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# DO MORE BE MORE

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Introducing the newest addition to the URC Total Control 2.0 smart automation and control system, the TRC-1480 handheld remote with voice control. Featuring an in-remote microphone for easy voice communication with Alexa or Siri, a push-to-talk button for customer privacy, a 2.4" LCD touchscreen as well as intuitive hard buttons, the TRC-1480 is the perfect universal controller for your customer's installations.

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URC has been serving the custom installation market for over 25 years and is the home of the renowned MX series remote controls.



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**BEST RESIDENTIAL INSTALL • USA**

**Nu-Tech Audio Visual**

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## EXPONENTIAL HOME ENTERTAINMENT

Les Everett, Owner of the integration firm Nu-Tech Audio Visual in Fayetteville, Ga., was approached to handle a modest loudspeaker installation in what started out as a basement remodeling project. In initial talks with the homeowners, he found that, although the wife was a music-lover, the clients were not predisposed to doing much more in the way of technology to the home – “and their kids only cared about having Wi-Fi,” he said.

In fact, the main method of music distribution in the home had been via an outdated intercom system – and there was only a single AT&T network router in the basement for the whole house.

After deeper conversations with the owners, Everett was able to convince these clients of the extraordinary benefits and enjoyment to be had with thorough, whole-home automation – but in a way that was easy to control and manage, with URC. →







The installation team at Fayetteville, Ga.'s Nu-Tech Audio Visual was tasked with a simple home speaker installation that rapidly evolved into a whole-home tech makeover – when the homeowners were convinced by Nu-Tech of the extraordinary enjoyment to be derived from a URC-managed connected home.



Everett selected URC, with its intuitive, simple-to-operate remotes as the control protocol for these clients. The upshot: this installation, when all was said and done, escalated tenfold in dollar value, and now reaches every corner of this 7,600-square-foot home – with 18 zones of audio distributed by URC's DMS distributed audio system, a dedicated media room, and a family room theater, URC lighting

control system, automated door locks and Fibaro sensors around the home – all controlled by URC Total Control™ in-wall touchscreens, tabletop touchscreens and remotes.

Nu-Tech installed a seven-foot rack in the basement that serves as the heart of the house, a Luxul® network and six Luxul XAP-1510 WAPs throughout the home. A custom made Doorbird® Doorbell →



## BEST RESIDENTIAL INSTALL • USA

### Nu-Tech Audio Visual



Each of the home's wall keypads works as an intercom system by which, for example, the occupants' children may be easily summoned downstairs for a meal. URC's geofencing feature also makes turning lights on and off and locking doors as the owners approach the residence a simple chore.



with the homeowners' name on it interacts with all nine URC in-wall touchscreen units, ringing them all as well as ringing the homeowner's phone for when he is out of town so he can see who's at the door.

Every wall keypad doubles as a video intercom for each room. And each child had a touchscreen on the walls of their room, explains Everett, so that when meal time rolls around, Mom no longer needs to summon them with a shout to come down for dinner.

Another nice amenity is URC's geofencing feature, giving the homeowners peace of mind that all lights and locks are engaged or disengaged properly when they are leaving and arriving. This capability

is triggered by the owners' proximity to the residence. "For example, when they get to a certain stop sign up the road," explains Everett, "the phone sends a push notification, such as, 'Are you leaving the house?' and if the response is 'Yes,' it will shut off lights or lock doors."

Everett said the homeowners are so pleased with the end result that they want a similar system installed in a just-purchased lake house – and are recommending Everett and his URC solutions for a resort that the couple's attorney colleagues are involving in the planning for.

"URC gives great tech support and has a great sales team and reps," he said. "No other company out there has a better remote." ■



# DO MORE **BE MORE**

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URC's new line up of architectural speakers are 4 times more efficient to install over a conventional in-ceiling speaker, thanks to our patented and secure true tool-less design and detachable easy wire connectors. Time tested during development, each speaker takes less than 1 minute to install, saving your crews time and saving you money. And they sound great, too!

Offer your customers more choices for whole-house control with URC. Contact us today to learn how you can do more business and be more profitable. [www.universalsremote.com/dealers](http://www.universalsremote.com/dealers)



URC has been serving the custom installation market for over 25 years and is the home of the renowned MX series remote controls.



