DATA-TRONIX®

VidcasterIP
Virtual Video Matrix

User Manual

DT-HDVD-IPSTR-CB

IP Control Box

Version: V1.0.0

CE RoHS

Important Safety Instructions

Warning: To reduce the risk of fire, electric shock or product damage, please follow the guidelines below:

1. Do not expose this apparatus to rain, moisture, dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the apparatus.

2. Do not install or place this unit in a bookcase, built-in cabinet or in another confined space. Ensure the unit is well ventilated.

3. To prevent risk of electric shock or fire hazard due to overheating, do not obstruct the unit's ventilation openings with newspapers, tablecloths, curtains, and similar items.

4. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

5. Do not place sources of open flames, such as lighted candles, on the unit.

6. Clean this apparatus only with dry cloth.

7. Unplug this apparatus during lightning storms or when unused for long periods of time.

8. Protect the power cord from being walked on or pinched particularly at plugs.

9. Only use attachments / accessories specified by the manufacturer.

10. Refer all servicing to qualified service personnel.

Table of Contents

Introduction

Overview

DT-HDVD-IPSTR-CB is an IP control box that is used as an A/V control device for managing, configuring and controlling H.264 encoders and decoders on the local area network. It features two Ethernet ports and two RS232 ports, offering integration-friendly control features——LAN (Telnet & Web GUI), a third party controller (API) providing simple, flexible control and management options. The DT-HDVD-IPSTR-CB can automatically search for and display H.264 encoders and decoders. It is compatible with the configuration file from a PC configurator and uses the imported configuration file to perform operations on encoders and decoders such as matrix switching, video wall and multi-view.

Features

- IP control via LAN (Telnet & Web GUI) and a third party controller (API)
- Features two Ethernet ports and two RS-232 ports
- Detects H.264 encoders and decoders automatically
- Supports matrix switching between H.264 encoders and decoders
- Compatible with the configuration file from a PC configurator to quickly perform matrix operations on encoders and decoders
- Web based configuration
- Extend the transmission distance to at least 100 meters
- Bonjour automatic discovery of network devices

Package Contents

- 1 x DT-HDVD-IPSTR-CB

- 1 x 12VDC 1A Power Supply

- 1 x Detachable Plug

- 1 x Phoenix Connector (Male, 3.5 mm, 6 pins)

- 2 x Mounting Ears with screws
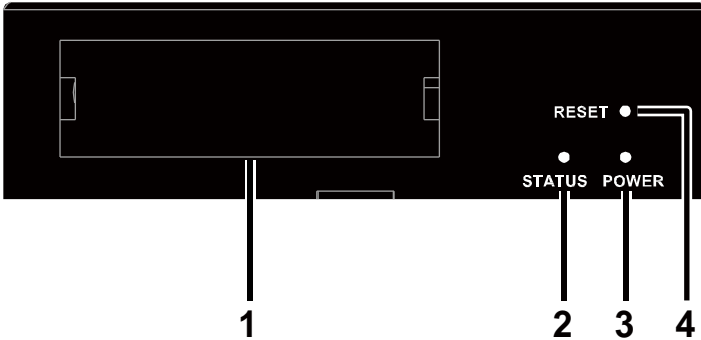
- 5 x Label Cards (49 mm x 15 mm)

Specifications

Technical	
I/O Connections	1 x LAN1 (AV) (10/100 Mbps) 1 x LAN2 (C) (10/100 Mbps) 2 x RS-232
LED	LED indication for Power and Status
Button	1 x Reset Button
Power Supply	12VDC 1 A, 5.5 mm
Power Consumption	1.6 W (Max.)
Control Method	LAN (Web GUI & Telnet), RS-232 (PC and a third party controller)
Supported Encoders and Decoders	**Encoder:** DT-HDVD-IPSTR-ENC **Decoder:** DT-HDVD-IPSTR-RX
Operating Temperature	32°F ~ 113°F (0°C ~ +45°C) 10% ~ 90%, non-condensing
Storage Temperature	-4°F ~ 140°F (-20°C ~ +70°C) 10% ~ 90%, non-condensing
ESD Protection	Human Body Model: ±8kV (air-gap discharge) ±4kV (contact discharge)
Surge Protection	Voltage: ±1000 V (Tested ten times respectively for the positive and negative voltages)

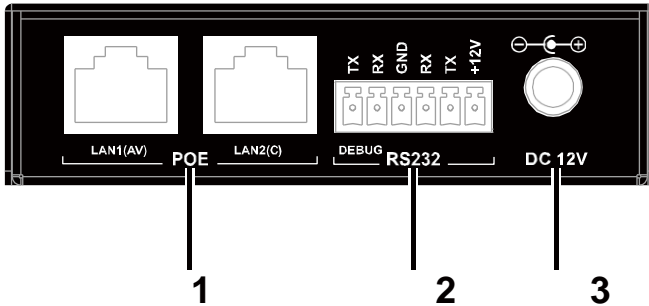| General	
Product Dimension (W x H x D)	● 5.46" x 1.02" x 3.67" ● 138.7 mm x 26 mm x 93.2 mm
Box Dimension (W x H x D)	● 250 mm x 80 mm x 170 mm ● 10" x 3.15" x 6.7"
Net Weight	0.40 kg / 0.9 lbs (without accessories)
Certification	CE, FCC, RoHS compliant

Panel

Front Panel

No.	Name	Description
1	Label Card Location	Use the supplied label card here to display device information such as IP address.
2	STATUS	● Lit blue when device is working properly. ● Off when device is powered off or is booting.
3	POWER	Lit red when device is powered on.
4	RESET	When DT-HDVD-IPSTR-CB is powered on, use a pointed stylus to hold down the RESET button for five or more seconds, and then release it. DT-HDVD-IPSTR-CB will reboot and restore to its default settings. **Note:** When the default settings are restored, your custom data is lost. Therefore, exercise caution when using the RESET button.

Rear Panel

No.	Name	Description
1	RJ45 ports	**1 x LAN1 (AV):** Connects to a switch to communicate with encoders and decoders in the same network. In this case, you can control and manage encoders and decoders at the LAN2 (C) side through LAN control (Telnet & Web GUI). The default IP parameters of this RJ45 port are IP address 169.254.1.1 and subnet mask 255.255.0.0. **1 x LAN2 (C):** Connects to a switch or computer for configuring, managing and controlling DT-HDVD-IPSTR-CB, encoders and decoders through LAN control (Telnet & Web GUI). The default IP parameters of this RJ45 port are IP address 192.168.11.243 and subnet mask 255.255.0.0. **Note:** When both these two LAN ports are PoE-enabled, you can connect one of them to PoE switches to receive power, eliminating the need for the power supply.

