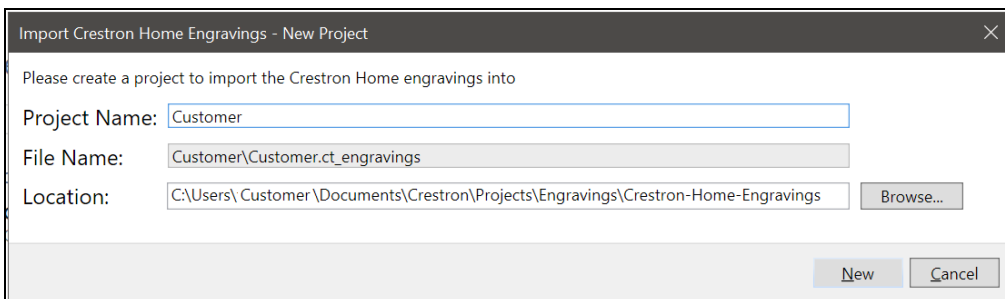
Import a Crestron Home OS Engravings File as a Separate Project

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.

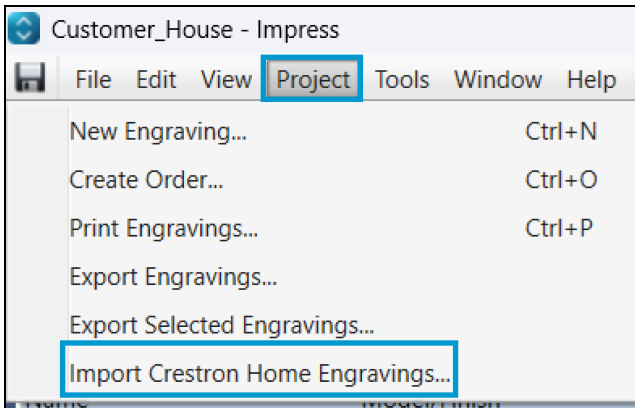


- Enter the new **Project Name**.
 - Keep the location as is, or select **Browse** to set a new storage location for the project.
 - Select **New** to navigate to the file.
 - Select **Cancel** to close without opening a file.
3. Navigate to the desired file and select the file.
 4. Select **Open** to open the **Import To** window, or select **Cancel** to close without opening a file.

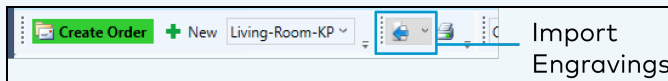
Import a Crestron Home OS Engravings File

To import 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.

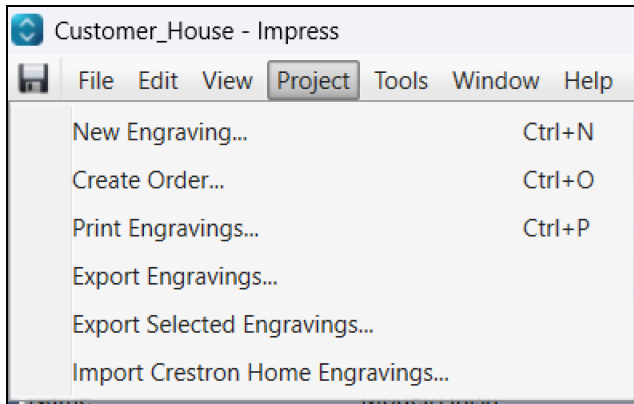


3. Browse to and select the file Crestron Home OS engravings zip file.
4. Select **Open** and the file imports into the project.

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**.

Access **Export Engravings** and **Export Selected Engravings** from the menu bar: **File > Export** or **Project > Export Engravings**.

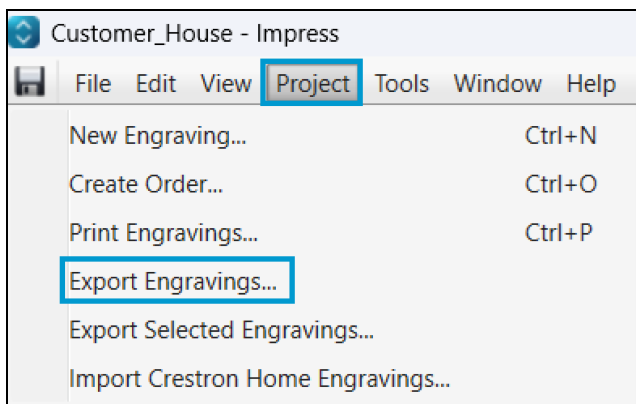


CAUTION: Do not use an exported engravings file to submit an order. For more information, refer to [Create an Order on page 86](#).

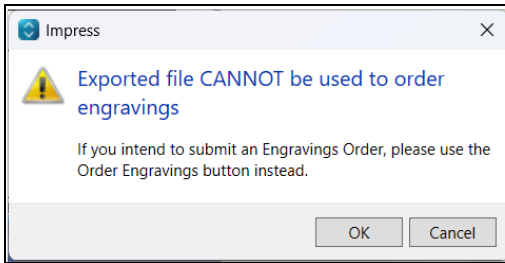
Export Engravings

To export all engravings in the project:

1. Select the **Project** from the menu bar, and select **Export Engravings** to open the **Enter an export file name** window.
Export Engravings

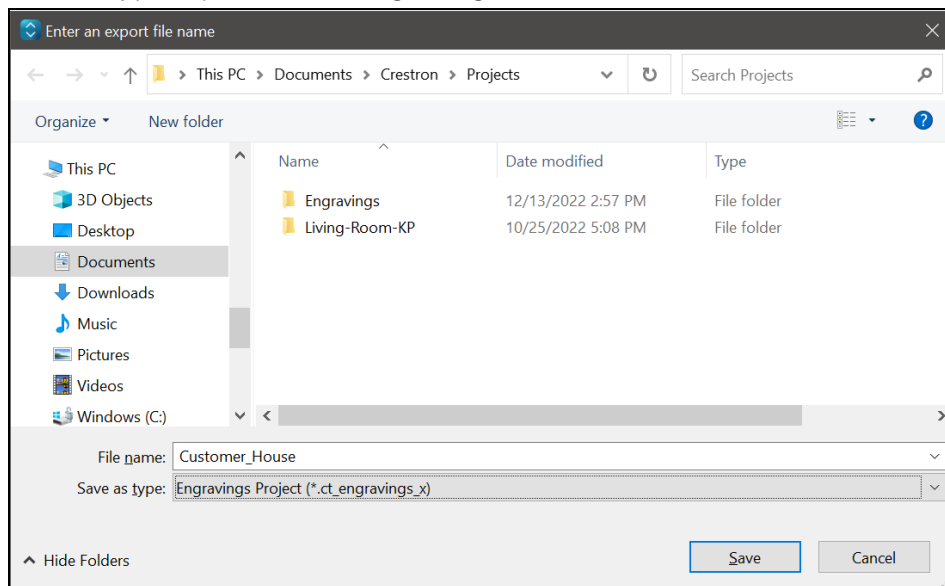


2. When the following warning displays, select **OK** to close the window and continue.



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**.

