

ISR-2

2.8" Intelligent Surface Remote Control

Reference Guide

Featuring an edge-to-edge glass with capacitive touchscreen set within a premium aluminum frame, the ISR-2 blends art and engineering to deliver the ultimate media control experience.

The vibrant 2.8" touchscreen display pairs with a numeric keypad and soft-touch buttons, a thoughtful balance ensuring seamless control for any media system. The intuitive 5-way thumbpad, full transport controls, and carefully selected soft-touch buttons offer real-time haptic feedback, making every command precise and responsive.

The ISR-2 features advanced Wi-Fi technology for instant and reliable network connectivity. Plus, its built-in accelerometer activates the remote as soon as it's picked up, ensuring it's always ready for action without any delay. The ambient light sensor automatically adjusts the display brightness to match the room's lighting conditions for optimal visibility.

The ISR-2 intelligently hibernates when not in use, delivering up to 6-7 days of battery life between charges with typical use. Plus, the included charging base ensures the remote is always ready when you need it.



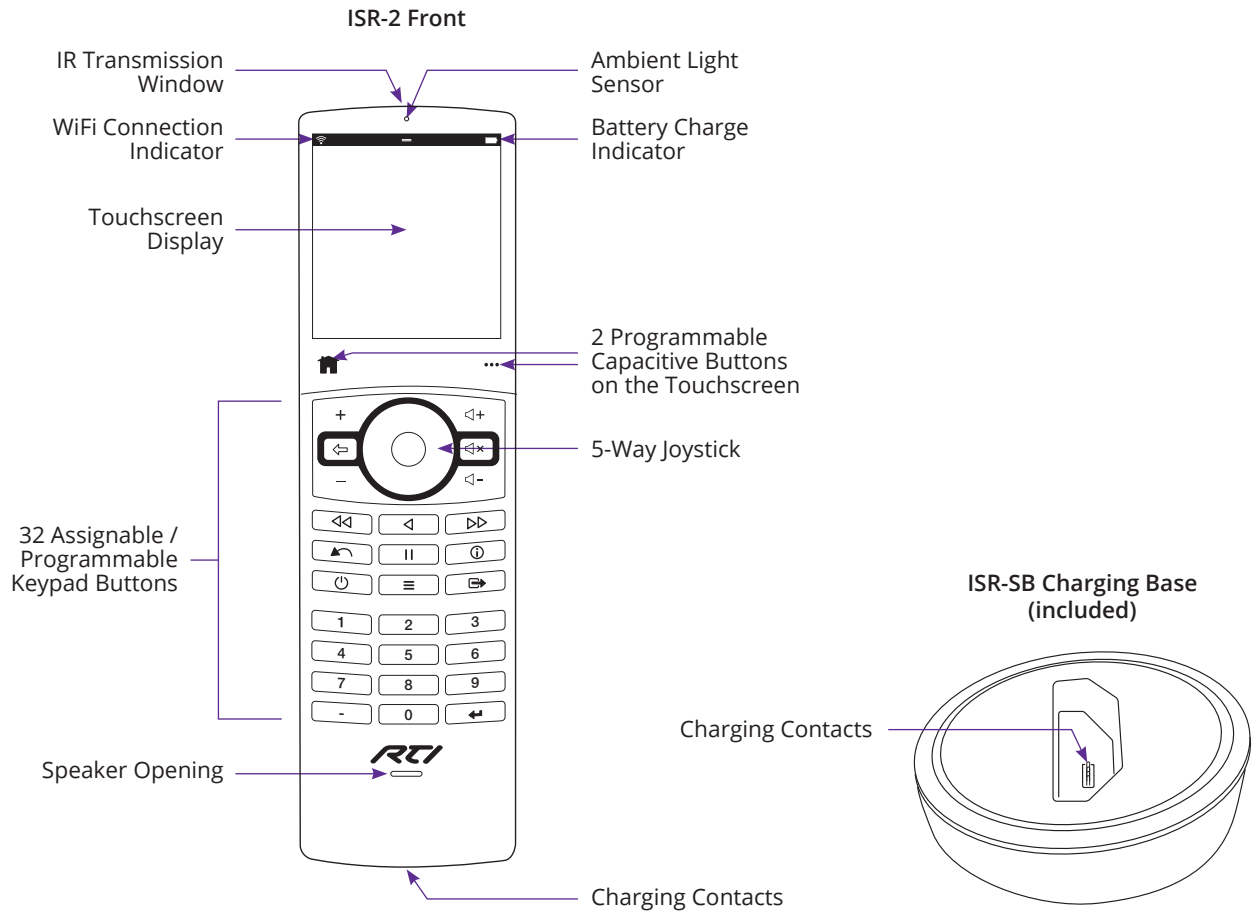
Key Features

- Flush-mount, 2.8" capacitive LCD touchscreen (240x320).
- Thin, sleek design with superb ergonomics.
- Integrated 802.11b/g/n wireless Ethernet enables viewing MJPEG video, wireless program updates, enhanced two-way control and more.
