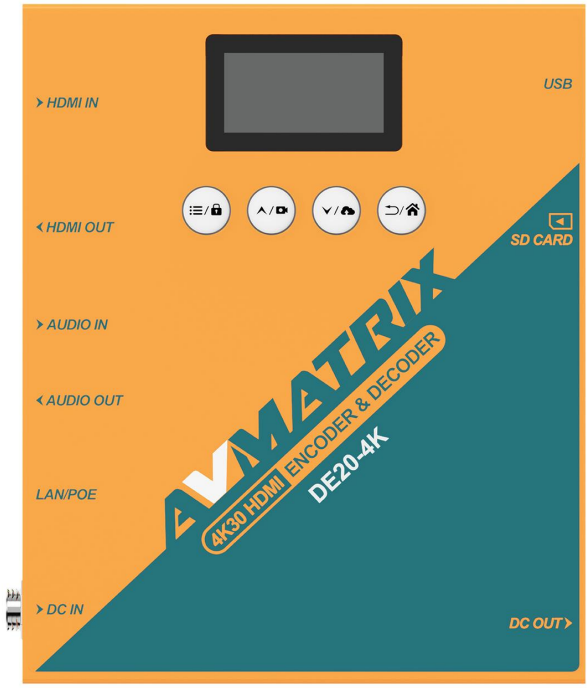


DE20-4K

4K30 HDMI Encoder&Decoder

USING THE UNIT SAFELY

Before using this unit, please read below warning and precautions which provide important information concerning the proper operation of the unit. Besides, to assure that you have gained a good grasp of every feature of your new unit, read below manual. This manual should be saved and kept on hand for further convenient reference.

Warning and Cautions

※ To avoid falling or damage, please do not place this unit on an unstable cart, stand, or table.

※ Operate unit only on the specified supply voltage.

※ Disconnect power cord by connector only. Do not pull on cable portion.

※ Do not place or drop heavy or sharp-edged objects on power cord. A damaged cord can cause fire or electrical shock hazards. Regularly check power cord for excessive wear or damage to avoid possible fire / electrical hazards.

※ Ensure unit is always properly grounded to prevent electrical shock hazard.

※ Do not operate unit in hazardous or potentially explosive atmospheres. Doing so could result in fire, explosion, or other dangerous results.

※ Do not use this unit in or near water.

※ Do not allow liquids, metal pieces, or other foreign materials to enter the unit.

※ Handle with care to avoid shocks in transit. Shocks may cause malfunction. When you need to transport the unit, use the original packing materials, or alternate adequate packing.

※ Do not remove covers, panels, casing, or access circuitry with power applied to the unit! Turn power off and disconnect power cord prior to removal. Internal servicing / adjustment of unit should only be performed by qualified personnel.

※ Turn off the unit if an abnormality or malfunction occurs. Disconnect everything before moving the unit.

Note: due to constant effort to improve products and product features, specifications may change without notice.

Contents

1.Introduction

DE20-4K is a broadcast-grade professional 4K30 HDMI encoder and decoder. It supports up to 50 Mbps video bitrate and 4K30 NDI®|HX3 encoding & decoding, delivering low-latency and high-bandwidth network transmission performance.It features 4K60 HDMI input and loopout, UVC capture, as well as HDMI/UVC to NDI conversion. It supports multi-protocol streaming, plus local recording via USB flash drive, SD card and NAS network storage.The device integrates audio embedding, PTZ camera control, Tally indicator and OSD overlay. It supports both PoE and DC power supply, with an additional DC power output interface.The unit can be configured and controlled via web browser, or by mobile phones and tablets through Wi-Fi / hotspot connection. It is an all-in-one solution for encoding, decoding, recording and multi-function control.