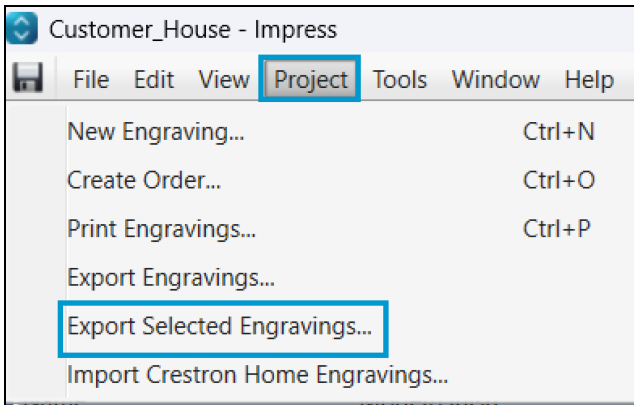


4. Select **Save** to export the file or **Cancel** to close without exporting.

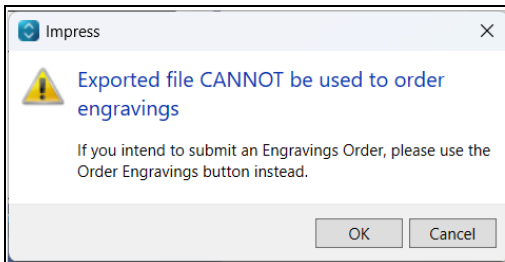
Export Selected Engravings

To export specific engravings in the project:

1. Select the **Project** from the menu bar, and select **Export Selected Engravings** to open the **Enter an export file name** window.

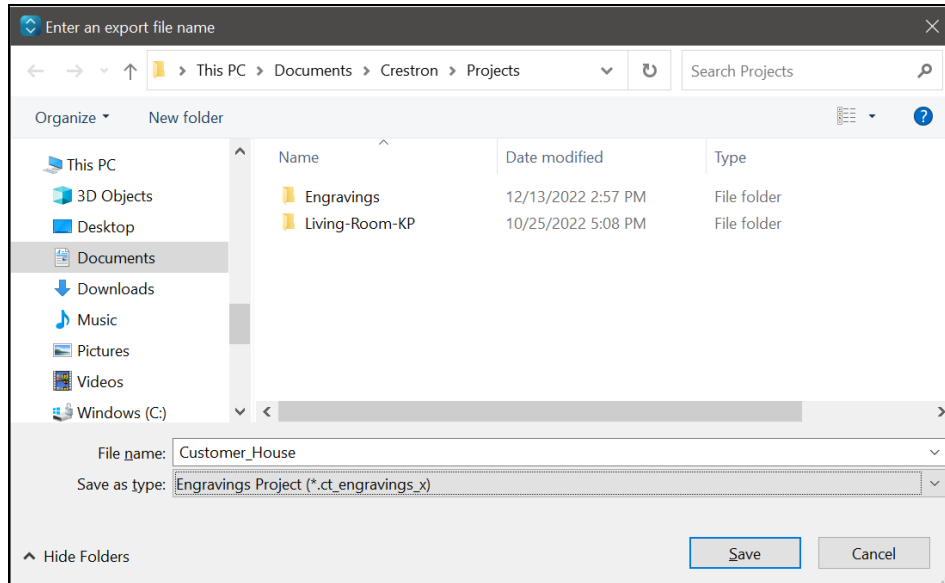


2. When the following warning displays, select **OK** to close the window and continue.



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**.

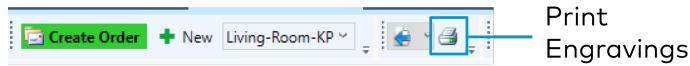


4. Select **Save** to export the file or **Cancel** to close without exporting.

Preview and Print Engravings

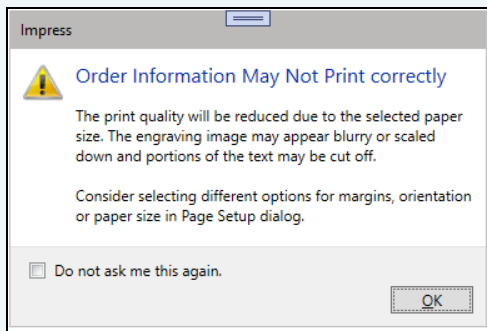
To preview and print an engraving, select **Print Engravings** in the **Engravings** Toolbar. The **Print Engravings** window displays.

Engravings Toolbar



NOTES:

- The Print window is also accessible from the Menu Bar (**Project** > **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.

