






BenQ Serial Projector Driver

Revision: 2.00

Date: 28 May 2026

MODULE DESCRIPTION

The BenQ Serial Projector driver supports the following functionality:

-  Source switching
-  Power Controls
-  Volume Controls
-  Navigation
-  Keypad

Even though the unit may support additional functionality, this may not be exposed within Crestron Home. Manufacturers should contact Ultamation on support@ultamation.com if they wish additional feature support.

INSTALLATION NOTES


The Crestron system communicates with the BenQ device directly via a serial connection. Please refer to the BenQ documentation for set up of BenQ with serial control.

The cloud licence is linked to the processor MAC Address and can be used for multiple instances of the module on the same processor. Therefore, if you have more than one RTI Audio Switcher Device, you will require only one licence, for control of all devices.

Adding the Driver

Ensure a room is selected, and then click on the '+' against the appropriate device.

The driver is licenced via the cloud, but an optional "offline" key can be requested under special circumstances. Please FIRST refer to the "Licensing" section below and then contact support@ultamation.com if you REQUIRE offline activation. The same offline key can be used for multiple driver instances in the same system.

 **Offline Key (Optional)**

For devices that operate permanently offline. Not required for devices with an Internet connection.

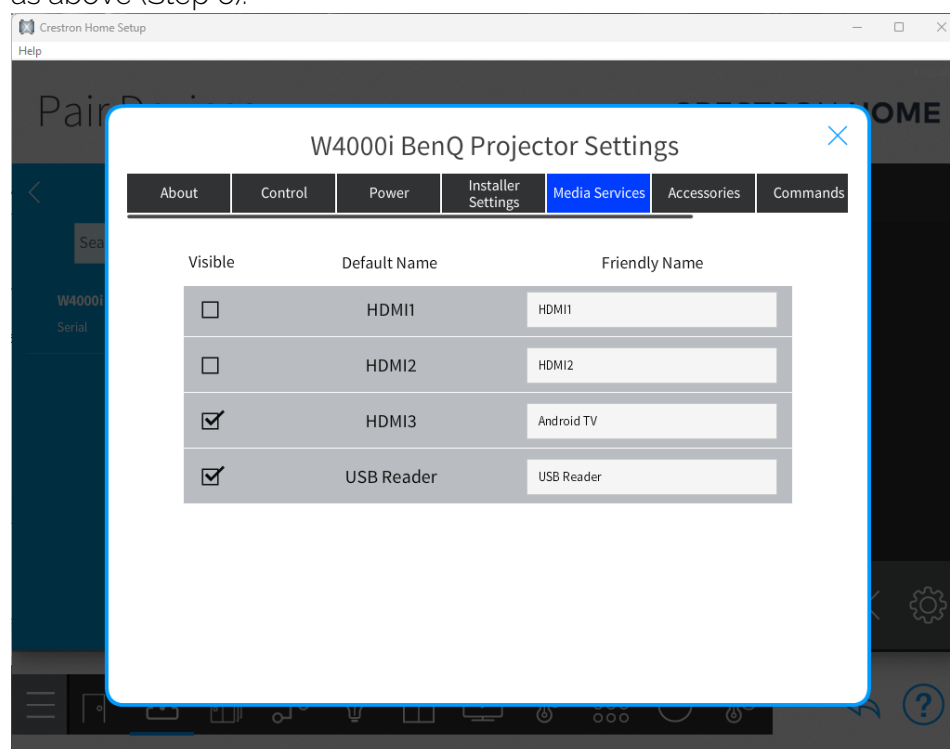
If you do not have a cloud licence and do not enter a valid offline licence key, the system will function for ONE hour and then control will be suspended. The offline licence key can be entered at any time after initial setup without having to reconfigure each tile.