- Accelerometer provides "instant-on" control.
- Thirty-two assignable/programmable keypad buttons for commonly used functions.
- Two individually illuminated programmable capacitive buttons on the touchscreen.
- Cursor button allows simple scrolling list navigation.
- System includes a Lithium-Polymer battery and charging base.
- Extremely wide IR transmitting frequency range.

Product Contents

- ISR-2 Remote Control
- ISR-SB Base Station
- International Power Supply Kit (5V, 2A)

Overview



Powering the ISR-2 On/Off

To Power the ISR-2 on

Press and hold the “Power” button until the ISR-2 powers on (Approximately 2-3 seconds).

or

Place the ISR-2 in the base station - this will automatically power the ISR-2 on. (Base station does not need to be powered).

NOTE: If the unit does not power on, it may be necessary to charge the battery. See charging information below.

To power the ISR-2 off

Press and hold the “Power” button, then press the “OK” button for approximately 5 seconds until the ISR-2 powers off.

NOTE: During normal operation, powering the ISR-2 off should not be necessary.

Charging the ISR-2 Battery

When to Charge the ISR-2

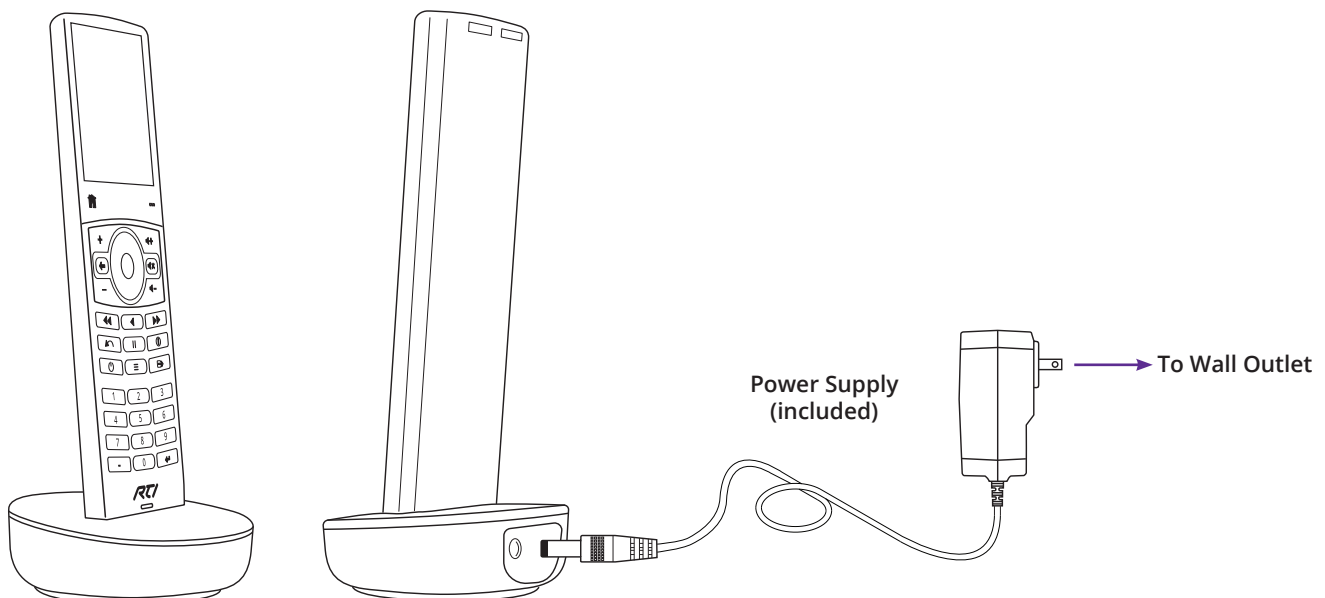
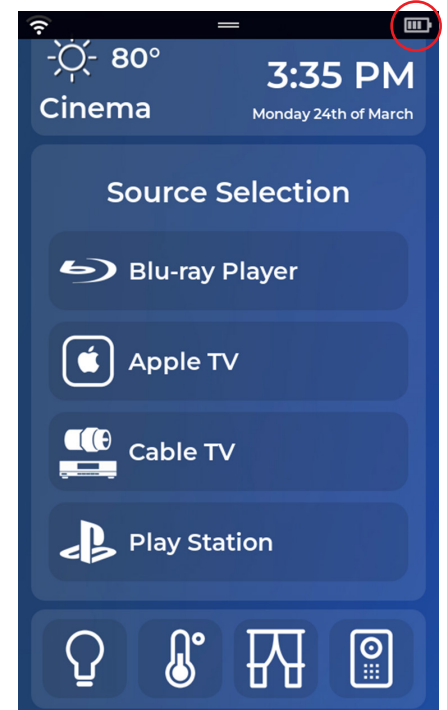
The ISR-2 uses a Lithium-Polymer rechargeable battery which does not exhibit a memory effect from being charged too often and may be placed into the base station when not in use.

