Artcoustic CPH-Trio Serial Driver For Crestron Home

Revision: 2.00
Date: 22 October 2026

Supported Installation

This is a Crestron Home driver for Crestron Home processors.

Description

The Artcoustic CPH-Trio serial module supports the following functionality:

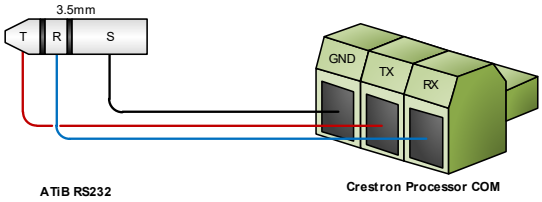
- Serial connection
  The CPH-Trio supports serial control via a 3.5mm TRS jack on the rear of the unit. The com spec is FIXED at 9600 baud, 8-N-1. Please refer to the wiring diagram to ensure correct setup with your Crestron processor.
- Discrete Power Control
- Power Feedback
- Discrete Input Selection
- Input Feedback
- Discrete Volume Control
- Volume Feedback
- Discrete Mute Control
  The unit will automatically mute when no inputs are being played.
- Mute State Feedback

Even though the unit may support additional functionality, this may not be exposed within Crestron Home.

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Serial Connection

Please note, we have had reports that serial connections on Crestron NVX endpoints are unreliable and may cause the endpoint to restart. We recommend using a processor's local serial port for control of the CPH-Trio.



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Installation

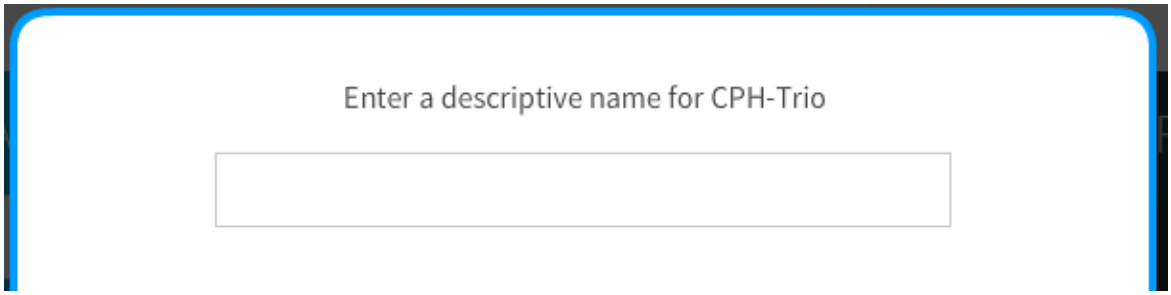
The driver can be found under:

Drivers > AV Receiver > Artcoustic > CPH-Trio

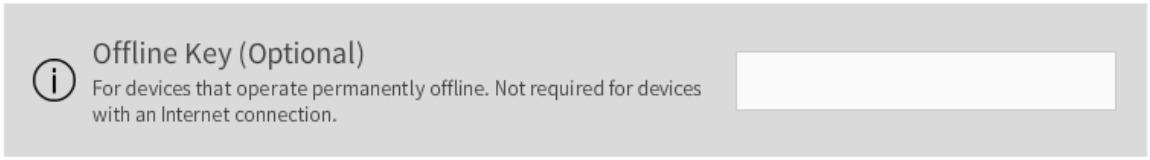
Adding the Driver

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

You will be asked to provide a descriptive name – this can be anything you wish.



The driver is licensed 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.



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.

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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.

Licensing

This integration solution (including software, images and all other associated assets distributed as part of the purchased download package) is licensed 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.

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Cloud Licence

This integration solution contacts Ultamation's licensing server at startup. If the server finds a matching licence for the integration solution and processor then the integration solution will be licensed. 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.

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