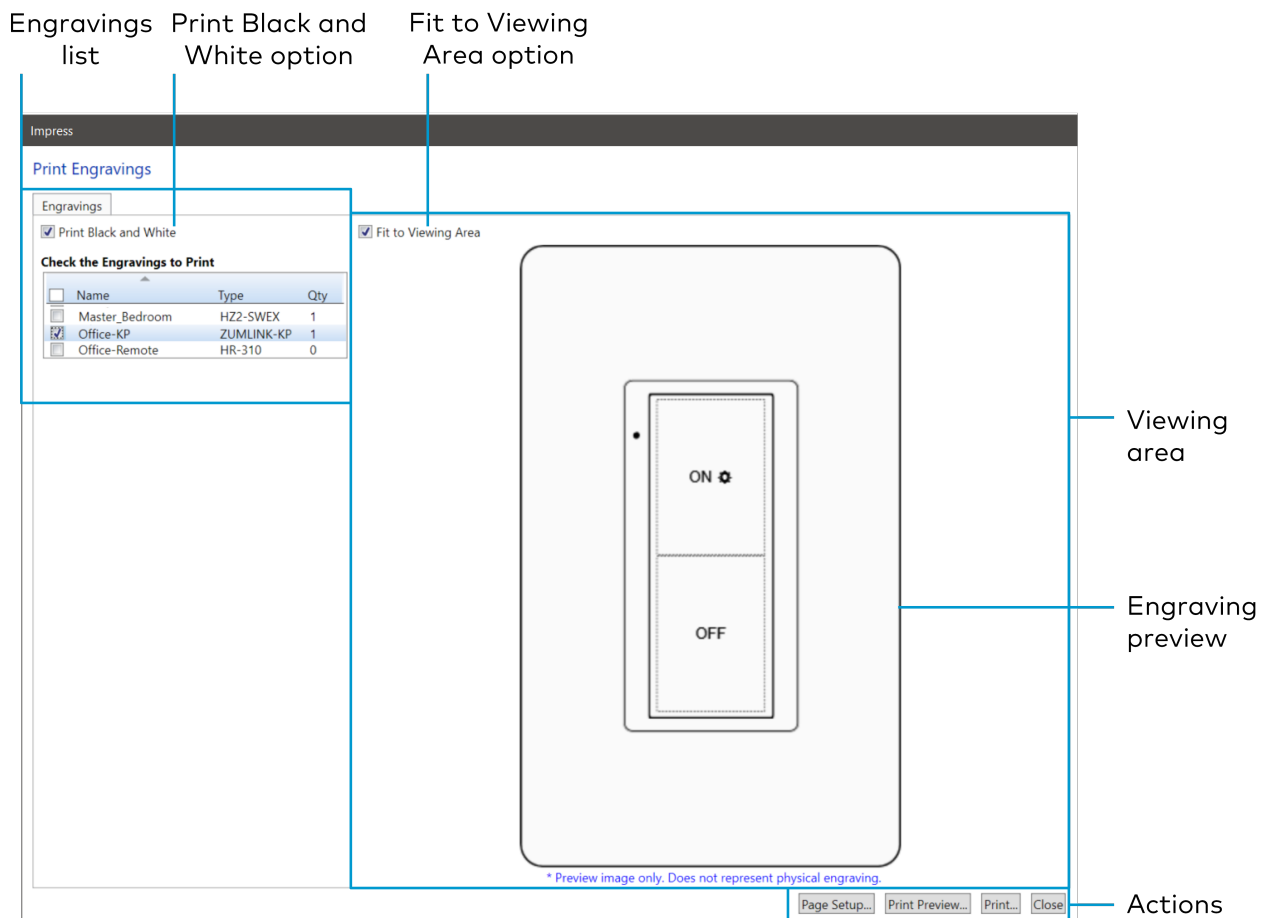
NOTE: To change the quantity, refer to [Create an Order on page 86](#).

- **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**.
- **Print Black and White:** By default, **Print Black and White** is selected. Clear it to print in color.

- **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.

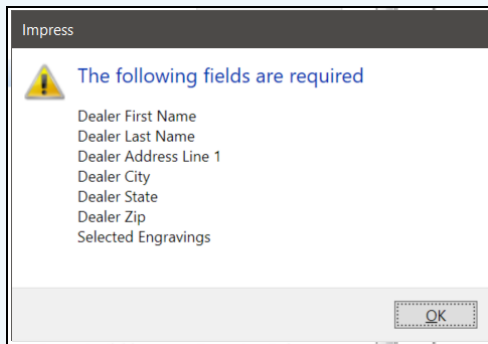


Create an Order

Follow these simple steps to create an order. For detailed steps, refer to [Create Order Details on page 91](#).

NOTES:

- The **Create Engravings Order** window is also accessible from the Menu Bar (**Project > Create Order**) and the keyboard shortcut **Ctrl+O**.
- Selecting **Export Engravings Summary** or **Create File to Order** before all of the required fields are completed opens a list of fields necessary to process the order.



1. Click **Order Engravings** 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 93](#).
- a. Select the desired engraving(s).

Create Engravings Order

Engravings Shipping Shipping Label Order Summary

Select all engravings

☐ Name Type Qty Availability Part Type

<input checked="" type="checkbox"/>	Conference-Room-Sign	SSW	1	Available	Device+Engraving
<input type="checkbox"/>	Living-Room_KP	HZ-KPEX	0	Available	Engraving Only
<input checked="" type="checkbox"/>	Living-Room_KP	HZ-KPEX	4	Available	Engraving Only
<input checked="" type="checkbox"/>	Office-KP	ZUMLINK-KP	1	Available	Engraving Only
<input type="checkbox"/>	Office-Remote	HR-310	0	Available	Engraving Only

- b. Enter the necessary quantity.

Selected Engraving Parts

Model Full Name HZ-KPEX-W, White

Layout Quantity

Parts Ordered

Part	Part Number	Quantity
HZ-BTN-RKR5-W-T-ENGRAVED	6509730	4

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 96](#).

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

The screenshot shows the 'Create Engravings Order' window in the Impress software, with the 'Shipping' tab selected. The window has a title bar 'Impress' and a subtitle 'Create Engravings Order'. Below the subtitle are four tabs: 'Engravings', 'Shipping' (selected), 'Shipping Label', and 'Order Summary'. The 'Shipping' tab contains two main sections: 'Billable Dealer Information' and 'Shipping Address'. The 'Billable Dealer Information' section has fields for First Name (*), Last Name (*), Company, Address Line 1 (*), Address Line 2, Country (*, set to 'United States'), District, City (*), State (*, set to 'United States'), Zip/Postal Code (*), Phone, and E-mail. The 'Shipping Address' section has a checkbox 'Use Dealer Billing Address' which is checked. It also has fields for First Name (*), Last Name (*), Company, Address Line 1 (*), Address Line 2, Country (*, set to 'United States'), District, City (*), State (*, set to 'United States'), Zip/Postal Code (*), Phone, and E-mail. At the bottom right of the window are three buttons: 'Export Engravings Summary', 'Create File to Order', and 'Close'.

4. (Optional): In the **Shipping Label** tab, enter information for **Room** and **Description**. For more information, refer to [Shipping Label on page 99](#).