- A low battery icon will show in the middle of the screen when the battery capacity becomes low, and a charge cycle is required.
- Alternatively, tapping the top edge of the touchscreen will highlight a status bar that includes a battery indicator on the far right (4 bars indicate fully charged, 1 bar is low battery).

Charging the ISR-2

1. Locate and install the appropriate wall outlet plug on to the power supply.
2. Insert the DC barrel connector on the end of the power supply cable into the socket on the backside of the base station.
3. Plug the power supply cable into a wall outlet.
4. Gently slide the ISR-2 into the base station until the remote is seated on to the base charging pins.

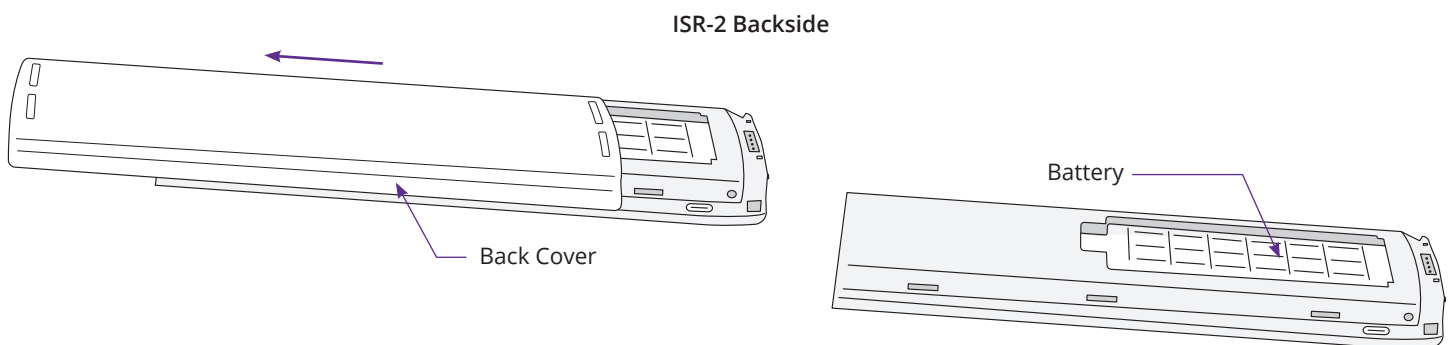
NOTE: The ISR-2 cannot be charged via the USB connector on the remote as this is just used for communication.