No.	Name	Description
2	RS-232 ports	**RS232:**
		● **Left (DEBUG):** Pins TX, RX, GND are used for troubleshooting only.
		● **Middle (Control):** Pins GND, RX, TX are used for configuring, managing and controlling DT-HDVD-IPSTR-CB, encoders and decoders through RS-232 software or a third party controller.

RS-232 Parameters for this Port	Value
Baud Rate	9600 bps
Data Bits	8 bits
Parity	None
Stop Bits	1

		● **Right:** Pins GND, +12V are used for providing a 12VDC 0.5 A output.
		Note: The IP control box can provide power only when it is powered by a power adapter (not PoE).
3	DC 12V	Connects to the supplied 12 VDC 1 A power adapter.

Hardware Installation

Warnings:

- Before installation, disconnect the power supplies from all the devices.
- During the installation, connect or disconnect the cables gently.

1. Connect a PC to IP control box's RS-232 ports through serial cables and to LAN 2 (C) port via an Ethernet cable.

Note:

> You can also connect the LAN2 (C) port to switch A, then your PC to this switch.

2. Connect encoders, decoders and IP control box's LAN1 (AV) to switch B via quality, well-terminated Cat5e/6 cables. Transmission distance between devices should not exceed 100 meters (328 feet).

3. Connect HD video source devices such as media players or a PC to encoders and A/V output devices such as displays and audio systems to decoders with quality cables, ensuring firm port connection.

4. Power on the switches first, then the other devices.

5. Use the PC to configure, manage and control the DT-HDVD-IPSTR-CB Control Box, encoders and decoders through LAN control (Telnet & Web GUI) or RS-232 ports.

Note:

- We would recommend that you use the included 12VDC 1A power adapter (5.5 mm) to power the IP control box. If a 3rd party power adapter is used, ensure it is of the correct voltage and amperage. Failure to do so may result in damage to your device.
- IP control boxes can be powered by PoE. Please ensure your switch can support PoE and supply enough power for this device

to operate. If the switch doesn't support PoE or is unable to provide enough power, connect the IP control box to the included power supply.

● The serial port on the left is for troubleshooting only and the right one can be connected to a PC or a third party controller for configuring, managing and controlling the DT-HDVD-IPSTR-CB, encoders and decoders via API commands.
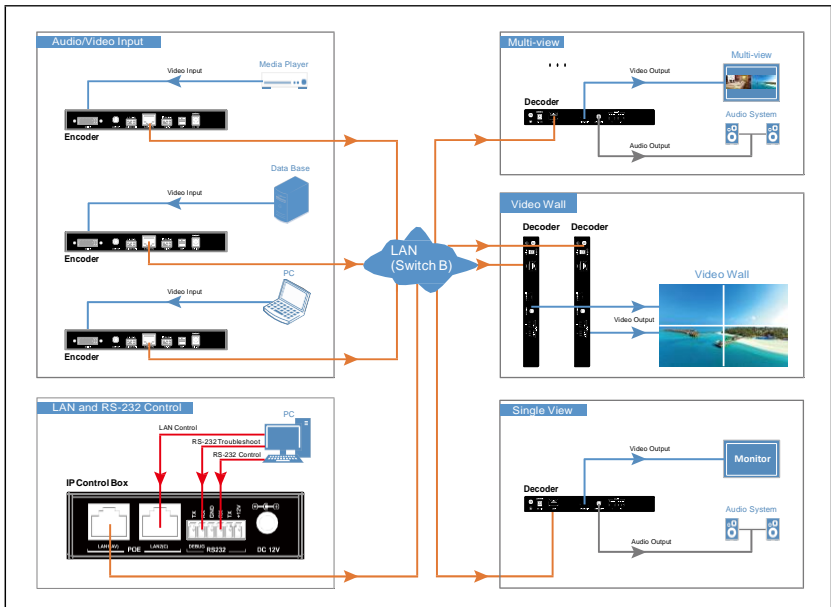
Accessing the Device

You can use Web, Telnet or a third party controller to access the device to configure, manage and control DT-HDVD-IPSTR-CB, encoders and decoders via Web GUI or API commands.

## Before Accessing the Device

Using LAN2 (C) Port

Before accessing the device, make sure that your computer and **LAN2 (C)** port are on the same subnet. The default IP parameters of this RJ45 port are IP address 192.168.11.243 and subnet mask 255.255.0.0. Therefore, set your computer in the 192.168.x.x range with a subnet mask of 255.255.0.0. To do so, you can configure a static IP on your computer. This section takes Windows 7 as an example.

Note:

> If **LAN2 (C)** port's IP settings have been changed using the administrator account, make sure that your computer's IP settings are changed accordingly. Otherwise, you may not access the device.

1. Click **Start** menu.
2. Choose **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Change Adapter Settings**, right click **Local Area Connection** and choose **Properties**.
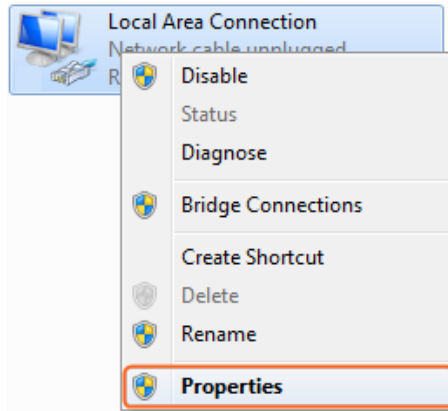
3. Highlight **Internet Protocol Version 4 (TCP/IPv4)** then click **Properties**.
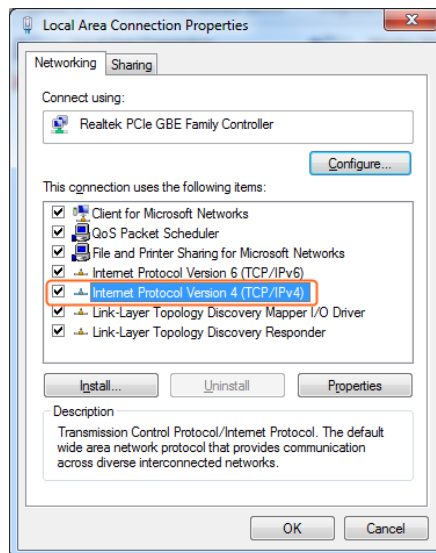
4. Check **Use the following IP address**. After configuring the settings in the following example, click **OK**.