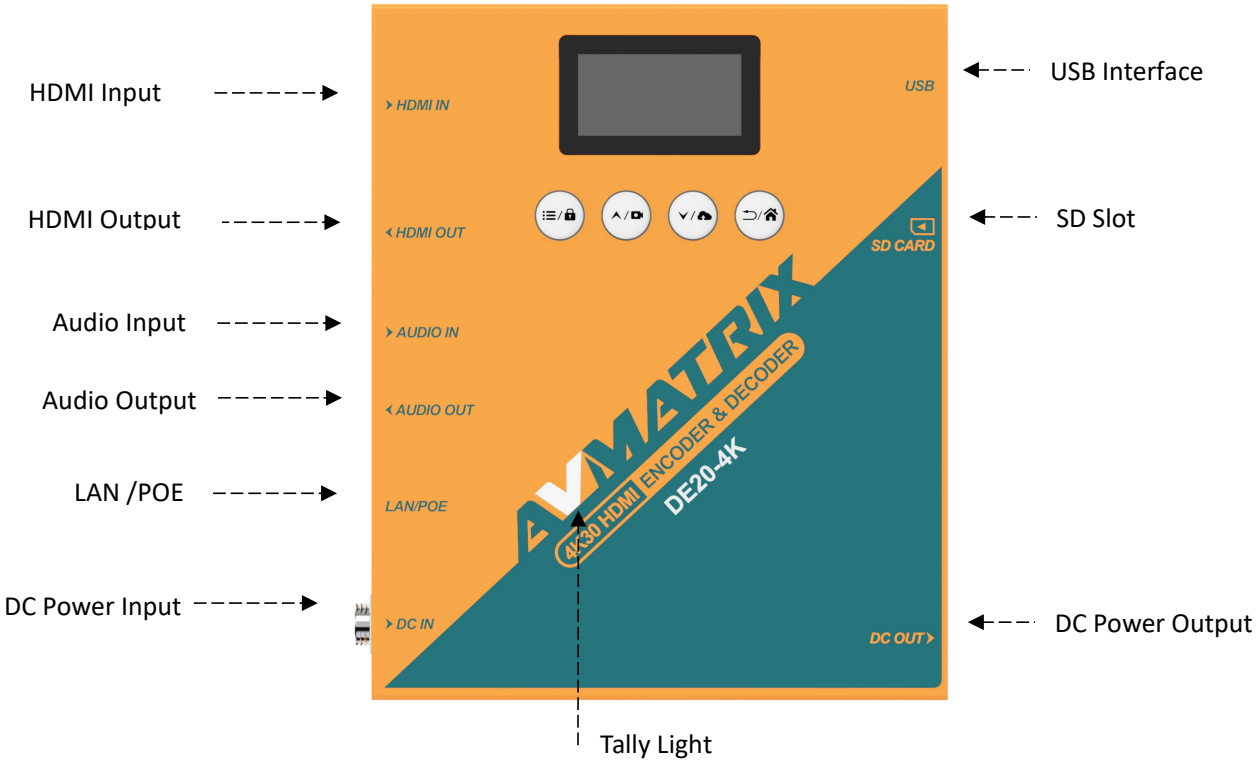
2.Main Features

- Supports high-bandwidth video streaming with a bitrate up to 50 Mbps.
- Built-in NDI encoding and decoding, supports up to 4K30 NDI® | HX3.
- Supports multi-protocol streaming: RTSP / SRT / RTMP(s).
- Equipped with USB UVC video capture function.
- Local recording via USB flash drive or SD card; recorded files can be directly previewed and downloaded on the web management page.
- 4K60 HDMI input and HDMI loop-out.
- Converts HDMI / UVC signal to NDI stream.
- Supports embedded audio and external Audio In audio embedding.
- Controls traditional PTZ cameras via IP VISCA protocol.
- Built-in Tally indicator to show PVW/PGM, stream publishing and stream subscribing status..
- Built-in web control interface and OLED status display.
- Supports PoE & DC 12V power supply, with additional DC power output interface.
- Supports Wi-Fi and Hotspot mode.
- Supports OSD overlay with text, logo and image insertion.