**BEST RESIDENTIAL INSTALL • INTERNATIONAL**

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Christian Skavas, President  
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## AUTOMATING A WORK OF ART



**C**an-Nor Electric, a connected-design firm in British Columbia, was approached to endow a new, custom-built home located on a cliff overlooking the stunning vistas provided by Okanagan Lake in Canada with the latest home control technology.

The owners, a retired architect and a technology entrepreneur and inventor, wished this asymmetrically shaped two-story, four-bedroom home to be a work of art in itself - so one directive given to Can-Nor was that the walls had to be as free as possible from all electronics. "Being an architect," explained Christian Skavas, Can-Nor's president, "his focus on combining form and function without additional clutter was of utmost importance. And she would not accept anything less than creative solutions that →







The clients for Canadian integrator Can-Nor Electric wanted clutter-free walls with few visible controls, so as to maintain the home's minimalist aesthetic. URC provided just the right balance of technology pleasingly combining both form and function.



resolved aesthetic complications. Having a technology background, she knew that technology would help achieve her aesthetic goals."

The clients expected minimalist design and were specific on the locations of everything. "So all switches were hidden, remotes were taken away, and TVs were mounted – one even on a lift hidden in the foot of the master bed," said Skavas.

Can-Nor's expertise in working around these client requests was aided in no small measure by using URC solutions to achieve their desires.

"With URC, the dream was a reality," said Skavas. Can-Nor integrated Lutron controls, Lutron motorized shading systems, a gate entry system and security system and utilized the relays on URC's processor to control powered louvers on the deck. "We built control macros to schedule Open and Close, as well as user control for the varying degrees of louver tilt," he explained. Everything is controlled using the URC Total Control TKP-7600 in-wall touchscreen and URC Total Control app running on the homeowner's Apple iPad.

"The customer was thrilled that we could build a control sequence →



## BEST RESIDENTIAL INSTALL • INTERNATIONAL

### Car-Nor Electric



Simple button presses execute the required macros to control lights, shades, deck louvers, music and TVs from a customized interface.



within the URC system,” Skavas added. “Observing the look of amazement on the customers’ faces when they used the powered louvers for the first time was definitely a project highlight for us.”

Every room has music, including two outside zones and even the walk-in closet, thanks to URC’s DMS distributed audio system.

“Installing a URC system provided simple button presses executing macros to control lights, shades, deck louvers, music, TVs, etc., from the customized user interface,” Skavas said. “Having the ability to integrate so many different components and the reliability of the URC equipment made the project a success. The beautiful, customized user interface made control easy.” ■







# DO MORE BE MORE

**MORE CUSTOMIZATION, MORE  
FLEXIBILITY THAN EVER BEFORE.**



Introducing the newest addition to the URC Total Control 2.0 smart automation and control system, the TDC-9100 10-inch tabletop touchscreen controller with built-in audio video intercom. Perfect for residential or commercial applications such as conference rooms, boardrooms, bars & restaurants, the TDC-9100 can be easily customized to display vivid graphics and easy-to-use menus for control of your entire facility.

Offer your customers more choices for control of their home or commercial space with URC Total Control. Contact us today to learn how you can do more business and be more profitable. [www.universalremote.com/dealers](http://www.universalremote.com/dealers)



URC has been serving the custom installation market for over 25 years and is the home of the renowned MX series remote controls.

**BEST COMMERCIAL INSTALL • USA**

**ReVampIT Audio Video**

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Jack Thompson, Owner

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**SOUPED-UP  
SPORTS BAR**



**B**eyond the camaraderie generated by the good food and great company to be had at Scottsdale, Ariz.'s K O'Donnell's Sports Bar & Restaurant is another aspect of the business that draws a huge crowd – the establishment's incredible complement of TVs and audio gear – both indoors and in the patio area.

Installation specialist ReVampIT Audio Video of Scottsdale is responsible for an amazing installation featuring a staggering total of 71 TVs (36 inside, 35 on the patio) and five zones of audio, all controlled by URC's Total Control System using the URC TDC7100 tabletop touch screen controller. Video distribution is handled using a Just Add Power IP-Based system. ReVampIT Owner Jack Thompson

also mentions the MRX 3 – URC's "big boy" processor, which makes the system quick and very responsive.