Replacing the ISR-2 Battery

1. Slide the back cover of the remote until it clicks and then the cover will pull away from the main assembly.
2. Push/slide the battery towards the power spring contacts (opposite end to the battery tab) then pull the tab end away from the body of the ISR-2.
3. Slide a new battery into the ISR-2 battery compartment with the contact end first and the main label facing upwards (the battery is keyed on the end to prevent incorrect entry).
4. Replace the battery cover by aligning higher than the body of the remote and then sliding down towards the bottom until it clicks.

NOTE: Always use official RTI batteries. Using batteries with improper power will void warranty. Batteries available for purchase at www.rticontrol.com.



Programming the ISR-2

The Touchscreen Display and Keypad Buttons

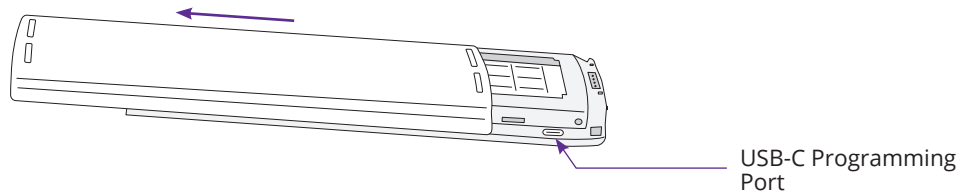
The ISR-2 touchscreen display and buttons are programmed using the RTI Integration Designer® (version 11 or higher) programming software. (Integration Designer software is available to authorized RTI dealers only).

Firmware and Software Updates

Please verify that you have the most recent firmware and software installed for this and all RTI products. Authorized RTI dealers can download the latest firmware and Integration Designer from the dealer section of www.rticontrol.com.

Installing Firmware

1. Connect a USB-C compatible cable to the ISR-2 and a PC. The USB-C port is behind the ISR-2 back cover.
2. Within the Integration Designer programming software, under the Communications tab, click on "Update Firmware" and navigate to the firmware update file downloaded from the www.rticontrol.com dealer section.



Updating Integration Designer Programming

RTI's Integration Designer data files can be downloaded to the ISR-2 using the following methods:

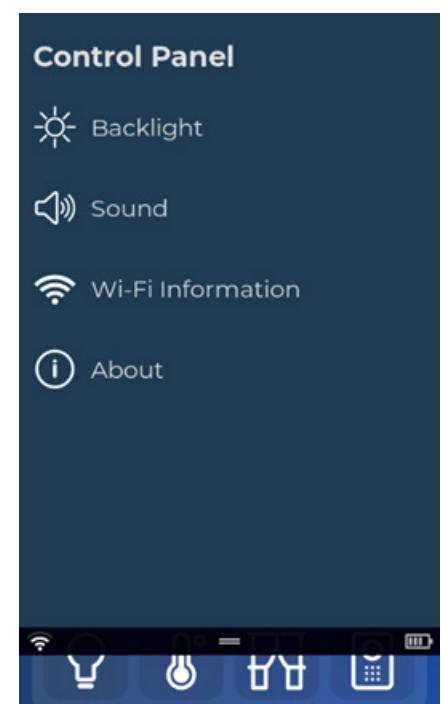
- Connect a USB-C compatible cable to the ISR-2 and a PC.
- or
- Wirelessly via the local area Ethernet network (LAN). NOTE: Initial programming, including network settings, will need to take place using a USB-C connection.

The ISR-2 Control Panel

The ISR-2 has many settings that can be adjusted directly on the remote through the control panel. Please note that changes made directly in the ISR-2 control panel will be overwritten by changes made in Integration Designer.

1. Accessing the Control Panel

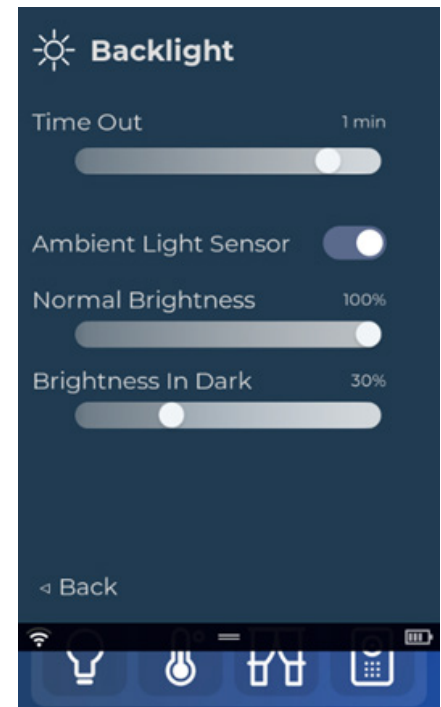
Swipe down from the top of the touchscreen to show the Control Panel page menu.