3.Specification

Interfaces	
Video	Encoder: HDMI Input×1, HDMI Loop Output×1 Decoder: HDMI Output×1
Audio	3.5mm Audio Input×1, 3.5mm Audio Output×1
Network	LAN(POE) × 1
USB	USB Type-A×1
Record	Support SD card, USB flash drive and NAS(Network Attached Storage)
Format Support	
HDMI Input&Loop Output	Encoding: Up to 2160p60
HDMI Output	Decoding: Up to 2160p30
Encoding Format	2160p30/ 25/ 24 1080p60/ 50/ 30/ 25/ 24, 1080i60/ 50 720p60/ 50
Decoding Format	2160p30/ 25/ 24 1080p60/ 50/ 30/ 25/ 24, 1080i60/ 50 720p60/ 50
IP Stream	
Streaming Protocol	Encoding: RTSP/ RTMP/RTMPS/ SRT/ NDI Decoding: RTSP/ RTMP/RTMPS/ SRT/ NDI NDI function is optional, supporting NDI|HX / HX2 / HX3 protocols.
Bitrate	Up to 50Mbps
Function	
Recording Format	FAT32/exFAT(for SD card / USB flash drive)
PTZ Control Protocol	PelcoD/P, VISCA, IP VISCA, NDI
HOST Mode	USB Recording / USB Audio Input USB Video to IP Stream, with HDMI Output and USB PTZ Camera Control
DEVICE Mode	UVC Capture: Support MJPG(Up to 1080p)
Others	
Power Supply	DC Input: 6-20V; PoE Power: PoE+ (IEEE 802.3at Standard) DC Output: 6-20V（Max 1A）; USB Output: 5V 1A Power Consumption: ≤8W
Dimensions	104×125.5×24.5mm
Weight	Net Weight: 501g, Gross Weight: 820g
Operating Temperature	-20~60°C
Storage Temperature	-30~70°C
Warranty	3 Years

4.Interface



	Interface Name	Description
1	HDMI Input	HDMI signal source input interface
2	HDMI Output	HDMI output/loopout interface, supports signal output to other devices for preview
3	Audio Input	3.5mm audio embedding
4	Audio Output	When encoding: play embedded audio or audio from HDMI input;When decoding: play audio from decoded video stream.
5	LAN/POE	Network and PoE power supply interface
6	DC Power Input	DC 6-20V power input
7	DC Power Output	DC 6-20V direct current output, for powering other camera devices
8	SD Slot	Insert SD card for video recording
9	USB Interface	Encoding Mode: USB video capture (Device mode), audio input (Host mode), USB flash drive recording (Host mode) Codec Mode: Expand RS232/485/422 for camera control via VISCA/PELCO; USB power output (Host mode) Decoding Mode: UVC to HDMI/NDI stream (Host mode)
10	Tally Light	Indicates device working status

Notice：①DC Out is disabled by default. Please enable it via the web control interface before use.Do not power the DE20-4K through the DC Out interface, otherwise device damage may occur.②Please pay attention to the insertion direction of the SD card.

5. Device Installation

Step 1: Connect the HDMI signal source

Connect the HDMI signal source (such as a camera) to the HDMI input port of the device via an HDMI cable.The video format and resolution will be detected automatically.

Step 2: Connect the network

Connect the DE20-4K to a network with router or DHCP function using an Ethernet cable.

Step 3: Power Connection

1) DC Power Supply

Power on the unit with a DC power adapter, and the indicator will light up.

2) PoE Power Supply

For PoE power supply, connect the Ethernet cable to a PoE-enabled network switch.Use at least CAT5e Ethernet cable.

Step 4: Access the Web Control Interface

There are five convenient methods to log in to the web control interface.

1) By IP Address

DHCP is enabled by default. After powering on the device, check its IP address displayed on the screen, then enter this IP address in the browser of a mobile phone or PC on the same local network.