> ➢ **IP addres**s: 192.168.11.45

> ➢ **Subnet mask**: 255.255.0.0
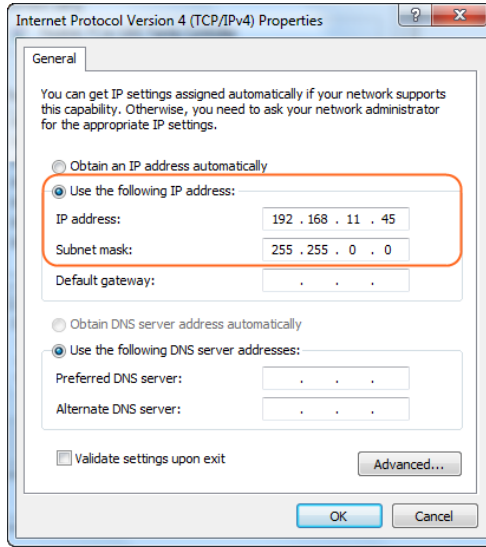
5. Click **OK**.

Using RS-232 Port

Before accessing the device, make sure that your computer or third party controller is connected to RS-232 port on the rear panel. This section takes Windows 7 and COM software Comm Uart Assit (V3.7.2) as an example. You can also use other COM software to perform this operation.

1. Ensure that a computer is connected to the RS-232 port (GND, RX and TX) in the rear panel.

2. Locate the connected COM port on your computer.
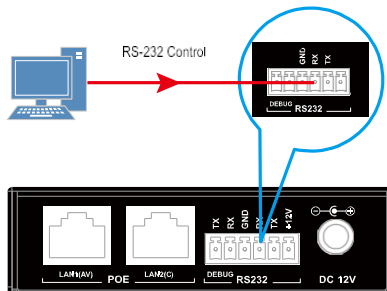
   1) Choose **Start** > **Run**.

   2) Enter **devmgmt.msc**, and then click **Enter**.

   3) In **Device Manager** window, locate the connected COM port   **COM2** below.
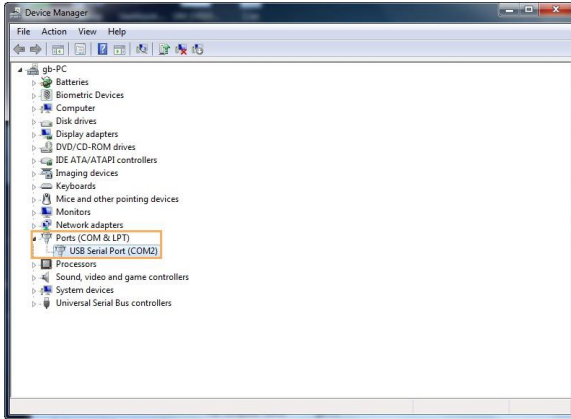
3. Connect COM software to IP control box.

   1) Launch COM software.

   2) Set COM2 for **PortNum**, 9600 for **BaudR**, NONE for **DPaity**, 8 for **DataB**, 1 for **StopB**.
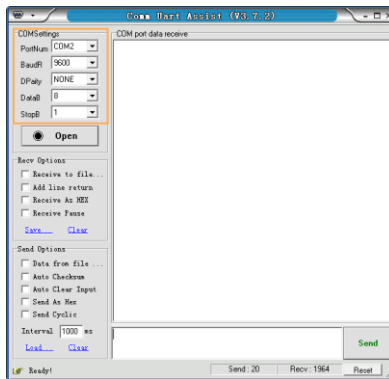
3) Click **Open**.

Accessing the Device via Web

Using the Administrator Account

You can use the administrator account to access the device Web configuration page to configure, manage and control DT-HDVD-IPSTR-CB, encoders and decoders via Web GUI or API commands.

1. Launch a web browser. For optimal performance, we would recommend use of the latest versions of Firefox, Opera, Safari, Internet Explorer 10 or Chrome.

2. In the address bar, enter the default IP address **192.168.11.243** and then press **Enter**.

3. Select **English** for **Change Language**.
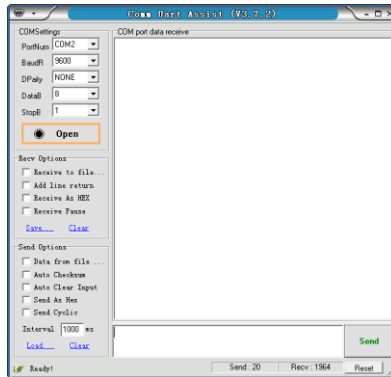
4. Enter **admin** for both the default administrator user name and password.

5. Click **Login**.

Note:

● For easy login, you can select **Remember Name** and **Remember Password** to set the login page to remember username and

password.

- If your default login IP address or administrator password has been changed, use the new one. Administrator user name cannot be changed. For more information, see "IP Setup (Telnet Client and Browser Communication)" or "Changing the Administrator Password" section.

Using the Common User Account

You can use the common user account to access the device Web configuration page to control DT-HDVD-IPSTR-CB, encoders and decoders via Web GUI (**Scenes** page available only) or API commands. Before that, you need to create a common user account under administrator privileges. For more information, see "Creating a Common User Account" section.

1. Launch a web browser. For optimal performance, we recommend use of the latest versions of Firefox, Opera, Safari, Internet Explorer 10 or Chrome.
2. In the address bar, enter the default IP address **192.168.11.243** and then press **Enter**.
3. Select **English** for **Change Language**.
4. Enter the common user name and password.
5. Click **Login**.

Note:

- For easy login, you can select **Remember Name** and **Remember Password** to set the login page to remember user name and password.

- If your default login IP address, user name or password has been changed, use the new one. For more information, see "IP Setup (Telnet Client and Browser Communication)" or "Creating a

Common User Account" section.

Accessing the Device via Telnet

This section takes Windows 7 as an example to use Telnet to access the device to configure, manage and control DT-HDVD-IPSTR-CB, encoders and decoders through API commands.

1. Choose **Start** > **Run**.
2. Enter **cmd** and then click **OK**.
3. Enter **telnet 192.168.11.243** and then press **Enter** to access the command-line interface.
4. Use the API commands to configure, manage and control DT-HDVD-IPSTR-CB, encoders and decoders. For more information, see the user guide of API commands.

Web Configuration Page

The Web configuration page is designed to configure, manage and control DT-HDVD-IPSTR-CB, encoders and decoders. Tabs at the top of the Home Screen page are used to access settings for Scenes, TX/RX Settings and System Settings. **Note:**

- TX signifies an encoder and RX signifies a decoder.
- The fictitious device models such as in the screen captures for this section are for your reference only.

