



CASE STUDY

Towpath Credit Union: Fairlawn Branch

Empowering Hybrid Collaboration Through Integrated Technology

THE CHALLENGE

Towpath Credit Union's leadership relied on its large conference room for board meetings, staff training, and hybrid sessions with remote participants. But aging equipment, a messy setup process, and inconsistent performance made every meeting harder than it should be. Staff spent more time troubleshooting than collaborating, and sharing content rarely felt smooth or professional. Towpath needed a modern, dependable space where staff could walk in, plug in, and get started in seconds.

THE SOLUTION

MediaNet AV partnered with Towpath to design a system built around how the team actually meets. We deployed a Q-SYS platform that unifies the entire room under one touchscreen, giving staff intuitive control of audio, displays, and cameras from a single screen.

The cluttered setup is gone. A simple USB-C or HDMI connection replaces credential-based logins, so users can walk in, plug in, and start meetings in seconds.

PTZ cameras provide balanced room-wide views for remote participants, while a ceiling microphone captures voices evenly from any seat. Multiple displays keep content visible throughout the room, and a centralized rack keeps everything organized for reliability, scalability, and easy service.

The result is a conference room that feels consistent, intuitive, and effortless to operate.

PROJECT SCOPE

Large Conference Room

Full Q-SYS Integration

Lobby Display Refresh

HDMI Distribution

Centralized Rack Relocation

System Programming

Staff Training

Commissioning & Ongoing Support

5

INTEGRATED DISPLAYS

3

PTZ CAMERAS

1

TOUCHSCREEN CONTROL

Effortless Collaboration



Built Around Simplicity

Every design decision traces back to one question: what makes a meeting feel effortless?

The 85-inch main display anchors the room, flanked by four 55-inch side displays so every participant, whether in the front row or the back corner, has an unobstructed view of shared content. Three QSC PTZ cameras work together through Automatic Multi-Camera Switching, following the natural flow of conversation without anyone needing to touch a remote. A Sennheiser TeamConnect Ceiling Microphone captures voices evenly across the table, while six QSC ceiling speakers deliver balanced, natural sound that feels as clear in the back of the room as it does on the other end of a call.

Behind the scenes, a centralized rack houses all processing, amplification, networking, and UPS protection in one clean, serviceable enclosure, keeping the room free of clutter and the system ready for whatever comes next.



“Now we can just walk in, plug in our laptop, and we’re ready to go. It’s reliable and does exactly what we need it to do.”

— STAFF, TOWPATH CREDIT UNION



Technical Infrastructure

ORGANIZED POWER AND PERFORMANCE

A dependable meeting space starts with a system designed for reliability. The relocated rack centralizes all Q-SYS processing, amplification, networking, and UPS protection into one clean, accessible enclosure engineered for long-term performance, simplified service, and minimal clutter. Thoughtful cable management and ventilation keep the system running cool and accessible when needed.



CLEAR, EVEN SOUND

Six QSC AC-C6T ceiling speakers are positioned for full-room coverage and driven by a QSC SPA-QF60X2 network amplifier. A Sennheiser TeamConnect Ceiling Medium microphone provides full-room voice pickup with beamforming technology that automatically focuses on active speakers. The system was tuned on-site to account for room acoustics, ensuring every voice comes through naturally, whether you're at the head of the table or dialing in remotely.



EQUIPMENT HIGHLIGHTS

Samsung 85" Main 4K Display

Four Samsung 55" 4K Side Displays

Q-SYS Network PTZ Cameras

Sennheiser TeamConnect Ceiling Microphone

Q-SYS Core-Capable Network Video Endpoint

QSC 6" Two-Way Ceiling Speakers

Q-SYS 7" Touchscreen Controller

Microsoft Teams Rooms License



Results & Impact



Powered by Q-SYS, the upgraded system delivers reliable performance, simplified control, and a consistent meeting experience in Towpath's Fairlawn conference room.

OPERATIONAL IMPROVEMENTS

The Q-SYS platform transformed Towpath Credit Union's large conference room into a dependable, easy-to-use collaboration space. Staff can manage audio, cameras, and displays from a single touchscreen, helping meetings start faster and making communication between in-person and remote participants feel more natural and consistent.

- Faster meeting startup with no logins required
- Single touchscreen for room-wide control
- Clear audio for in-room and remote participants
- Automatic camera switching

LONG-TERM VALUE

The modular Q-SYS architecture protects Towpath's investment. As needs evolve, the system scales without requiring a full replacement, while network-based components help keep maintenance costs low.

QSC Reflect enables MediaNet AV to provide secure remote support, firmware updates, and configuration changes without disrupting daily operations, keeping the room running smoothly long after installation.

- Centralized rack improves service access
- Scalable Q-SYS platform supports expansion
- Network-based components reduce maintenance
- QSC Reflect enables secure remote support





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MediaNet AV
1100 Campus Dr, Suite 200
Stow, OH 44224

Phone: (330) 656-5205
Toll Free: (888) 275-4020



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