2) By mDNS

Enter the following address in your PC or mobile browser to log in:http://Encoder-XXXXXXXX.local

The mDNS URL can also be found in the web backend: Settings — Configuration Preview — Web Configuration.

3) By Wi-Fi Hotspot

You can connect directly to the device without an Ethernet or external Wi- Fi network.

The device hotspot is enabled by default.

Hotspot name: Encoder-XXXXXXXX

Default password: 12345678

Connect your mobile device to the hotspot, then enter the device default IP address in the browser to access the web interface.Your phone may prompt “no internet access” after connecting to the hotspot; this is normal, please remain connected.

Administrator login credentials:

Username: admin

Password: admin

4) Device Scanner

If you already own other AVMATRIX devices, you can also log in via device scanning.Log in to the web control interface, then click Settings > Configuration Preview to access the discovery function. Click the Scan button, find the device whose serial number matches the label on the rear panel of the new AVMATRIX device, and click it to quickly jump to the device’s web control interface.

5) Fail-Safe IP

When the connected network has no DHCP service, or the device is directly connected to a PC via Ethernet

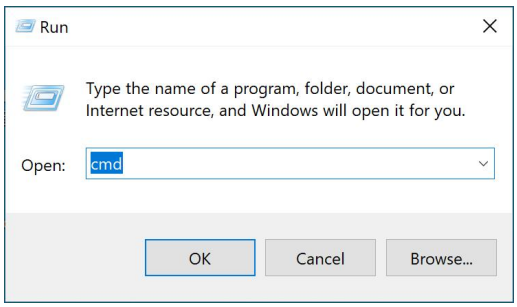
cable, or fails to obtain an IP address due to other unknown errors, the device will automatically use the **fail-safe IP: 192.168.5.168.**

Please manually set your computer's IP to the 192.168.5.x network segment, then access the web control page.

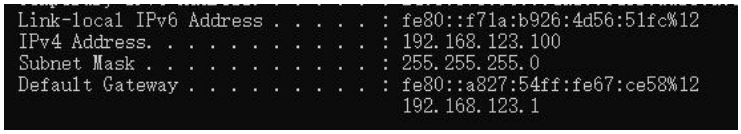
Administrator login: Username: **admin** Password: **admin**

The configuration steps are as follows:

A. Press the Win + R keys simultaneously, type cmd in the input box, then press Enter.



B. in the pop-up window type ipconfig and press Enter.

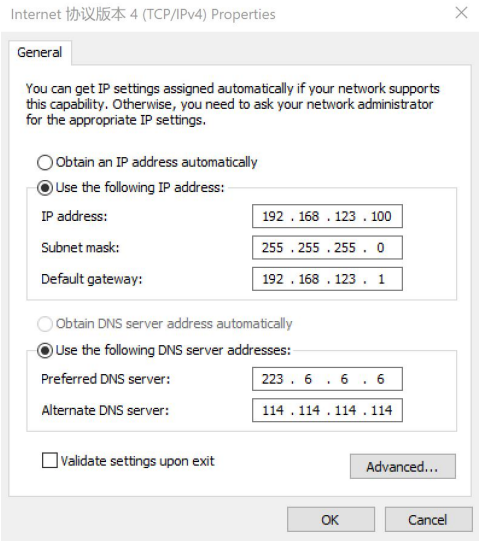


C. In the same window type ncpa.cpl and press Enter.

D. Right-click Ethernet and select Properties. On the pop-up page, select Internet Protocol Version 4 (TCP/IPv4), then click Properties.