Scenes Page

The **Scenes** section enables matrix switching between each TX and RX to be configured as well as inputting API commands for control and viewing logs. **Note:**

> TX is chosen from available units across the top, and RX is chosen from available units down the left side.
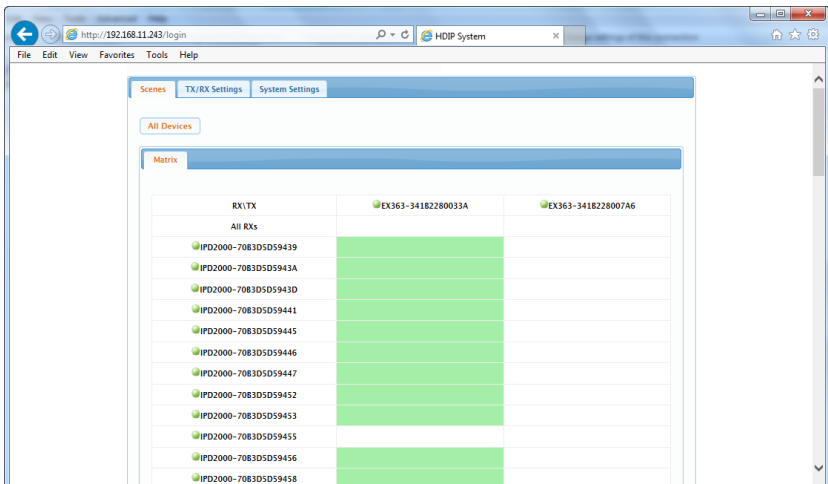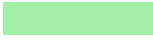
Setting Scenes

1. Click the **All Devices** button, and the table of devices will appear with TX units across the top and the RX down the left hand side.
2. Click the box that links each TX and RX to test switching of the video to each RX.

Note:

> Click the box that links each TX and All RXs (located immediately below the TX's name) to test switching of the video to all RXs.
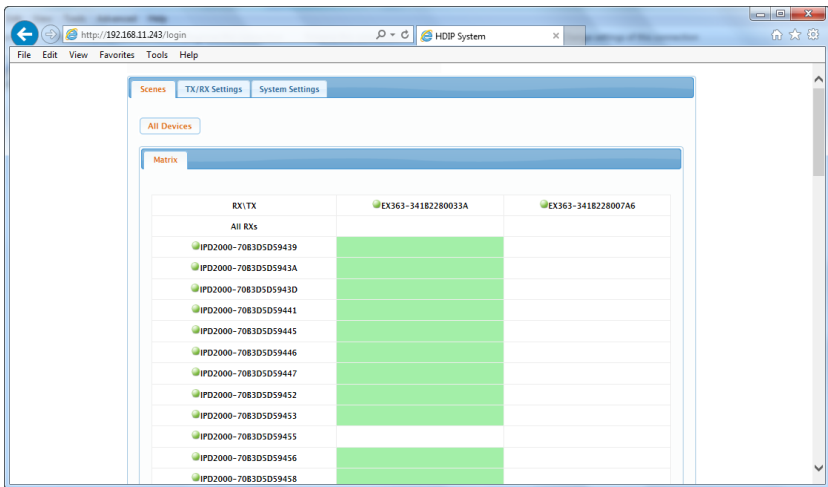
Button/Icon	Description
All Devices	Click to make a table of devices appear below or refresh them.
	A **green ball** represents this device is **online**.
	A **gray ball** represents this device is **offline**.
	A **green bar** signifies a corresponding TX and RX are **connected**. Clicking the green bar changes its color to **clear** to signify the corresponding TX and RX are disconnected.

Button/Icon	Description
	A **red bar** represents TX/RX connection is being processed.
	A **clear bar** represents corresponding TX and RX are not connected. Click to connect.

Note:

- To remove unwanted TX or RX units from the matrix, disconnect power supply or Ethernet cables from them, click the **All Devices** button or wait for a while, when the ball next to TX/RX turns gray click ⓧ. You can also use the API command: **config set device remove name** (**name** is the alias or Host Name like **N143-341B2280073F**).

- To add TX or RX units back to the matrix, connect them to the network and power them on, click the **All Devices** button or wait for a while, then they will appear. If you use the API command to remove unwanted TX or RX units from the matrix, repower to make them appear again.

Telnet API Command

You can enter API commands in Telnet API Command box from **Scenes**, **TX/RX Settings** and **System Settings** pages to configure, manage and control DT-HDVD-IPSTR-CB, encoders and decoders.

1. Locate the Telnet API Command box by scrolling through the **Scenes**, **TX/RX Settings** or **System Settings** pages.
2. Entering API commands. For more information, see the user guide of API commands.
3. Clicking **Apply** or press **Enter.**
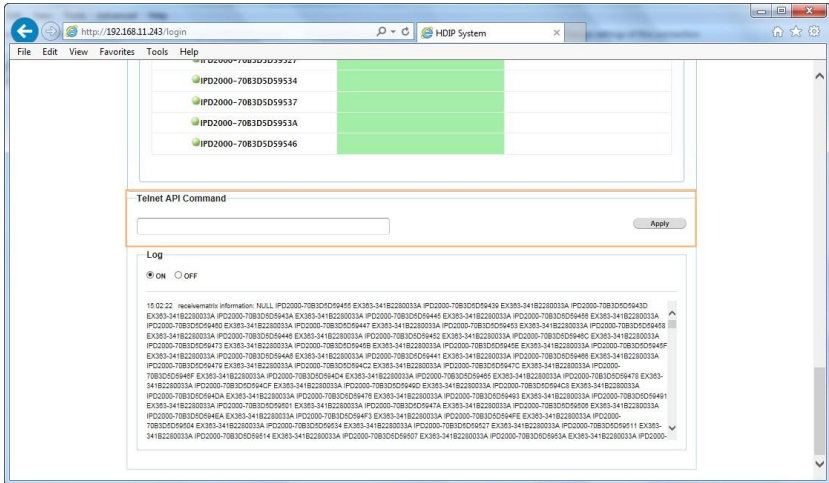
Logs

Logs have recorded the web operation and device communication information. They can be used by technical engineers for troubleshooting. You can access the log from **Scenes**, **TX/RX Settings** and **System Settings** pages.