The screenshot shows the 'Create Engravings Order' window in the Impress software. The 'Shipping Label' tab is selected, and the 'Selected Engravings' table is visible. The table has three columns: 'Engraving Name', 'Room', and 'Description'. The 'Engraving Name' column contains the following entries: 'Kid-Bedroom', 'Living-Room-KP', 'Primary-KPFCN', and 'Rear-AUX-RKR'. The 'Room' and 'Description' columns are currently empty. At the bottom of the window, there are three buttons: 'Export Engravings Summary', 'Create File to Order', and 'Close'.

Engraving Name	Room	Description
Kid-Bedroom		
Living-Room-KP		
Primary-KPFCN		
Rear-AUX-RKR		

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 99](#).
Required fields:

- a. Dealer PO Number
- b. Project Name
- c. Select Your Primary Crestron Sales Office

Impress

Create Engravings Order

Engravings Shipping Shipping Label Order Summary

Dealer PO Number *

Project Name *

Comments

Select Your Primary Crestron Sales Office * Crestron US & Canada

Ship Condition

Parts Ordered

Part	Part Number	Quantity
CM2-AUX-RKR ENGRAVED	6513887	1
CM2-KPCN ENGRAVED	6513905	1
CM2-KPEX ENGRAVED	6513900	1
HZZ-KPEX-W ENGRAVED	6513105	1

Total Parts Order Quantity: 4

Export Engravings Summary Create File to Order Close

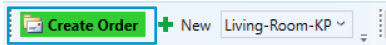
6. Complete the order:
- **Export Engravings Summary:** Create an Engravings Summary. For more information, refer to [Export Engravings Summary on page 100](#).
 - **Create File to Order:** Create file to order engravings. For more information, refer to [Create File to Order on page 102](#).

If you experience issues while creating an order, refer to [Troubleshooting on page 108](#).

Create Order Details

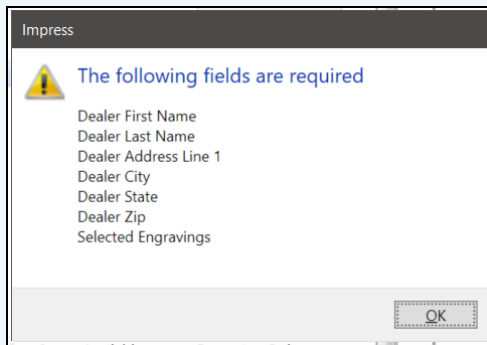
To order an engraving, select **Create Order** in the **Engravings** toolbar. The **Create Engravings Order** window displays.

Engravings Toolbar



NOTES:

- The **Create Engravings Order** window is also accessible from the Menu Bar (**Project > 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 59](#).
- Selecting **Export Engravings Summary** or **Create File to Order** before all of the required fields are completed opens a list of fields necessary to process the order.



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

- [Engravings on page 93](#)
- [Shipping on page 96](#)
- [Shipping Label on page 99](#)
- [Order Summary on page 99](#)

Create Engravings Order

Engravings Shipping Shipping Label Order Summary

Selected Engravings

☒ Fit to Viewing Area

<input type="checkbox"/>	Name	Type	Qty	Availability	Parts To Order
<input checked="" type="checkbox"/>	Kid-Bedroom	HZ2-KPEX	1	Available	Device+Engraving ▾
<input checked="" type="checkbox"/>	Living-Room-KP	CM2-KPEX	1	Available	Device+Engraving ▾
<input checked="" type="checkbox"/>	Primary-KPFCN	CM2-KPFCN	1	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear DIMEX	CM2-DIMEX	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear DIMEX-RKR	CM2-DIMEX-RKR	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear DIMUEX	CM2-DIMUEX	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear DIMUEX-RKR	CM2-DIMUEX-RKR	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear HZ2-KPEX	HZ2-KPEX	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear KPCN	CM2-KPCN	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear KPEX-RKR	CM2-KPEX-RKR	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear SWEX	CM2-SWEX	0	Available	Device+Engraving ▾
<input type="checkbox"/>	Rear SWEX-RKR	CM2-SWEX-RKR	0	Available	Device+Engraving ▾
<input checked="" type="checkbox"/>	Rear-AUX-RKR	CM2-AUX-RKR	1	Available	Device+Engraving ▾

Total Engravings Order Quantity: 4

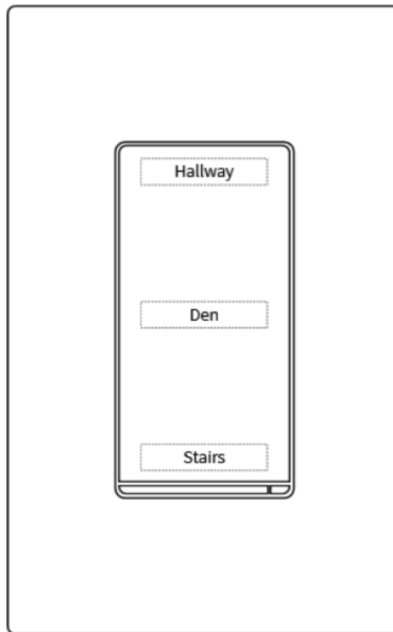
Selected Engraving Parts

Model Full Name CM2-AUX-RKR-W-S, White Smooth

Layout Quantity * 1

Parts Ordered

Part	Part Number	Quantity
CM2-AUX-RKR ENGRAVED	6513887	1



* Preview image only. Does not represent physical engraving.

Export Engravings Summary

Create File to Order

Close

Engravings

The **Engravings** tab offers similar information as the window shown in [Print Engravings on page 84](#).

Selected Engravings

Fit to Viewing Area option

The screenshot shows the 'Impress' software interface for creating engravings. The 'Engravings' tab is active, showing a list of 'Selected Engravings' and a 'Selected Engraving Parts' section. A preview of a remote control is displayed on the right. Annotations with blue lines point to various parts of the interface:

- Selected Engravings:** Points to the list of engravings.
- Fit to Viewing Area option:** Points to the checkbox labeled 'Fit to Viewing Area'.
- Viewing area:** Points to the large area on the right where the engraving preview is shown.
- Engraving preview:** Points to the remote control image.
- Actions:** Points to the buttons at the bottom: 'Export Engravings Summary', 'Create File to Order', and 'Close'.

