



UNIT 1 WOODMAN WORKS  
204 DURNSFORD ROAD  
LONDON SW19 8DR  
UNITED KINGDOM  
TEL: +44 (0)8450 949395  
FAX: +44 (0)8450 949396  
WWW.EXTRAVEGETABLES.COM

## What's our relationship with Control4 and other manufacturers?

As custom installers ourselves we are very aware of how important it is to design and install reliable systems that will give your customers many years of enjoyment. Understandably you should check out the credentials of all of the suppliers that you are using for your systems. So here's some answers to some common questions.

### Are you part of Control4?

We are not owned by Control4 or any other company. This makes us independent and able to develop products and drivers to our own agenda. On occasions this enables us to produce integrations where otherwise one might not exist. A prime example of this is our original Apple TV driver. Apple isn't known for 'playing nicely' with anyone in the CI world yet we were able to provide this integration with Control4.

### What does the Solution Provider logo mean?

This means we are recommended by Control4 for the provision of drivers and other services to help increase sales for Control4 dealers.

### But didn't Apple 'break' your driver?

No they didn't. It's true that we do not have a driver for the latest Apple TV due to changes Apple made to how that worked. But the hundreds of drivers that we have sold for the original Apple TV **are still working** without any modification – some are even in Apple Execs homes! We don't think for one moment that Apple made the changes to the product to stop the integration with Control4 or Crestron, AMX, Pronto or Universal Remote for that matter. It's also worth remembering that our driver is still a great way of controlling and integrating iTunes into a Control4 system.

### What about Sonos?

Whilst Apple really isn't interested in the CI business (have you ever seen an Apple booth at Cedia); Sonos most certainly are. Sonos have built a great business around their product which, until our driver was released didn't integrate well with other systems. Sonos have always based their product on the open UPnP standard with some modifications. All the communications are 'open' and unencrypted. Whilst they do not officially endorse integration they are not against it. During 2010 we have had many contacts with Sonos both in the US and Europe at trade shows. They were interested to see our driver in action and have wanted to check with us that it was both fast and reliable. Everyone we have met has been very happy with what they saw. Whilst we have no official partnership with Sonos, we do have good contacts and an open dialogue with both the technical and sales departments at Sonos. Sonos understand that a good integration with a control system drives sales of their own products. Sonos are not seeking to shut down our driver or integration with Control4. After all, their sales reps are recommending it!

### Do Control4 support what you do?

Control4 invented the concept of 'Driverworks' which is how we develop drivers. This was done so that the Control4 system could be extended further to incorporate more products and features. It is designed and used by manufacturers, keen dealers and independent developers like ourselves. It's a core part of Control4 and vital to Control4's philosophy of open integration. We've received great support and encouragement from Control4. Control4 have also passed on



various manufacturers to us when they do not have the resources to assist them. As part of their Solution Provider program it's about as official as it gets.

### **What about the other manufacturers?**

We work closely with many of the manufacturers of our other drivers. Some of these manufacturers are now having our drivers officially certified by Control4. We get sent loan equipment either by the manufacturer or through their European distributors. This enables us to deliver drivers that are fully compatible. All the manufactures we work with in this way can see the potential of greater sales of their products by enabling integration with Control4.

Sometimes we will develop drivers completely independently of the manufacturer but everything is fully tested before it is released.

### **How can I be sure it won't break?**

Once a driver is working with a product and Control4 it will continue to work. The only thing that can possibly 'break' a driver is if a manufacturer releases a software update. Like with any other product we recommend that you check carefully before you upgrade the software on the product. We can always tell you if there will be a problem and you should remember the old saying, 'if it ain't broke don't fix it'. If a system is working now do you really need to update it? As we mentioned earlier all of our original Apple TV drivers are still happily working in customer's systems.

### **What kind of support do you offer?**

When we formed Extra Vegetables we knew support was essential. From our own experiences in the CI business we know that sometimes you will need assistance and support. We have telephone numbers in both the USA and UK that route through to our London office. We can offer telephone support to Europe throughout the working day and during the morning in the USA depending on your location.

Each driver has a full installation manual with step by step instructions. You can download the drivers and the manual without purchasing them. This allows you to see how they will work before you arrive at your customer's site. We highly recommend you read them.

We offer email and remote access support as required and aim to respond to all emails within 24 hours.