- To display the logs: click **ON**
- To hide the logs: click **OFF**
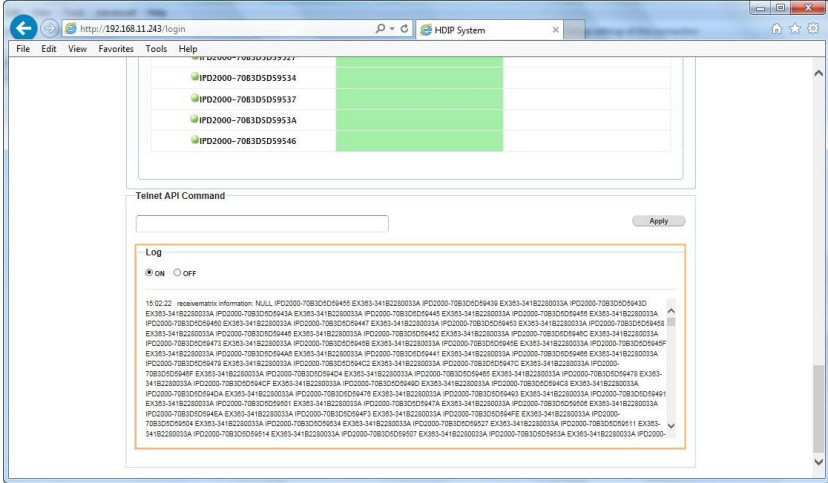
TX/RX Settings Page

The **TX/RX Settings** section enables IP settings and alias of each TX and RX to be configured as well as encoder setup, rebooting the devices, factory resetting the devices, inputting API commands and viewing logs.
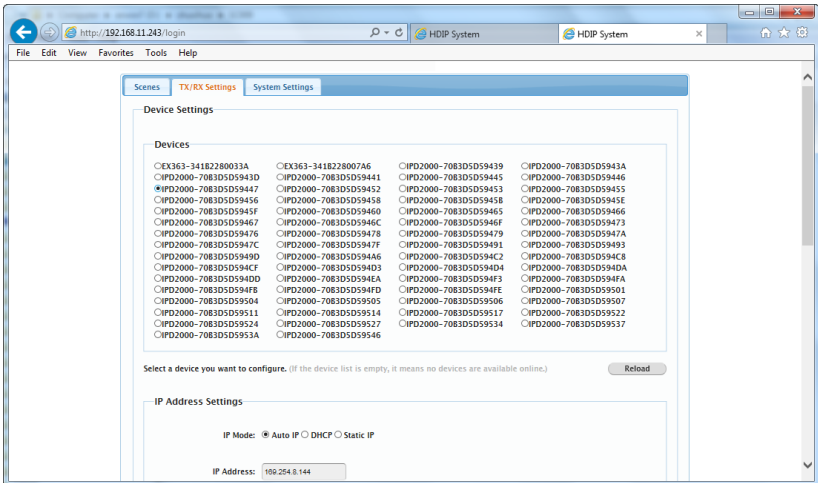
Configuring the IP Settings of TX/RX

You can configure the IP settings of TX/RX by selecting the device to be configured from the list displayed and configuring options as below.

Note:

- After changing the IP settings of TX/RX, you need to reboot them for the settings to take effect as well as to ensure that they remain on the same subnet as other TX/RX and DT-HDVD-IPSTR-CB. Otherwise, communication failure may occur.

- If you have forgotten your new IP settings, you can perform a factory reset on TX/RX to use their default settings.

GUI Element	Description
Reload	Click this to make TX/RX appear below or refresh the device
Auto IP	Obtains IP address automatically. **Note:** The default AutoIP setting is recommended for TX&RX communication. In this case, TX&RX use AutoIP protocol and automatically obtain an IP address in the 169.254.x.x range with a subnet mask of 255.255.0.0 to use Bonjour to discover each other.
DHCP	IP address assigned by DHCP server.
Static	IP address manually configured.
IP Address	IP address of TX/RX, which can be set only when the Static mode is selected.
Subnet Mask	Subnet mask of TX/RX, which can be set only when the Static mode is selected.

GUI Element	Description
Default Gateway	Default gateway of TX/RX, a gateway address for interfacing with another network, which can be set only when the Static mode is selected. By default, keep it unchanged.
Apply	Click this to save the current settings and apply them to TX/RX.

Encoder Setup

When you select a TX unit to be configured from the list, the **Encoder Setup** page appears for you to configure the video parameters. We would recommend that you keep them unchanged.

Changing TX/RX's Alias

1. Log in to the Web configuration page.
2. Click **TX/RX Settings** tab.
3. Select a device to be configured from the list displayed. If no device is found, click **Reload** to refresh the device list.
4. Scroll down to the **Alias** area.
5. Enter a name for **Alias**.

Note:

Alias should be given using the rules below.
a) Alias should be different from each other.
b) Alias cannot contain these characters (exclude the quotation marks) in the following table.

" " (space)	","	";"	"_"	"@"	"*"
"&"	"null"				
"EX131"	"IPE201"	"MS500"	"N173"	"EX383"	"IPD3000"
"EX363"	"IPE3000"	"MS501"	"TX"	"IPD020"	"IPD500"
"IPE1000"	"IPE365"	"MS601"	"EX141"	"IPD0200"	"IPD6000"

| "IPE200" | "IPE6000" | "MX143" | "EX373" | "IPD1000" | "IPD3000" |
| "IPE2000" | "MS300" | "MX153" | "EX373L" | "IPD2000" | "RX" |

Restoring TX/RX to their Default Settings

1. Log in to the Web configuration page.
2. Click **TX/RX Settings** tab.
3. Select a device to be configured from the list displayed. If no device is found, click **Reload** to refresh the device list.
4. Scroll down to the **Commands** area.
5. Click **Factory Default**.
6. Reboot TX/RX to restore to their default settings.

Note:

- When the default settings are restored, your custom data is lost. Therefore, exercise caution when performing this operation.
- You may also restore TX/RX to their default settings using RESET button or API commands.

Rebooting TX/RX

1. Log in to the Web configuration page.
2. Click **TX/RX Settings** tab.
3. Select a device to be configured from the list displayed. If no device is found, click **Reload** to refresh the device list.
4. Scroll down to the **Commands** area.
5. Click **Reboot**.

Note:

You can also power off TX/RX then on to perform this operation.