2. Adjustable Settings

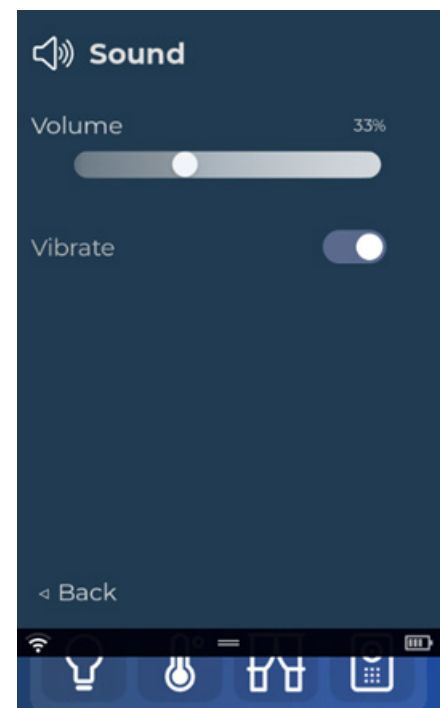
Backlight

- Time Out (Power down time – Never to 2mins)
- Ambient light sensor (Screen and keypad illumination control based on ambient light in the current environment – On/Off)
- Normal brightness (Brightness of the screen in normal ambient light)
- Brightness in dark (Brightness of the screen in dark ambient light)



Sound

- Volume (Level of sound – 0-100%)
- Vibrate (Haptic feedback for touchscreen and soft key presses)



Wi-Fi Information

- Mode, SSID, IP, Mask, GW, DNS, MAC
- RSSI (Received Signal Strength Indicator):
 - » **Above -55 dBm: Excellent**
Very strong signal. Ideal for all use cases, including real-time control and high-bandwidth communication.
 - » **-55 dBm to -65 dBm: Good**
Reliable connection. Suitable for most operations with consistent performance.
 - » **-65 dBm to -75 dBm: Fair**
Moderate signal strength. May experience slower speeds, latency, or communication retries depending on environmental conditions.
 - » **Below -75 dBm: Poor**
Weak signal. Connection may be unstable or unreliable; performance may degrade significantly or drop entirely.

NOTE:

RSSI is always negative, and closer to zero is better.

Signal quality also depends on interference and network congestion.



About

- Model (ISR-2)
- Sales Kit P/N (Complete kit that includes the remote, base, power supply and packaging – 10-210838-23)
- Assembly P/N (Part number of just the remote – 20-210381-17)



Safety Suggestions

Read and Follow Instructions

Read all safety and operating instructions before operating the unit.

Retain Instructions

Keep the safety and operating instructions for future reference.

Heed Warnings

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

Accessories

Only use attachments/accessories specified by the manufacturer.

Heat

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

Power

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

Power Sources

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

Power Sources

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

Power Cord Protection

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

Water and Moisture

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

Object and Liquid Entry

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

Servicing

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

Damage Requiring Service

The unit should be serviced by qualified service personnel when:

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

Cleaning

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

Federal Communications Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received including interference that may cause undesired operation.

Industry Canada Compliance Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received including interference that may cause undesired operation.

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

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



Declaration of Conformity (DoC)

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

Contacting RTI, an AVPro Brand

For news about the latest updates, new product information, and new accessories, please visit our web site at: www.rticontrol.com

For general information, you can contact RTI at:

AVPro Global Holdings, LLC

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Sioux Falls, SD 57104

Tel. 877-886-5112

Tel. International +1-605-274-6055

RTISupport@avproglobal.com

Service & Support

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

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

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

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

Please do not return products to AVPro without return authorization.

Limited Warranty

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

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

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

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

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

AVPro is also not liable for:

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

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

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