CRESTRON HOME SETUP

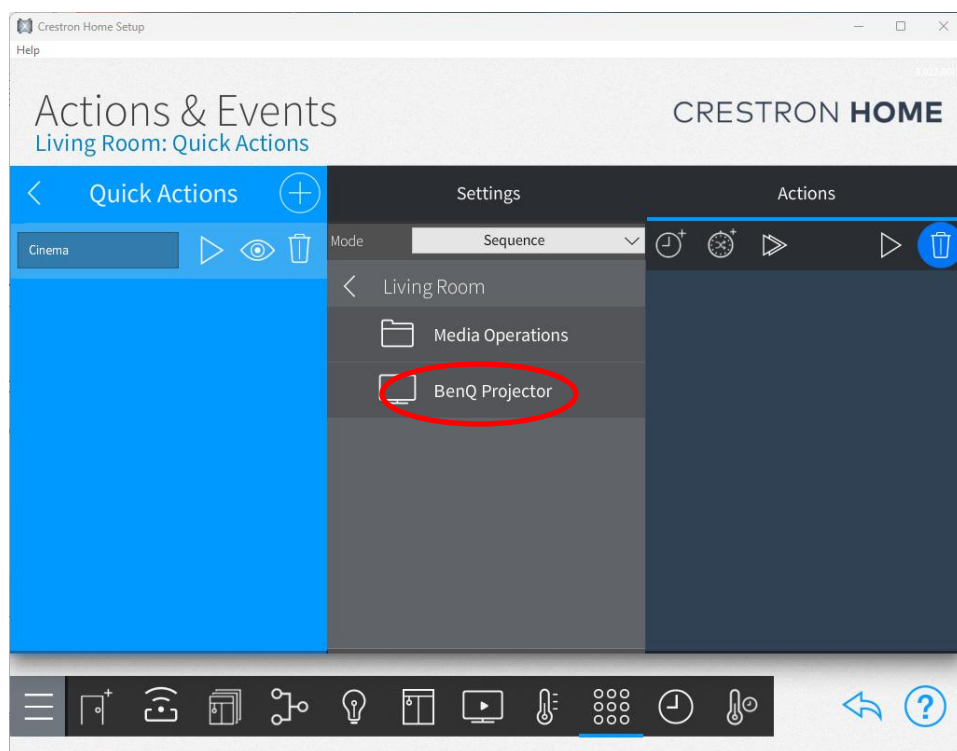
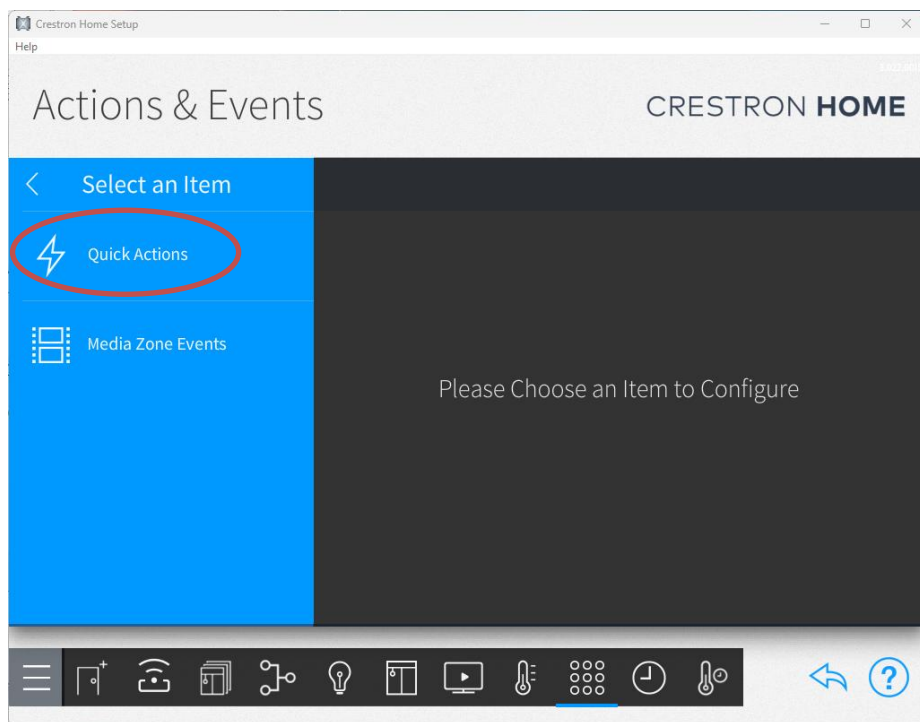
1. The driver can be found under Drivers / Display/ BenQ.
2. Add the serial driver.
3. Make sure the connection info is as below for the selected driver type.