System Settings Page

The System Settings section enables IP settings of the IP control box to be configured as well as opening or closing logs, importing configuration file from PC configurator, managing common user and administrator account, factory resetting this device, rebooting this device, shutting down this device, viewing API and system version, inputting telnet API commands and viewing logs.
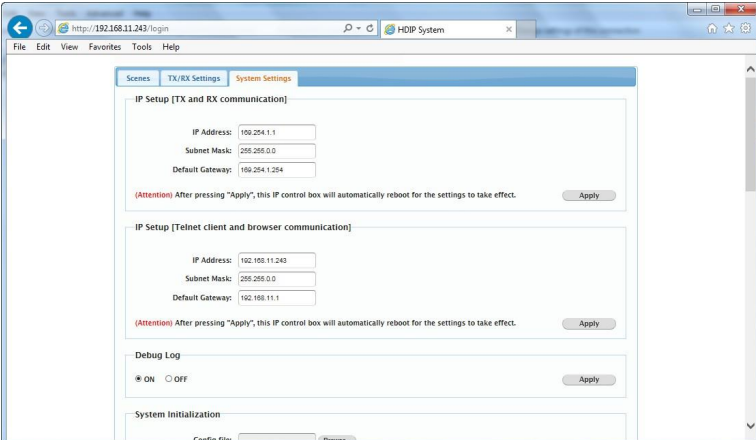
IP Setup

IP Setup contains the network settings for the IP control box itself, comprising of two separate network connections for communicating with TX/RX devices and PC or third party controller.

Note:

> Each IP setting must be on the same subnet as other devices to enable communication between all devices.

IP Setup (TX and RX Communication)

GUI Element	Description
IP Setup (TX and RX Communication)	Configures the IP settings in **LAN1 (AV)** port for communicating with RX/TX devices.
IP Address	IP address for TX and RX communication.
Subnet Mask	Subnet mask for TX and RX communication.
Default Gateway	Default gateway for TX and RX communication, a gateway address for interfacing with another network. By default, keep it unchanged.
Apply	Clicks to save the current settings and apply them to IP control box. **Note:** After changing IP settings and clicking **Apply**, IP control box will automatically reboot for the settings to take effect.

IP Setup (Telnet Client and Browser Communication)
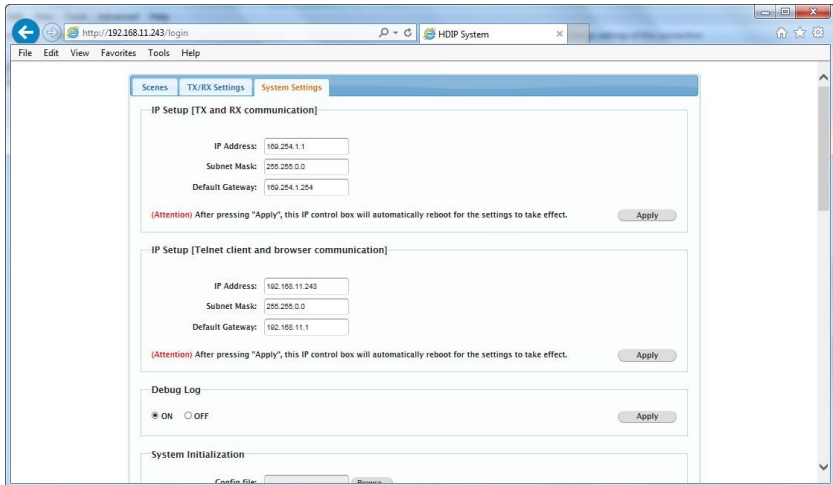
GUI Element	Description
IP Setup (Telnet client and browser communication)	LAN2 (C) port for communicating with PC or a third party controller.
IP Address	IP address for communicating with PC or a third party controller.
Subnet Mask	Subnet mask for communicating with PC or a third party controller.
Default Gateway	Default gateway for communicating with PC or a third party controller, a gateway address for interfacing with another network. By default, keep it unchanged.
Apply	Clicks to save the current settings and apply them to the IP control box.

GUI Element	Description
	Note:
	After changing IP settings and clicking **Apply**, IP control box will automatically reboot for the settings to take effect.

Debug Logs

This section is reserved for further version.

Web Matrix Switching

Importing Configuration File from PC Configurator

You can directly import a configuration file (.hoi) exported from PC configurator. In this way, you can use different scenes created in PC configurator to configure, manage and control encoders and decoders for easy setup such as video wall, multi-view and matrix switching.

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **System Initialization** area.
4. Click **Browse** to import a configuration file on your computer.
5. Click **Apply**. Then follow the on-screen instructions to complete these settings.

Note:

This action will initialize the system, completely removing the previous configuration. Therefore, exercise caution when performing this operation.
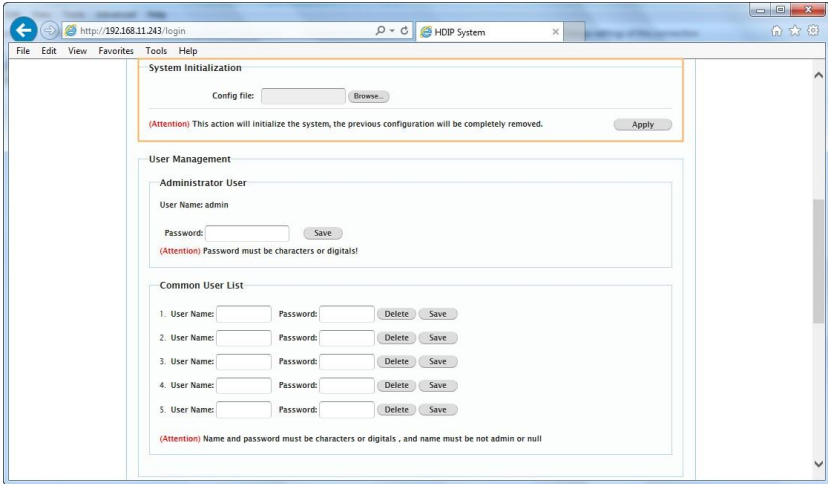
Web Matrix Page