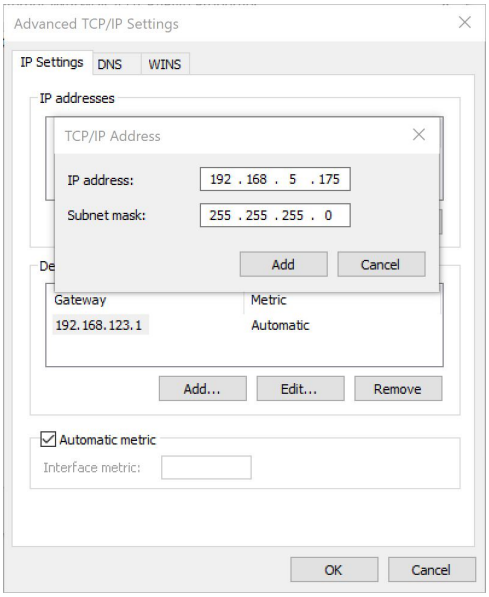
E. Enter the IP address, subnet mask and default gateway obtained in Step 2.

F. As shown in the figure, set 223.6.6.6 as the preferred DNS server and 114.114.114.114 as the alternate DNS server.



G. Click Advanced, then add a new IP address. The first three octets of the new IP must match the fail-safe IP

address 192.168.5.168.Take 192.168.5.175 as an example, keep the subnet mask as default.



H. Save settings.

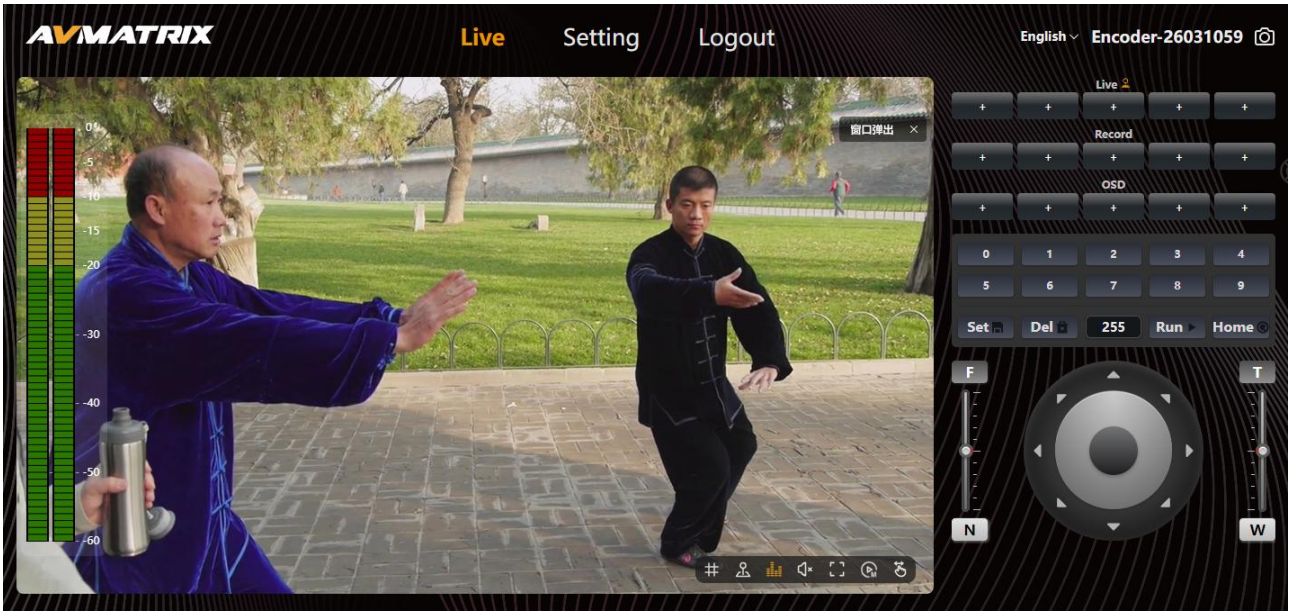
6. PC Web Control Interface

After connecting the device, the web interface can be controlled via computer or mobile phone. When the mobile device and the device are on the same local area network, the mobile device can log in to the device's web interface to configure parameters. The web interface settings and functions will be explained in detail below.