Selected Engravings Table:

Name	Type	Qty	Availability	Part Type
<input checked="" type="checkbox"/> Conference-Room-Sign	SSW	1	Available	Device+Engraving
<input checked="" type="checkbox"/> Living-Room_KP	HZ-KPEX	1	Available	Engraving Only
<input checked="" type="checkbox"/> Living-Room_KP	HZ-KPEX	0	Available	Engraving Only
<input type="checkbox"/> Office-KP	ZUMLINK-KP	0	Available	Engraving Only
<input checked="" type="checkbox"/> 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

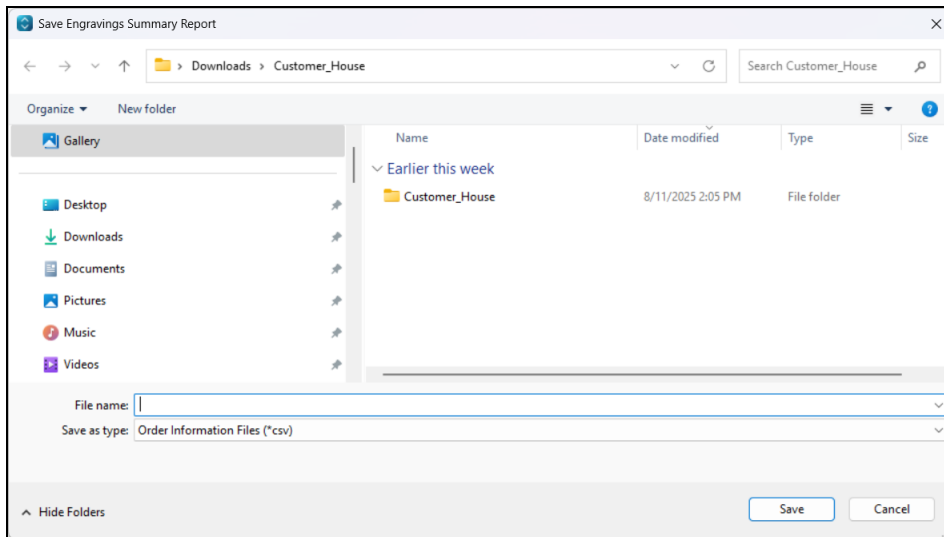
* Preview image only. Does not represent physical engraving.

- **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 To Order:** The type of engraving order.
Engraving Only: Only an engraving can be ordered. **Device + Engraving:** The device and an engraving can be ordered.

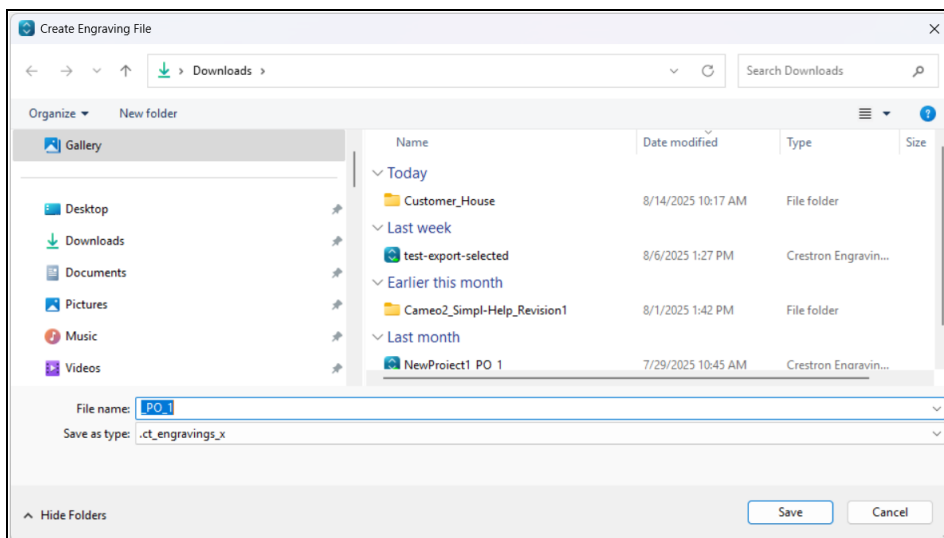
- **Fit to Viewing Area:** By default **Fit to Viewing Area** is selected. Clear it to preview the full image which may extend out of the viewing area.

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

- **Engraving preview:** Preview the engravings on the device.
- **Actions:** **Export Engravings Summary**, **Create File to Order**, and **Close**. All required fields have an asterisk (*) next to them.
 - **Export Engravings Summary:** Compiles the information obtained in the **Create Engravings Order** tabs to generate a report as a .csv file. Save the file for future use.



- **Create File to Order:** Compiles the information obtained in the **Create Engravings Order** tabs to generate an order as a .ct_engravings_x file. Follow the prompts to save and submit the order.



- **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

Select engraving

Select all engravings

Selected Engravings

<input type="checkbox"/>	Name	Type	Qty	Availability	Part Type
<input checked="" type="checkbox"/>	Conference-Room-Sign	SSW	1	Available	Device+Engraving
<input checked="" type="checkbox"/>	Living-Room_KP	HZ-KPEX	1	Available	Engraving Only
<input type="checkbox"/>	Living-Room_KP	HZ-KPEX	0	Available	Engraving Only
<input type="checkbox"/>	Office-KP	ZUMLINK-KP	0	Available	Engraving Only
<input checked="" type="checkbox"/>	Office-Remote	HR-310	1	Available	Engraving Only

Total Engravings Order Quantity: 3

Selected Engraving Parts

Model Full Name HZ-KPEX-W, White

Layout Quantity * 1

Parts Ordered

Part	Part Number	Quantity
HZ-BTN-RKR1-W-T-ENGRAVED	6509736	2
HZ-BTN-RKR3-W-T-ENGRAVED	6509733	1

☒ Fit to Viewing Area

* Preview image only. Does not represent physical engraving.