After a configuration file is imported, scene items will appear next to the **All Devices** button. For example, if **Matrix3x3** is the scene created in PC configurator **Matrix3x3** scene item will appear next to **All Devices** button. For more information about Web matrix page, see the table below.
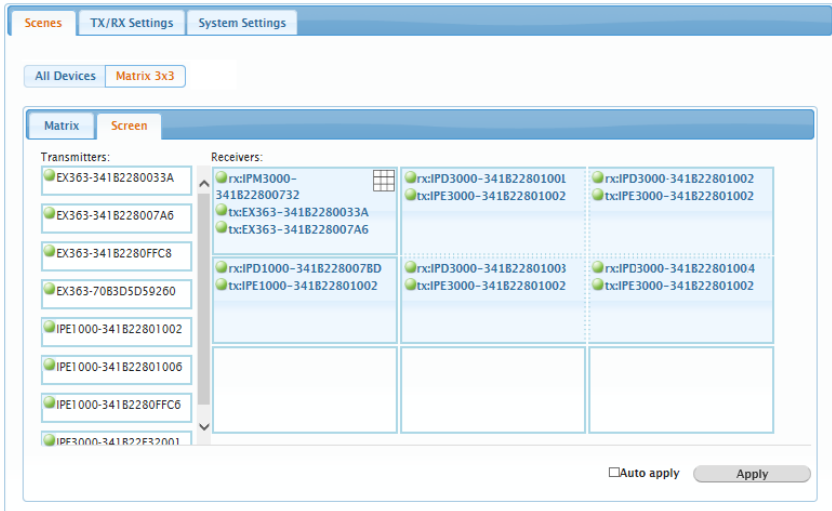
GUI Element	Description
Matrix3x3	Represents the scene name created in PC configurator. **Note:** Scene names created in PC configurator should not contain spaces. Otherwise, errors may occur in Web matrix switching.
Screen	Represents the scene area for matrix switching.
Transmitters	Represents the list of transmitters.
Receivers	Represents the table of transmitters and receivers. In this table, receivers cannot be changed and can only be changed in PC configurator, and transmitters can be changed here by choosing from Transmitters list.
Apply	Clicks to save the current settings and apply them to IP control box.
Auto Apply	Select it to automatically apply changes to the IP control box as soon as they are made

Operating Matrix Switching via Web

If you import a configuration file from PC configurator, you can use the scenes created already. For example, if you create a 3 x 3 matrix in PC configurator, which contains 2 x 2 video wall (), multi-view () and single view (DT-HDVD-IPSTR-RX) settings, you can use the same scene **Matrix3x3** in the Web configuration page after importing its configuration file.
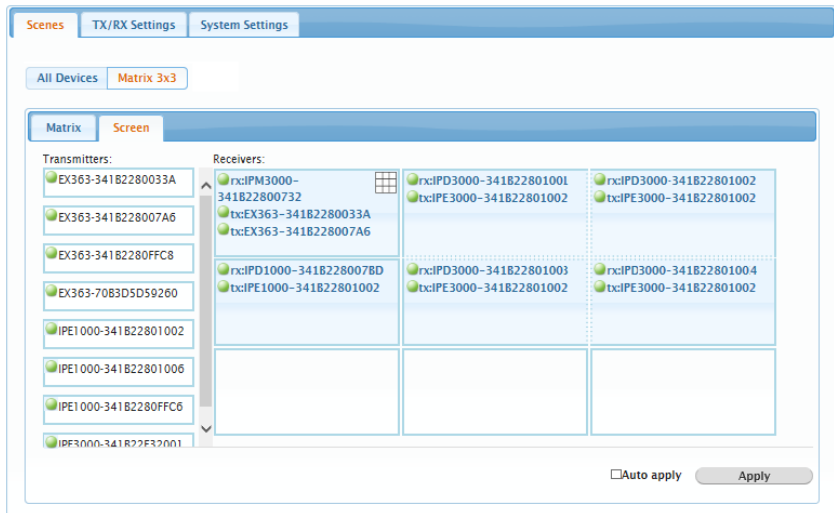
1. Log in to the Web configuration page.
2. Click **Scenes** tab.
3. Select **Matrix3x3** > **Screen**.
4. Operating matrix switching as follows.

● To change a transmitter for single view (DT-HDVD-IPSTR-ENC), click and drag a transmitter (DT-HDVD-IPSTR-ENC only) from the transmitters list to the corresponding box.

- To change a transmitter for video wall operation (Video wall not supported by the DT-HDVD-IPSTR-RX), click and drag a transmitter (EX363 only) from the transmitters list to the any box of the 2 x 2 video wall divided by broken double lines.

- To change a transmitter for multi-view (IPM3000), click and drag multiple transmitters (EX363 for example) from the transmitters list to the corresponding box.

Note:

If you want to intuitively view all TXs arranged in a RX in a multi-view application, you can click the ⊞ icon. If you want to clear all the TX information, click **Clear**.

5. Click **Apply**.

NOTE: If you select **Auto apply** it automatically saves the current settings and applies them to IP control box as soon as changes are made in the scene area.

Managing Administrator and Common User

Account

You can use an administrator account to access the settings for **Scenes**, **TX/RX Settings** and **System Settings** while only **Scenes** settings can be accessed using a common user account.

Changing the Administrator Password

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **User Management** area.
4. For **Password**, enter a new password using 1-10 letters (case sensitive) or digits.

Note:

- The administrator user name is **admin** and cannot be changed.

- If you have forgotten your new password, you can create a new one or restore IP control box to its default settings to use the factory parameters. For more information, see "Restoring IP Control Box to its Default Settings" section.

5. Click **Save**.

Creating a Common User Account

You can use administrator account to create five common user accounts at most to access the settings for **Scenes** only.

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **Common User List** area.
4. For **User Name**, enter a user name using 1-10 letters (case sensitive) or digits. And name cannot be **admin** or null.
5. For **Password**, enter a new password using 1-10 letters (case sensitive) or digits.

Note:

> If you have forgotten user name and password, you can use administrator account to find the user name and can only create a new password if lost.

6. Click **Save**.

Note:

> To delete user name and password, click Delete.

Device Maintenance
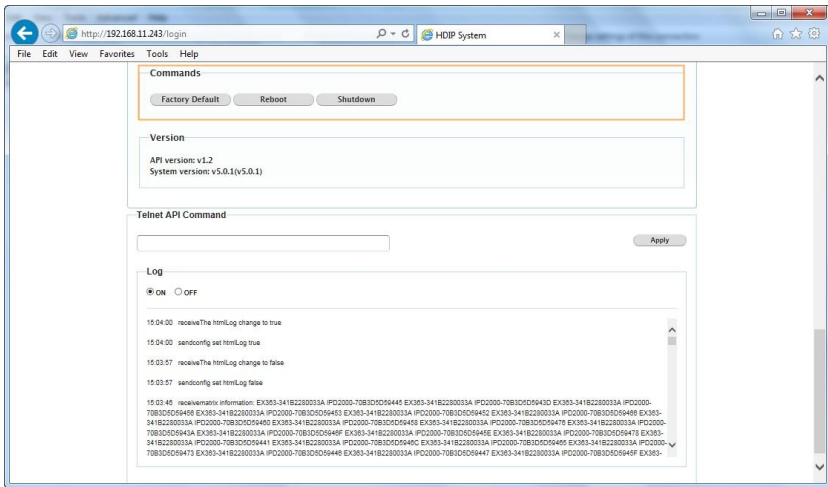
Restoring IP Control Box to its Default Settings

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **Commands** area.
4. Click **Factory Default**. Then this device will reboot and restore to its default settings.

