

To: J Epstein[jeevacation@gmail.com]
Cc: Richard Kahn [REDACTED]
From: BMG
Sent: Sat 12/21/2013 7:47:14 AM
Subject: Fwd: 3160012 - Sony Concierge consultation - Zorro Ranch, Stanley, NM

FYI

Sent from my iPhone

Begin forwarded message:

From: Jim <[REDACTED]>
Date: December 20, 2013 at 10:30:56 PM MST
To: BMG <[REDACTED]>
Subject: Fwd: 3160012 - Sony Concierge consultation - Zorro Ranch, Stanley, NM

Sent from my iPhone

Begin forwarded message:

From: Jim <[REDACTED]>
Date: December 20, 2013 at 10:21:03 PM MST
To: "[REDACTED]" <[REDACTED]>
Subject: Re: 3160012 - Sony Concierge consultation - Zorro Ranch, Stanley, NM

Usman,

We stayed at the ranch until 6 awaiting the tablet but has or had not shown up. Should it be located, we will return to site at Brice's wish, even over this weekend. At present, the 4k media stream will only go through 50' of high speed, high quality HDMI cable. Merely adding an additional 10' of HDMI cable prevents the projector from working. We left the site with the 50 cable temporarily run to facilitate service over the weekend.

According to Projector Tech Support at Sony, the only cable capable of delivering the 4k signal the distance required(20 meters) or about 65 feet is needed and available from a company named Kordz. I do have their p/n and specs. Unfortunately, this length of cable is needed to facilitate the configuration of the structure at the ranch. The Blue Ray

is installed, and updated with current firmware allowing video steaming and DVD operation along with the projector and the 5800 receiver, the problem is the HDMI cable length and the need of the tablet. I will track the package and update you with the progress as soon as I have it.

If I hear from Brice over the weekend, I will keep you informed

Regards,
Jim
Sent from my iPhone

On Dec 20, 2013, at 6:45 PM, [REDACTED] wrote:

Hi, Jim:

You've probably noticed that the Sony tablet still hasn't arrived. That's because there was some issue in transit, so it got delayed in California. The FedEx tracking number is **797465803490** if you want to keep tabs on it. It used to have an estimated delivery date of today, but at the moment has none. Hopefully, that will change soon.

Did the cable with the coupler successfully pass the 4K signal from the 4K media player through the receiver to the projector?

Besides that, the tablet/4K media player control setup, and the modification of the control cables, is there anything else left to be done?

Could you ask Brice if we can call one of the ranch's landline numbers in order to reach you while you're on-site?

Last but not least, when is your next available date to go back?

I'll be back on Monday if you'd like to call again.

Thank you,

Usman Haq
Commercial Project Manager
INSTALLS inc
241 Main St., 5th Floor
Buffalo, NY 14203
[REDACTED]

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From: [REDACTED]
To: "Jim Cloud - JRC Telecommunications"
[REDACTED]
Cc: "Sony Projects" <[REDACTED]>
Sent: Thursday, December 19, 2013 5:22:28 PM
Subject: Re: 3160012 - Sony Concierge consultation - Zorro Ranch, Stanley, NM

Hi, Jim:

It looks like I sent you the VPL-VW1000ES manual, because it was as close as I could get to providing a VPL-VW1100ES manual. I am waiting for Celeste to call back if she'd like to involve us in receiving and bringing the tablet to the ranch tomorrow. In the meantime, I have attached some documentation regarding the 4K media server, and how to pair it with the Sony tablet, for your reference. Please let me know if you have any questions.

Thanks,

Usman Haq
Commercial Project Manager
INSTALLS inc
241 Main St., 5th Floor
Buffalo, NY 14203
[REDACTED]

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From: "SonyProjects" <[REDACTED]>
To: "Jim Cloud - JRC Telecommunications"
<[REDACTED]>
Cc: "Sony Projects" <[REDACTED]>
Sent: Monday, November 25, 2013 5:48:28 PM
Subject: 3160012 - Sony Concierge consultation - Zorro Ranch, Stanley, NM

Hi, Jim:

As per our conversation earlier today, I have attached the manual for the VPL-VW1000ES, the predecessor to the VPL-VW1100ES. Throw distance tables for various aspect ratios start on page 90. The 23-ft (276-inch) distance for the existing projector fits comfortably within the recommended range for a 200" diagonal screen for each aspect ratio given (1.90:1, 1.78:1, 2.35:1), so we should be okay there.

I sent the following to Celeste about half an hour ago, and wanted to include it here so that you could let me know if I missed anything:

To follow up on our conversation today, our technician Jim found the following:

- An existing home theater system with 9 speakers and 3 subwoofers in one room
- An existing projection screen with a 17-ft diagonal
- An existing Sony Qualia-004 projector on a

ceiling-mounted board, 23 feet from the screen, with existing power, a brand-new HDMI cable, and 2 Cat5 cables

- An existing local area network with external download speeds of 1.5 Mbits/second due to the remote location
- An existing equipment rack with a switch, Blu-ray player, and receiver
- An existing Crestron home automation system

The customer wants or needs:

- A 4K projector
- A 4K media server
- A new receiver that can drive all 9 existing speakers and 3 subwoofers, and that is 4K compatible
- A new Blu-ray player capable of 4K output
- A rack-mounted uninterruptible power supply (UPS) to smooth out voltage fluctuations in the local power grid (to be provided by the installer for additional custom labor SKUs)
- Netflix streaming capability
- Crestron control capability for all new equipment
- Specs and manuals for the projector, media server, receiver, and Blu-ray player

We need the customer to verify that the existing HDMI cable is a High Speed HDMI cable (1.4 or above).

Please let me know if you have any questions or concerns whatsoever.

Thank you,

Usman Haq
Commercial Project Manager
INSTALLS inc
241 Main St., 5th Floor
Buffalo, NY 14203
[REDACTED]

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