HR-310 Sample Engraving

Selected Engravings

<input type="checkbox"/>	Name	Type	Qty	Availability	Part Type
<input checked="" type="checkbox"/>	Conference-Room-Sign	SSW	1	Available	Device+Engraving
<input checked="" type="checkbox"/>	Living-Room_KP	HZ-KPEX	1	Available	Engraving Only
<input type="checkbox"/>	Living-Room_KP	HZ-KPEX	0	Available	Engraving Only
<input type="checkbox"/>	Office-KP	ZUMLINK-KP	0	Available	Engraving Only
<input checked="" type="checkbox"/>	Office-Remote	HR-310	1	Available	Engraving Only

Total Engravings Order Quantity: 3

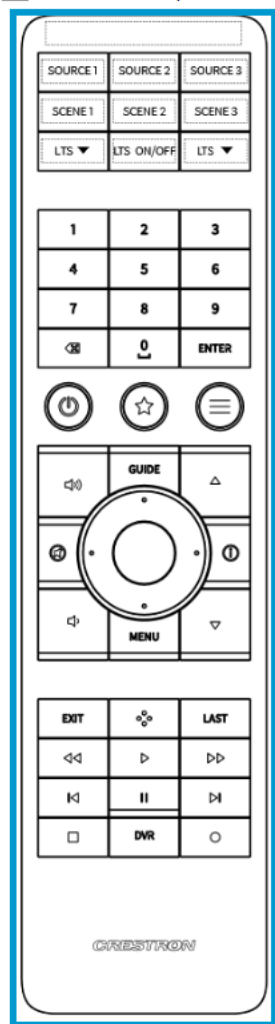
Selected Engraving Parts

Model Full Name HR-310-B, Black

Layout Quantity * 1

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.

Impress

Create Engravings Order

Engravings Shipping Shipping Label Order Summary

Billable Dealer Information

First Name: * Last Name: *

Company:

Address Line 1: *

Address Line 2:

Country: * District:

City: * State: * Zip/Postal Code: *

Phone: E-mail:

Shipping Address

☒ Use Dealer Billing Address

First Name: * Last Name: *

Company:

Address Line 1: *

Address Line 2:

Country: * District:

City: * State: * Zip/Postal Code: *

Phone: E-mail:

Export Engravings Summary Create File to Order Close

Required fields:

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

Impress

Create Engravings Order

Engravings Shipping Shipping Label Order Summary

Billable Dealer Information

First Name: * Last Name: *

Company:

Address Line 1: *

Address Line 2:

Country: * District:

City: * State: * Zip/Postal Code: *

Phone: E-mail:

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 Address

☒ Use Dealer Billing Address

First Name: *

Last Name: *

Company:

Address Line 1: *

Address Line 2:

Country: * United States

District:

City: *

State *

Zip/Postal Code: *

Phone:

E-mail:

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.

Impress

Create Engravings Order

Engravings Shipping Shipping Label Order Summary

Selected Engravings

Engraving Name	Room	Description
Kid-Bedroom		
Living-Room-KP		
Primary-KPCFN		
Rear-AUX-RKR		

Export Engravings Summary Create File to Order Close

Order Summary

The final tab provides an overview of the order.

Impress

Create Engravings Order

Engravings | Shipping | Shipping Label | Order Summary

Dealer PO Number *

Project Name *

Comments

Select Your Primary Crestron Sales Office * Crestron US & Canada

Ship Condition

Parts Ordered

Part	Part Number	Quantity
CM2-AUX-RKR ENGRAVED	6513887	1
CM2-KPCN ENGRAVED	6513905	1
CM2-KPEX ENGRAVED	6513900	1
HZ2-KPEX-W ENGRAVED	6513105	1

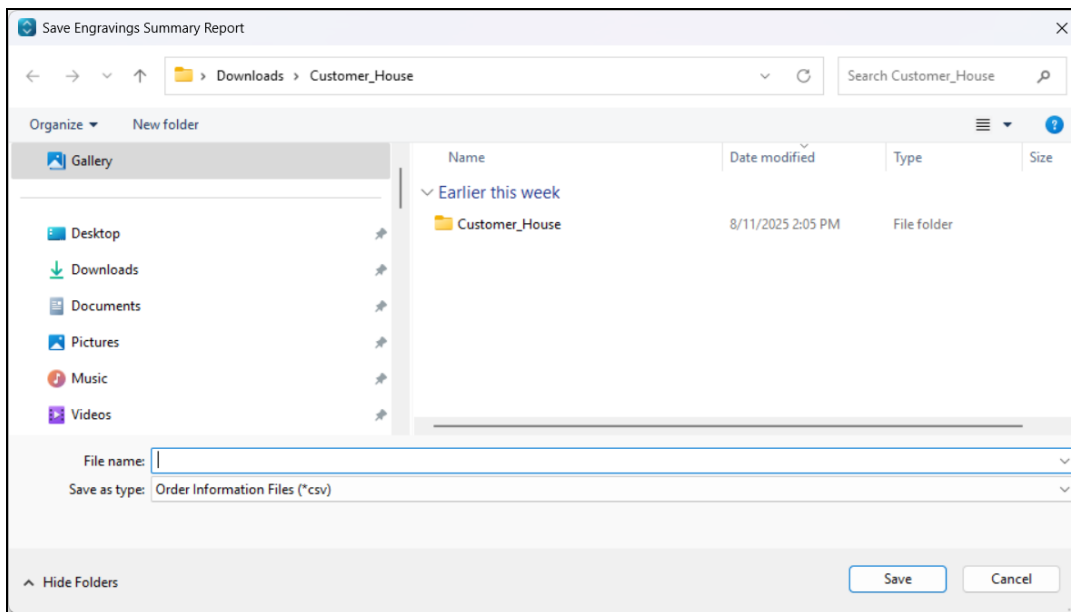
Total Parts Order Quantity: 4

[Export Engravings Summary](#) [Create File to Order](#) [Close](#)

- **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:** Displays an itemized list of individual parts in the order.

Export Engravings Summary

To save the Engravings Summary Report, select **Export Engravings Summary** and navigate to the desired location. The summary report saves as a **csv** file.



Create File to Order

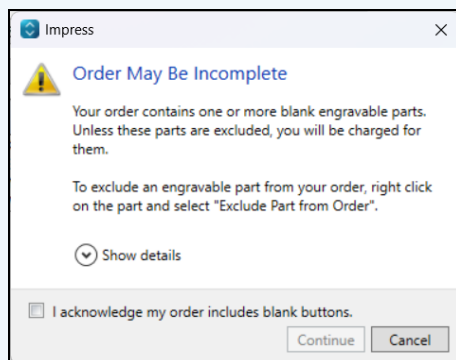
When all the required fields are entered, select **Create File to Order**.

NOTE: Before preparing the engravings order, ensure the email client is closed.