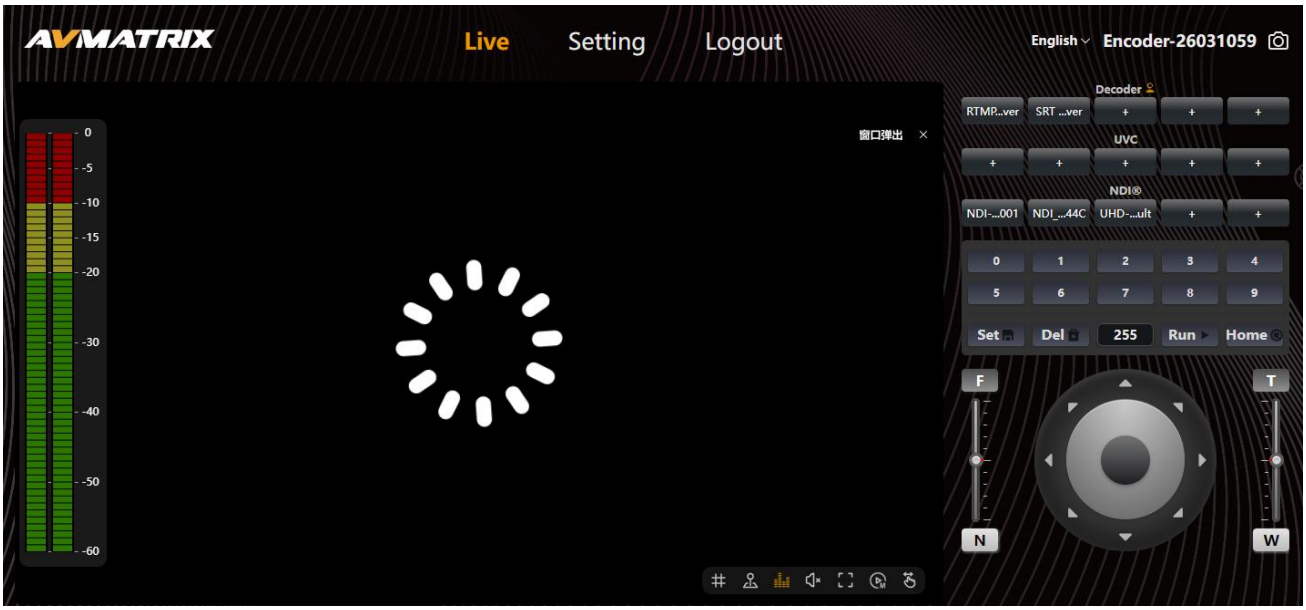
6.1 Preview

After successfully logging in to the web control interface, the preview interface is displayed first, as shown in the figure below.

Encoder Preview Interface:



Decoder Preview Interface：



	Item	Description
1	Preview	View the real-time status of the encoded video on the left. Use the buttons in the bottom-right corner to toggle the display of the on-screen grid, show/hide the joystick control, turn the audio level meter on/off, mute/unmute the encoding audio, enter full-screen mode, switch between the main stream and sub-stream, and pan/scan the encoded image. If the preview fails, an error message will be displayed on the screen indicating that no input signal source is detected.
2	One-click Streaming:	In encoding mode, click the button on the right to easily start the configured network stream. If no network stream has been set up yet, clicking "+" will automatically redirect you to the Network Stream page for configuration.
3	One-click Decoding	In decoding mode, click the button on the right to easily start the configured stream address. Five stream addresses are displayed by default; to increase the number of displayed addresses, go to **System Settings – Device Configuration – Preview Page Settings**.
4	One-click Recording	After a storage device is successfully inserted or a NAS is mounted, click the button to start recording quickly.
5	OSD	After successfully configuring the OSD canvas in the OSD interface, the canvas name will be displayed on the button, allowing you to enable/disable the canvas.
6	PTZ Control	Connect the DE20-4K to the camera using a serial cable or IP Visca, and the unit can perform basic camera operations via the control buttons on the right side of the web page. Currently supported functions include focus, zoom, and pan/tilt control.