ReVampIT's involvement began when the owner bought the 13-year-old business from her father and decided a remodel was in order – and that included the technology that enabled the bar to be labeled as a true sports-watching emporium.

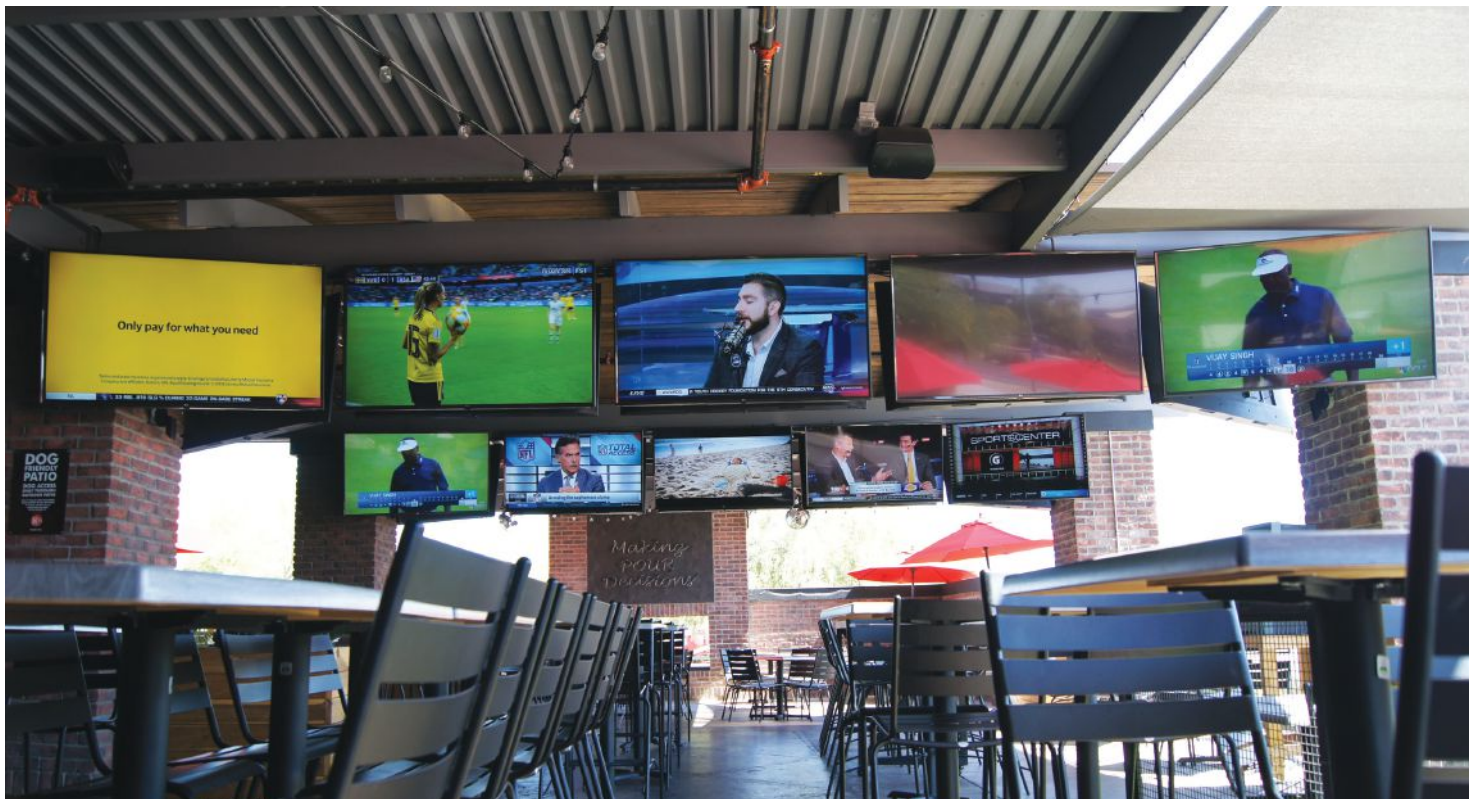
"She already had 40 TVs there – but she did have challenges with the old system," explained Thompson. "It didn't work entirely right, and it was challenging for the managers to use and change stations.