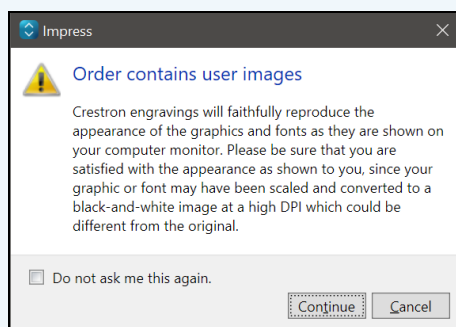
1. Select **Create File to Order** to save the order. The **Export Engraving File** window displays to save the order in the Engravings project folder.

NOTES:

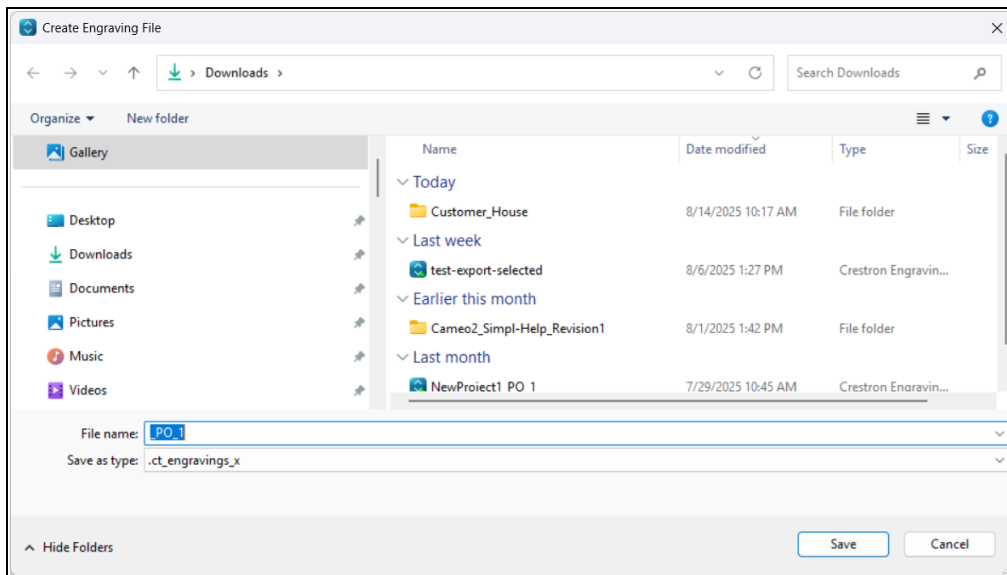
- When an engraving contains blank buttons, the **Order May Be Incomplete** warning displays.
 - Expand the **Show Details** section for a list of engravings containing blank buttons.
 - If the engraving is meant to have blank buttons, select the box next to **I acknowledge my order includes blank buttons** and then select **Continue**.
 - If the engraving is not meant to have blank buttons, select **Cancel** and update the engraving.



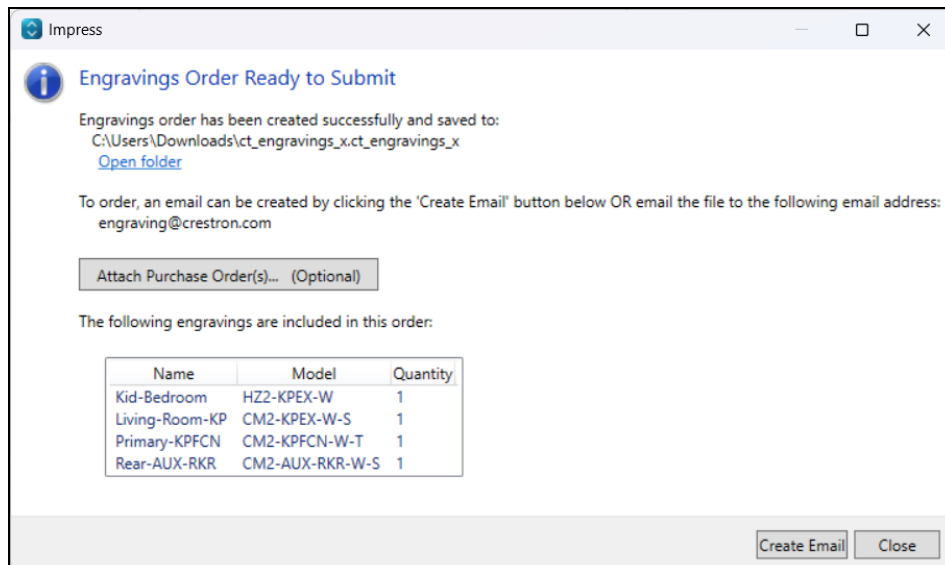
- When an engraving contains an image, the **Order contains user images** warning displays. Select **Continue** to open the **Export Engraving File** window or **Cancel** to close the warning. To prevent the message from displaying again, select the **Do not ask me again** checkbox.



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**.

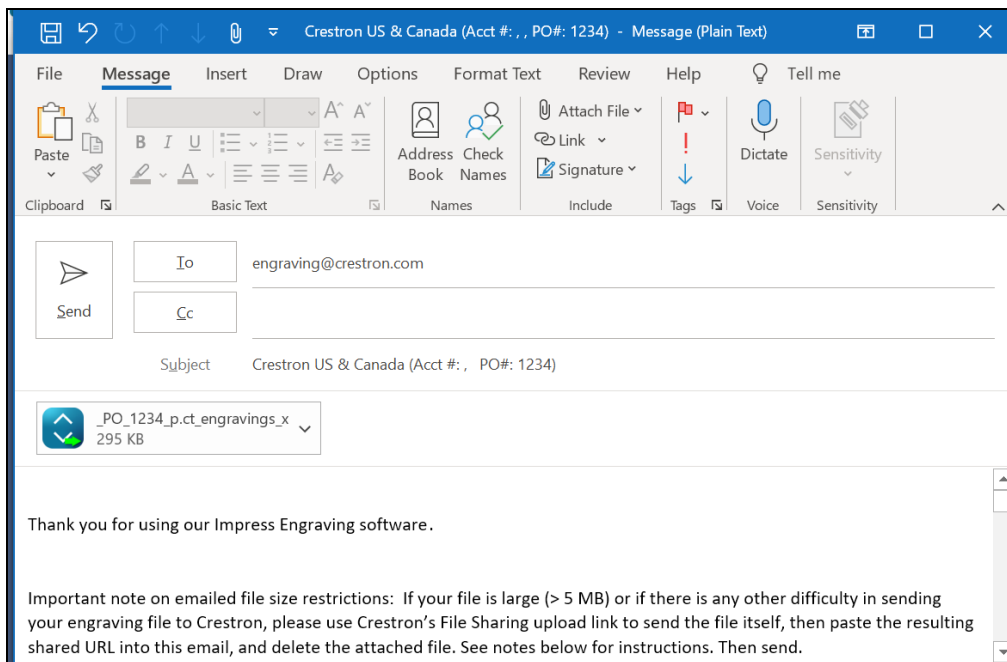


3. Select **Save** to save the file and open the **Engravings Order Ready to Submit** window or **Cancel** to close without creating the order.
4. Review the **Engravings Order Ready to Submit** window. The window details the location where the order file will be saved, the email address the order must be sent to, the option to attach a purchase order, and the engravings included in the order.
 - To change the location where the file will be saved, select **Open folder**.
 - To attach a purchase order to the engravings submission, select **Attach Purchase Order(s)... (Optional)** and navigate to the purchase order location.