Note:

- When the default settings are restored, your custom data is lost. Therefore, exercise caution when performing this operation.

- You can also restore IP control box to its default settings using RESET button on the front panel or API commands.

Rebooting IP Control Box

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **Commands** area.
4. Click **Reboot**. Then this device will reboot.

Note:

> You can also power off IP control box then on to perform this operation.

Shutting Down IP Control Box

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **Commands** area.
4. Click **Shutdown**. Then IP control box is powered off.

Note:

> To repower IP control box, disconnect it from its power supply then connect to it.

Viewing API and System Version

1. Log in to the Web configuration page.
2. Click **System Settings** tab.
3. Scroll down to the **Version** area.
4. View the current API and system version.

FAQ

1. Why can't I log in to the Web configuration page?

- Check that all the devices are powered on and working properly.

- Check that all the cables are qualified and connected properly.

- Check that **LAN2 (C)** port is connected for login.

- Check that your computer and IP control box's **LAN2 (C)** port are in the same subnet. If not, you can set a static IP on your computer. For more information, see "Using LAN2 (C) Port" section.

- Check that your IP address and password for login are correct. For more information, see "Accessing the Device via Web" section.

- Try other types of browsers or the latest version of your browser. For optimal performance, we would recommend use of the latest versions of Firefox, Opera, Safari, Internet Explorer 10 or Chrome.

- Make sure that the local network connection on your computer is enabled.

- Make sure that the network adapter on your computer is installed and enabled properly.

- Disconnect and then reconnect the Ethernet cables between your computer, IP control box or switch.

- Reboot your browser, IP control box, switch or your computer.

2. If no devices appear in the **Scenes** or **TX/RX Settings** page, what can I do?

- Ensure that all devices are powered on and connected to the same network.

- Refresh these pages using the **All Devices** or **Reload** buttons.

- Refresh the browser.

- Ensure that the network settings in the switch are correct for those set in the TX/RX units.

- Try restarting all devices in the network.

- Perform a reset on the IP control box by holding down the RESET button for five or more seconds on the front of the device or using the Web configuration page

Product Service

Maintenance

Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner or benzine to clean this unit.

Provided Service

1. **Damage Requiring service:** The unit should be serviced by qualified service personnel if:
    - ➤ The DC power supply cord or AC adapter has been damaged;
    - ➤ Objects or liquids have gotten into the unit;
    - ➤ The unit has been exposed to rain;
    - ➤ The unit does not operate normally or exhibits a marked change in performance;
    - ➤ The unit has been dropped or the cabinet damaged.
2. **Servicing Personnel:** Do not attempt to service the unit beyond that described in these operating instructions. Refer all other servicing to authorized servicing personnel.
3. **Replacement parts:** When parts need replacing ensure the service uses parts specified by the manufacturer or parts that have the same characteristics as the original parts. Unauthorized substitutes may result in fire, electric shock, or other hazards.
4. **Safety check:** After repairs or service, ask the service technician to confirm that the unit is in proper working condition.

DATATRONIX 1-Year Limited Warranty

DATATRONIX. (the "Company") warrants to the Original Purchaser that the item purchased is free from defects in workmanship or material under normal use. This warranty starts on the date of shipment of the hardware to the Original Purchaser. During the warranty period, the Company agrees to repair or replace, at its sole option, without charge to Original Purchaser, any defective component. To obtain service, the Original Purchaser must return the item to the Company properly packaged for shipping. All defective products must be returned to the Company within thirty (30) days of failure. Products must be returned with a description of the failure and Return Merchandise Authorization (RMA) number supplied by the Company. To receive a RMA number and a return shipping address on where to deliver the hardware, call 610-429-1821. The shipping, and insurance charges incurred in shipping to the Company will be paid by Original Purchaser, and all risk for the hardware shall remain with the Original Purchaser until such time as Company takes receipt of the hardware. Upon receipt, the Company will promptly repair or replace the defective unit, and then return said unit to Original Purchaser, shipping prepaid. The Company may use reconditioned or like-new parts or units, at its sole option, when repairing any hardware. Repaired products shall carry the same amount of outstanding warranty as from original purchase. Any claim under the warranty must include dated proof of purchase or invoice. In any event, the Company's liability for defective hardware is limited to repairing or replacing the hardware. This warranty is contingent upon proper use of the hardware by Original Purchaser and does not cover: if damage is due to Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), accident, unusual physical, electrical, or electromechanical stress, modifications, neglect; misuse, operation with media not approved by the Company, tampering with or altering of the hardware, war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity, air conditioning, or humidity control, internet, network, or telephone service The warranties given herein, together with any implied warranties covering the hardware, including any warranties of merchantability or fitness for a particular purpose, are limited in duration to two years from the date of shipment to the Original Purchaser. Jurisdictions vary with regard to the enforceability of warranty limitations, and you should check the laws of your local jurisdiction to find out whether the above limitation applies to you. The Company shall not be liable to you for loss of data, loss of profits, lost savings, special, incidental, consequential, indirect, or other similar damages arising from breach of warranty, breach of contract, negligence, or other legal action even if the Company or its agent has been advised of the possibility of such damages, or for any claim brought against you by another party. Jurisdictions vary with regard to the enforceability of provisions excluding or limiting liability for incidental or consequential damages. You should check the laws of your local jurisdiction to

find out whether the above exclusion applies to you. This warranty allocates risks of product failure between Original Purchaser and the Company. The Company's hardware pricing reflects this allocation of risk and the limitations of liability contained in this warranty. The warranty set forth above is in lieu of all other express warranties, whether oral or written. The agents, employees, distributors, and dealers of the Company are not authorized to make modification to this warranty, or additional warranties binding on the Company. Accordingly, additional statements such as dealer advertising or presentations, whether oral or written, do not constitute warranties by the Company and should not be relied upon. This warranty gives you specific legal rights. You may also have other rights which vary from one jurisdiction to another.

Glossary

Acronym	Complete Term
API	Application Programming Interface
DC	Direct Current
ESD	Electro-static Discharge
GUI	Graphical User Interface
HDMI	High Definition Multimedia Interface
I/O	Input / Output
LAN	Local Area Network
LED	Light Emitting Diode
PC	Personal Computer
RX	Receiver (Decoder)
TX	Transmitter (Encoder)

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