"I don't think she really understood what was possible till I went over it with her. She wanted to expand the TVs – in fact, she nearly →





Scottsdale's ReVamp IT took on an installation in a sports bar that was undergoing both a remodeling and a dramatic technology expansion that included 71 TVs. They worked their magic with URC solutions, doing the install in overnight hours so as not to interrupt the business.



doubled them! And she wanted something easy for the managers to use. We have been able to accomplish that.”

The necessary amount of back-end programming for the new system was accomplished for the most part when the bar was closed – that is, overnight – but the work never interfered with the bar having functional TVs during business hours.

“A lot went into the back end so that on the front end it is easy

to use,” he said. “In the morning, they hit ‘System On,’ and the pre-configuration turns on all the TVs and sets them to the box it starts on. From there, if you pick a TV, it will know exactly what box it’s on and jump right to that box, and then as you switch sources on each TV, it constantly jumps you to the new device and tracks it. So no matter what, when you go back to a particular TV, it will always jump to the source that it’s on so you have immediate control.” →

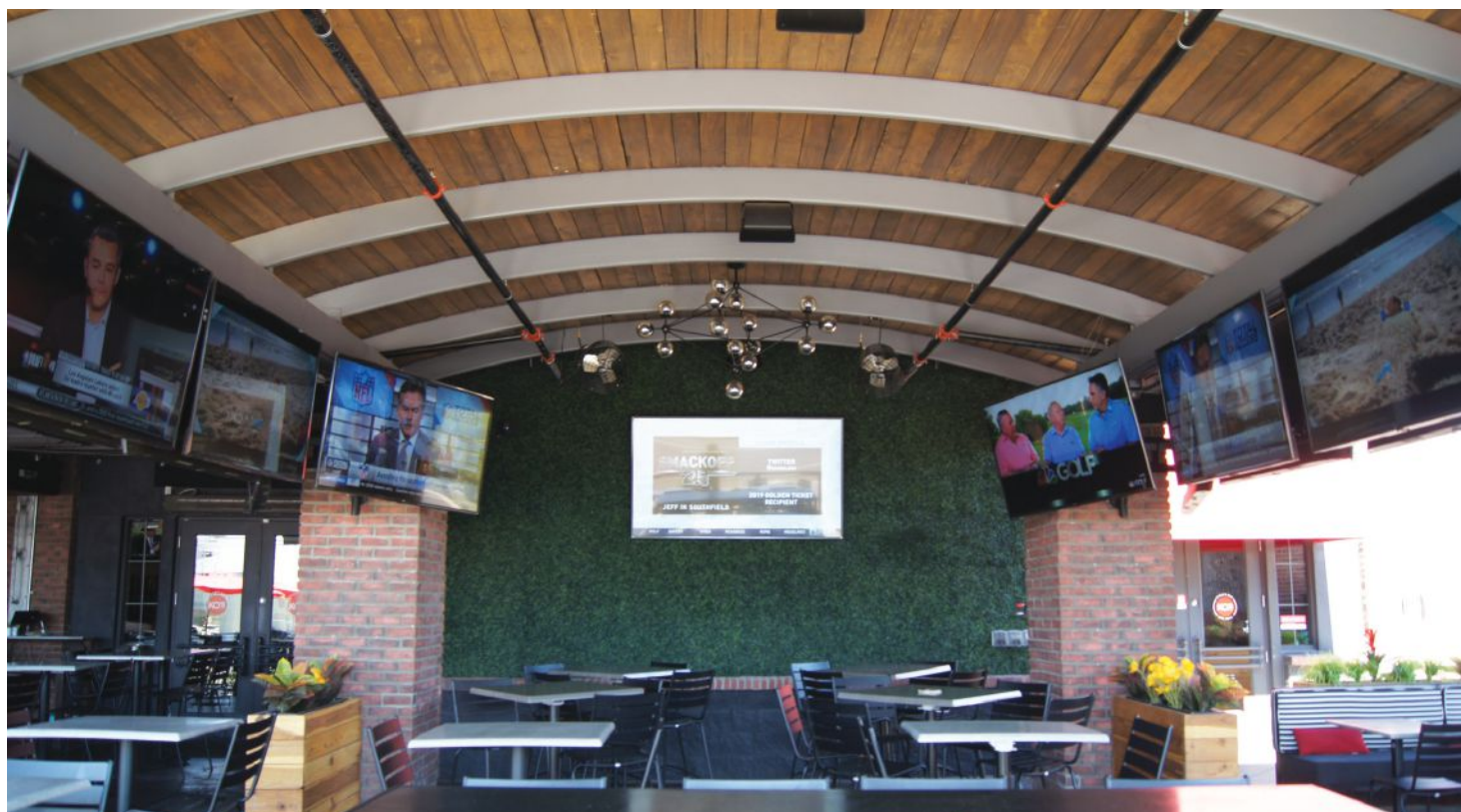


## BEST COMMERCIAL INSTALL • USA

### ReVampIT Audio Video



Video that is available in the exterior patio area allows patrons to enjoy Sunday football in comfort, in very pleasant weather – and the line for these coveted patio seats usually extends out the front door.



ReVampIT technicians custom-programmed the URC interface to do this source tracking to make the system highly intuitive. “The bar owners and managers have said that this is the easiest system they have used – and many of the managers have used several other systems at other jobs,” noted Thompson.

The new installation is drawing raves from fans crowding in for Sunday football, says Thompson – which can be watched in comfort

indoors or outdoors, in very pleasant weather. “With games starting at 10 am West Coast time, there’s a line out the door, and if you’re not there by 9:15 you’re not getting that patio seat,” he said the owner told him.

This level of control “wouldn’t have been possible without URC. There’s no other control system I would have tried putting in there with this big of a system to make it work as well as it does.” ■



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## A WINE BAR, PAR EXCELLENCE