5. Select **Create Email** to launch the email client, or **Cancel** to close without creating the order.

6. 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 108](#).

Impress Best Practices

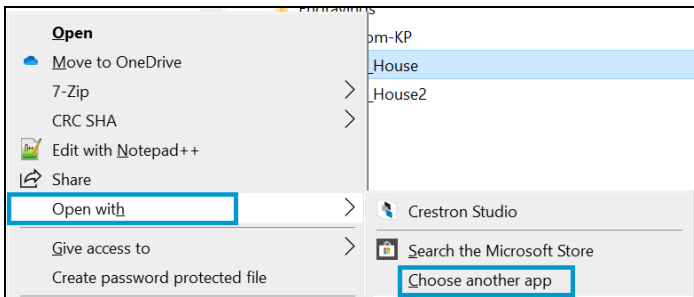
The following sections describe best practices for using Impress software.

NOTE: For best practices when engraving images, refer to [Engraving Images on page 56](#).

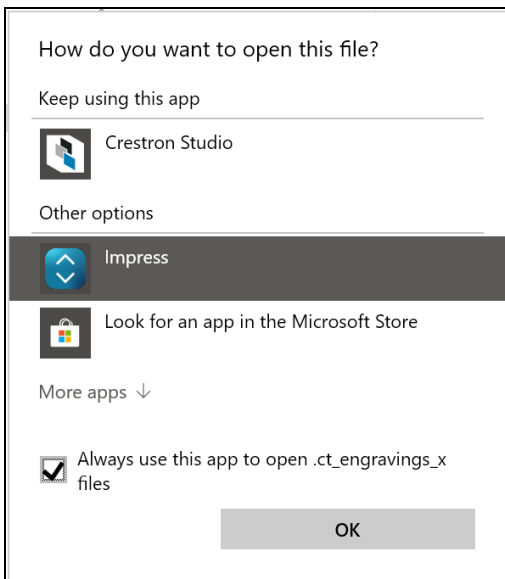
Set Default Program

Impress software is backwards compatible with Crestron Studio software engraving files. To open a Crestron Studio engraving file with Impress software and set it as the default program:

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**.



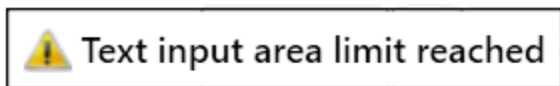
Project Name

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

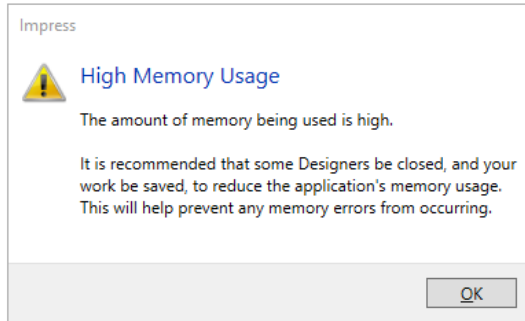
Save often, especially after importing large images, copy/pasting engravings, or adding multiple engravings to a project.

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.

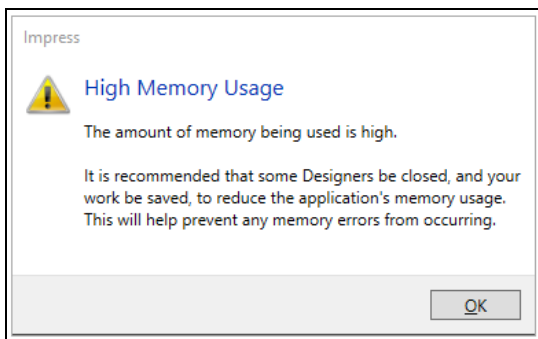
- [Issue: High Memory Usage Warning Displays on page 108](#)
- [Issue: When following the Create File to Order process, the Create Email button fails to launch the email application on page 108](#)
- [Issue: Cannot send attached engravings order file via email on page 110](#)

Issue: High Memory Usage Warning Displays

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 Impress.

High Memory Usage Warning



Issue: When following the Create File to Order process, the Create Email button fails to launch the email application

Solution 1

1. Close the email application entirely.
2. Retry the **Create Order** process again. Refer to [Create File to Order on page 102](#).

Solution 2

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

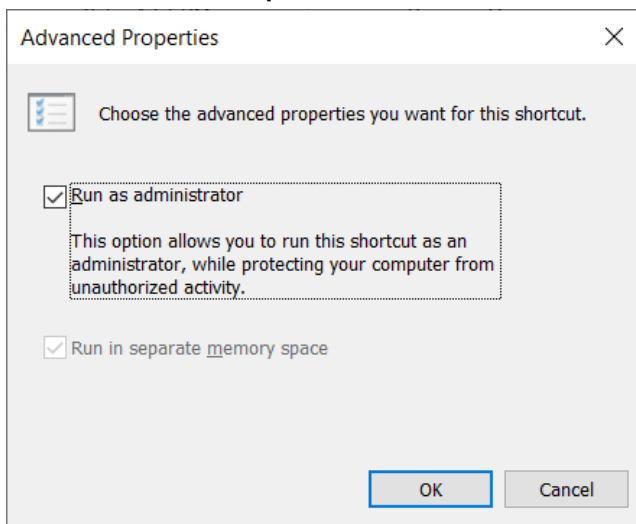
1. Click the **Create Order** button and follow the steps in [Create Order Details on page 91](#).
2. Launch the email application and attach the saved **.ct_engravings_x** file.

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