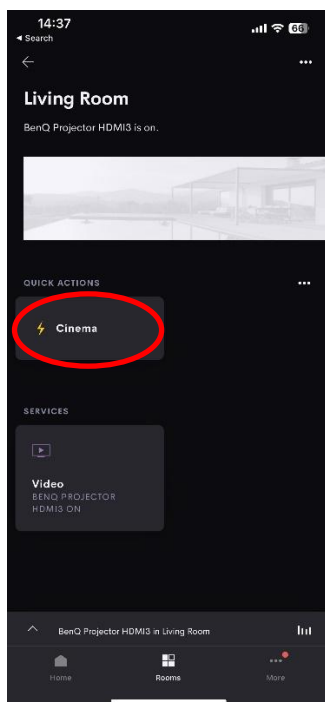
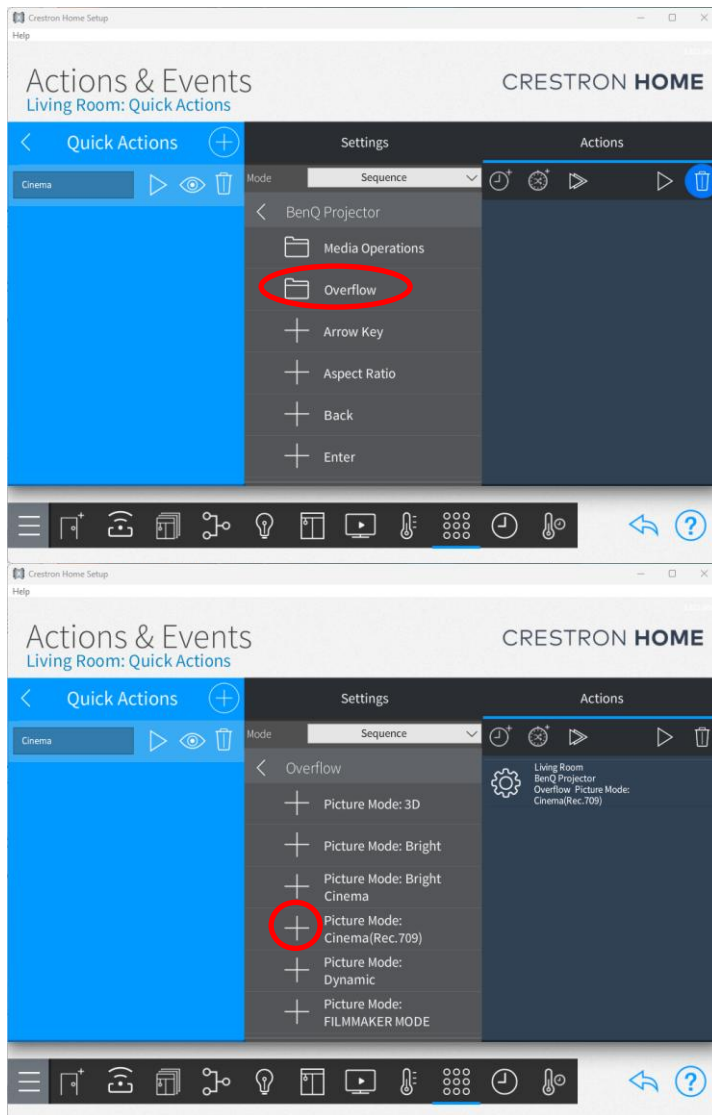
Serial Control

- Baud Rate – 9600
 - Parity – None
 - Data Bits
 - Stop Bits – 8
 - HW Shake – None
 - SW Shake – None
- 4) Set Up Routing Info for the BenQ projector, within the “Source Routes” set up page.
 - 5) For Android TV Control, you need to go into the setting section of the BenQ driver, tick the visibility of the corresponding input which Android TV is on, and name appropriately. This option will create another input, but this input will also act like a source and display generic controls for BenQ. We have tested this driver on the projector W4000i, for this device the correct input is HDMI3, however your input may vary.
 - 6) For USB Reader, you need to tick visibility for USB Reader in the same setting section as above (Step 6).



7) In order to change picture modes you have to go into the quick actions section and they'll show up there. The visual instructions are below on how to do this.





SUPPORT

If you have any issues with an integration solution please let us know by contacting Ultamation support on support@ultamation.com and please include as much detail about your issue as possible, such as a recent processor error log.

Licence verification messages are posted to the error log, so please ensure you have checked this.

LICENCING

This integration solution (including software, images and all other associated assets distributed as part of the purchased download package) is licenced on a PER PROCESSOR basis.

A purchase should not be completed without correct information as refunds cannot be issued for errors or changes made to details following purchase.

This is an electronic product and there is no physical delivery.

The integration solution is provided without any warranty with respect to the reliability of the controlled device or changes to device protocol. We will endeavour, through best efforts, to maintain the integration solution's functionality and any bug fixes will be provided free-of-charge. Additional functionality may be released as a variation of this integration solution and this will be a separate, purchasable, product.

CLOUD LICENCE

This integration solution contacts Ultamation's licencing server at startup. If the server finds a matching licence for the integration solution and processor then the integration solution will be licenced. Otherwise, the integration solution will check the offline licence key. If you purchase a licence **after** you have loaded the integration solution, please reboot the system to see changes take effect.

If you purchased a licence **before** it was migrated to the cloud service, i.e. you have a licence key already, you must enter this into the **Offline Key** user attribute. If you purchased the integration solution **after** it was migrated, and you don't have a licence key, no further action is required.

If no licence exists for the product/processor the integration solution will enter a short trial period (ONE HOUR) to allow for verification of correct control or evaluation.

To request an OFFLINE key, please contact support@ultamation.com with your order details and a brief explanation why you REQUIRE offline activation. Ultamation reserve the right to refuse offline activation.

NOTE: Once an offline key has been issued no further licence changes will be granted. Moving the integration solution to a new processor will require an additional licence purchase.