**D**udley Rees and his team at the U.K.-based installation firm Chelsea Connected Ltd. were brought in by owners of a wine bar in London's Canary Wharf district called The Humble Grape who wished to automate a space they were newly renovating for the business with a full distributed audio/visual solution. The owner was familiar with Chelsea's IT expertise and was confident in their ability to transform the site – their fourth such location – with

an easy-to-learn system that the bar's staff, including any new hires that might not be tech-savvy, would be able to master in short order.

"They knew that they wanted a big screen in the main bar area and a TV in the private dining room," explained Rees. "They also wanted to have music that could be split into zones. The key message was to avoid making the venue look like a sports bar.

"Beyond that, they left us to spec everything up, as we have built →



## BEST COMMERCIAL INSTALL • INTERNATIONAL

### Chelsea Connected Ltd.

Chelsea Connected took on this London installation in a wine bar where the owners wanted the full measure of technology and easy control – but didn't want the space to look like a sports bar. This mission was accomplished, with URC's unobtrusive and well designed product portfolio.



up a pretty good trust. Although we had done similar installations for them before, and were conscious that their staff sometimes moves between branches, familiarity of equipment was a bonus.”

The system features an Epson projector and a Projecta drop-down screen as well as Sonos for music, with Kinetik speakers. Denon powered the projector A/V and Roku was selected, said Rees, “for

its simple-to-use streaming service – as well as its fabulous two-way integration with URC.” Also included in the gear list was a 55-inch Sony Bravia OLED display in the private dining room, Definitive Audio in-wall speakers, and Monitor Audio power amps.

All was designed to blend in neatly with the wine bar and is controlled using URC Total Control TKP-7600 in-wall touch →





A key to the URC control system selected was that it be simple to learn by new hires, but also, familiar for employees who might move here from any of the bar's three other locations.



screens connected to a URC MRX-15 processor. Chelsea also customized the touchscreens' user interface using custom graphics with Humble Grape's brand identity. The staff has the added option of readily controlling the system with the URC Total Control app on their smartphones.

One of the challenges of installing a system into this location was having to integrate with the building's alarm systems,

explained Rees. "If the building alarms or tannoy's are triggered, all our A/V equipment had to shut down immediately. We used the URC sensors to detect the alarm outputs and send IP and relay commands to our TV, projector, Sonos and amps to cut them off.

"The good news is that the URC system passed the building control test first time with flying colors." ■

## MOST UNIQUE INSTALL • WORLDWIDE

### Total Connect Custom Audio & Video

5806 Sailboat Pointe NW

Acworth, GA 30101

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Glenn Reinl and Chris Wyman, Co-Owners

[www.totalconnectav.com](http://www.totalconnectav.com)

## UNMATCHED MULTIMEDIA MANAGEMENT



Total Connect Custom Audio & Video took on a project in the NBA Digital tech hub of Turner Sports, in its bustling Operations Center – resulting in a seamless coordination of 35 TVs and 44 sources.



**N**BA Digital, the multimedia management hub in Atlanta that is part of Turner Sports, is the heartbeat of the company's cross-platform portfolio of digital assets managed by the NBA and Turner, which include NBA TV, the NBA app, NBA.com, NBA League Pass, NBALeague.com and WNBA.com.

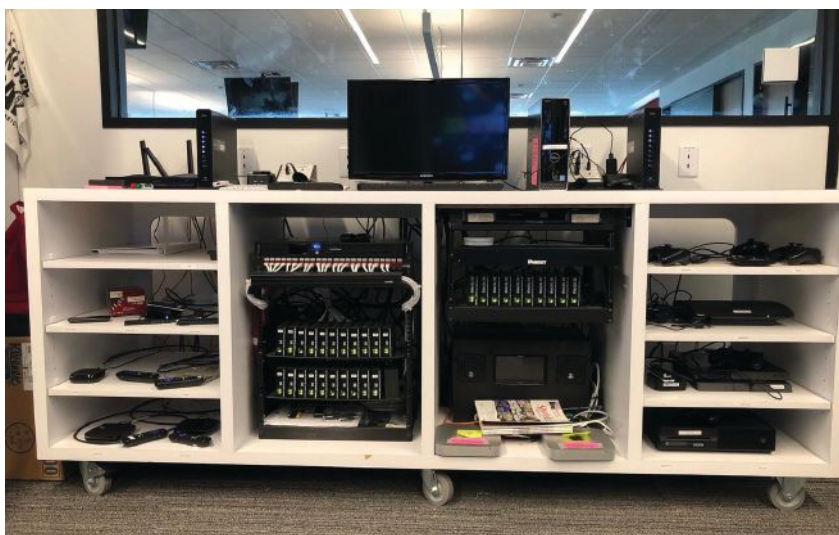
When this enterprise's massive Operations Center needed to set up video distribution protocols for 35 55-inch TVs and 44 sources

so that everything would hum along in a trouble-free manner, the Acworth, Ga.-based integrator Total Connect Custom Audio & Video was called upon.

The installation solution included Just Add Power video distribution, controlled by URC's Total Control TDC-7100 tabletop touchscreens in five separate rooms, handling 35 TVs in one room - including a three-TV wall, a four-TV video wall, a six-TV video wall and a six-TV scoreboard.







Anywhere that NBA Digital streams content, the URC system in place ensures that the end-user experience will be monitored, with the ability to troubleshoot any problems quickly and accurately.

The Total Connect team custom-programmed URC's Total Control user interfaces with current source buttons for all 44 sources, giving the engineers in the room the ability to track what source was being selected and to easily switch between sources.

"When we first did the walkthrough," said Total Connect Custom Audio & Video Co-Owner Glenn Reinl, "I called URC and talked to my guy there to make sure we could do it, since it was a little out of the normal."

Reinl explained, "Basically, anywhere that they stream anything, they have a device that is capable of it. If people start calling in and saying, 'Hey, I am having problems watching something on Apple TV,' they have one connected so they can just pull it up and start doing testing on it. Whenever there's a basketball game running, or for anything coming from the NBA on a streaming device, →



## MOST UNIQUE INSTALL • WORLDWIDE

### Total Connect Custom Audio & Video

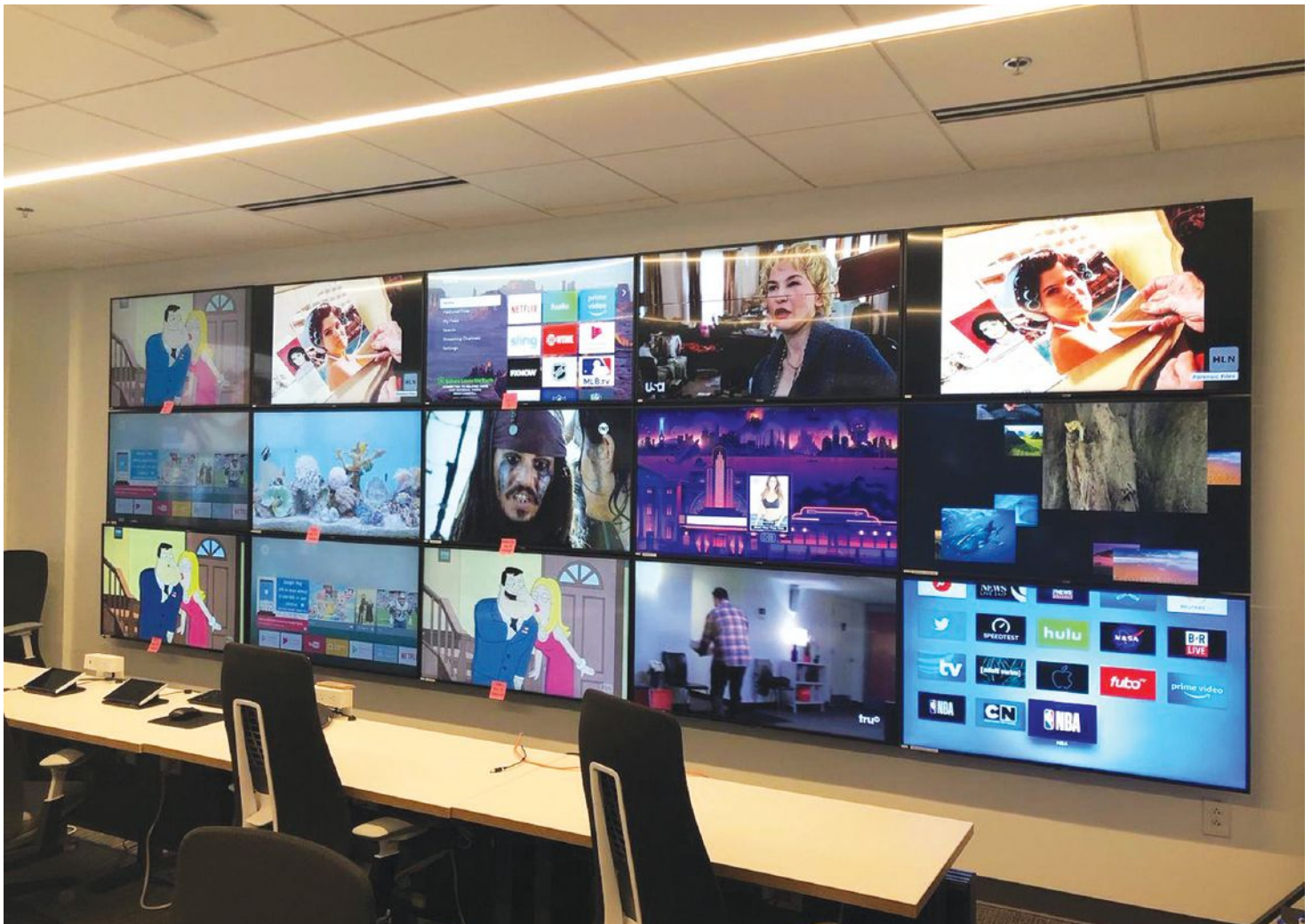


they have people monitoring them all to make sure they're working correctly."

Reinl added, "Most of the people there are pretty technically oriented. The guys who live in there all the time are techno-dudes and looking at apps and rewriting firmware. So it was easy to show them everything. But even the people there who aren't super technical - you can teach them the basics easily. URC is very simple because it's all one button press."

He praised the URC system's flexibility and its ability to "enable us to make changes and to do things you didn't think you'd be able to do." In fact, he says, since that installation was completed, he has put a large URC system into his own home with several remotes and touch screens. While it isn't on the grand scale of the NBA Digital installation, it performs on an equally reliable level.

"URC does what it does very well, and at a reasonable price point. There hasn't been a situation that I haven't been able to overcome with it." ■





**MOST UNIQUE INSTALL • WORLDWIDE**

**Nard's Entertainment**

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703-821-8629  
John Carroll, CTO

## CUSTOMIZING THE COMMERCIAL SPACE



McLean, Va.'s Nard's Entertainment counts among its wide-ranging expertise a special talent for commercial and amenity space installations. Because of a long-standing relationship with Carr Properties, a development firm specializing in workplaces centered around hospitality and flexibility, the firm was tasked with bringing the latest cutting-edge technology to a Washington, D.C. building known as "The Hub."

"They are very forward-thinking and have always had an interest in bringing technology into day-to-day lives and making the workplace feel more and more like the home," explained John Carroll of Nard's, who is the company's chief technology officer.

"We started on the project 18 months ago. The original request was just to add some music and TVs to a fitness center," he said. That soon expanded to include the addition of music to the garage, the lobby, the →

## MOST UNIQUE INSTALL • WORLDWIDE

### Nard's Entertainment



café, the rooftop lounge and then to three conference rooms and to the hub of a five-suite workspace that shares a conference room and a kitchen area.

For this project, Nard's selected URC's DMS distributed audio system and the URC Total Control system – including URC's MRX-30 advanced network system controller and TKP-7600 interface. Nard's also custom-programmed the user interfaces with corporate branding and off-site control for building engineers, property management and IT professionals.

"These smart buildings are just one cohesive system where property managers from their desks can control and troubleshoot any aspect of these systems," explained Carroll. "If somebody calls and says, 'Hey, I can't get such-and-such on the TV screen,' the manager can just pick up their controller, push a button and it happens for them."

Carroll is appreciative of what URC brought to the table for this installation – and for other Carr Properties that are adopting similar solutions. "Because of the simplicity of the URC platform and the price points we are able to hit, →

For this project, Nard's Entertainment's client, which specializes in workplaces that emphasize hospitality, wanted an installation that could be easily managed remotely and worked by any tenant without a long, tedious learning curve.





URC gear, says Nard's, has built-in flexibility and a foundational tech protocol that doesn't overcomplicate the user experience – which, in this case, spells tenant retention.

we're able to put in custom-branded control to fit the environment into places people would never have thought affordable before. URC gets the job done, and brings a lot of value to the building.

"URC gives us the option to customize everything you need to in the background, but not so much that you overcomplicate the program. And for these commercial spaces, the simplicity of the platform spans across all the buildings that are managed by the same company – keeping it simple if a tenant moves to another office. They're going to go to a building that looks and feels the same – and that translates to tenant retention across the board."

Added Carroll, "From the time you enter this building through the parking garage with soft background music until you complete your business in one of the conference rooms or group spaces, you feel more like you're at The Ritz vs. an office building." ■



### **About URC:**

Headquartered in Harrison NY USA, URC is a global leader in smart automation and control. URC technology is respected for unsurpassed performance and reliability with over 100 million remote controls sold in the past 10 years alone. URC control systems include Total Control, MX HomePro and Complete Control. Legendary URC user interfaces include tabletop controllers, in-wall touchscreens, handheld remotes, keypads and mobile apps – plus voice control integration with Amazon Alexa and Google Assistant. URC systems are custom designed, installed and maintained by a network of URC trained systems integration professionals. For More Information and to get introduced to an authorized dealer, visit [www.universalremote.com](http://www.universalremote.com)



### **About the URC Unsurpassed Dealer Awards:**

URC created the Annual Unsurpassed Dealer Awards in 2014 to celebrate dealers who have done best-in-class installations in home or commercial environments using URC products. URC typically announces a call for submissions in June of every year, and the winners are announced at a special event put on by URC at the annual CEDIA (Custom Electronic Design & Installation Association) in the Fall. To submit your project for an entry in the 2020 Unsurpassed Dealer Award contest, contact [marketing@universalremote.com](mailto:marketing@universalremote.com).



### **About Connected Design:**

Connected Design is a print publication and website produced by CT Lab Global Media and Messe Berlin, organizers of IFA, the international consumer technology show, and CE Week, the New York City-held annual consumer technology product exhibition. Connected Design's mission is to be a bridge-builder, bringing Home Technology Professionals, Architects, Builders, and Interior Designers together in close collaboration and communication, while highlighting whole-home solutions that amalgamate cutting-edge electronics and sophisticated design. Part of that mission is also to create networking opportunities between the publication's core audience of technology integrators and the architect, designer, and home-building industries.