		When the working mode is switched to decoding mode, the streaming, recording, and OSD buttons will be replaced with decoding and NDI decoding buttons.
7	NDI®	The NDI button will display 5 NDI streams by default. Hover your mouse over the button to view complete NDI information.

Notes:

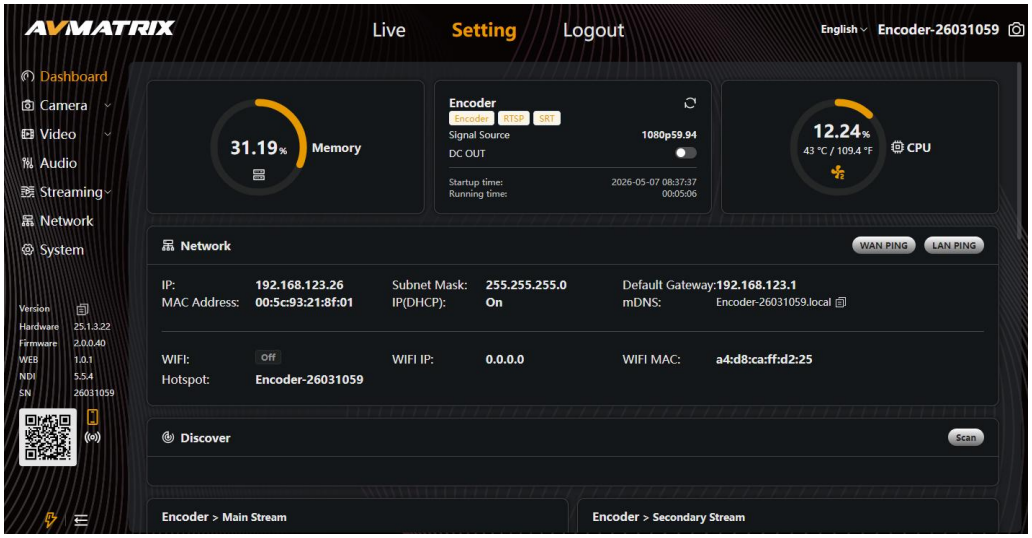
a.Network streaming, recording, OSD, and decoding will each generate a shortcut button on the preview interface after configuration is completed.

b. When a blue icon appears to the right of a button name, you can quickly enable it using the corresponding number key on your keyboard. Press the Tab key to cycle through the position of the blue icon.

c. To add more shortcut buttons, click the "+" button to jump to the configuration page for quick setup. After configuration, the button will display your custom name, and you can click it to enable the function instantly.

6.2 Configuration Preview

After clicking the option, the interface is displayed as follows. This page shows the basic configuration information of the DE20-4K, where users can view the CPU/memory usage, working mode, device temperature, network configuration, video encoding, video output, audio configuration, media configuration, NDI, and other related information.



- **DC Output**

DC output is disabled by default. Enable it to power other PTZ cameras. Max load: 12V 1A. Do NOT power this device via DC OUT port, otherwise it may get damaged.

- **Network Settings**

Check device IP, subnet mask, gateway, MAC address and Wi-Fi status. Use Ping buttons to verify LAN and internet connection.

- **Device Discovery**

Scan to find all AVMATRIX devices in the same LAN with their IP and names. Click IP to enter web management page. The default device name is Encoder-xxxxxxxx (device serial number), identical to the hotspot name.

Default device name is Encoder-serial number, same as hotspot name.

- **Video Encoding**

View parameters of main and sub streams, including encoding format, resolution, bitrate and frame rate.

- **Video Output**

Check video output format, audio status and loop output status.

- **Audio Configuration**

Check audio parameters such as sample rate, audio source, format and bitrate.

- **Media Settings**

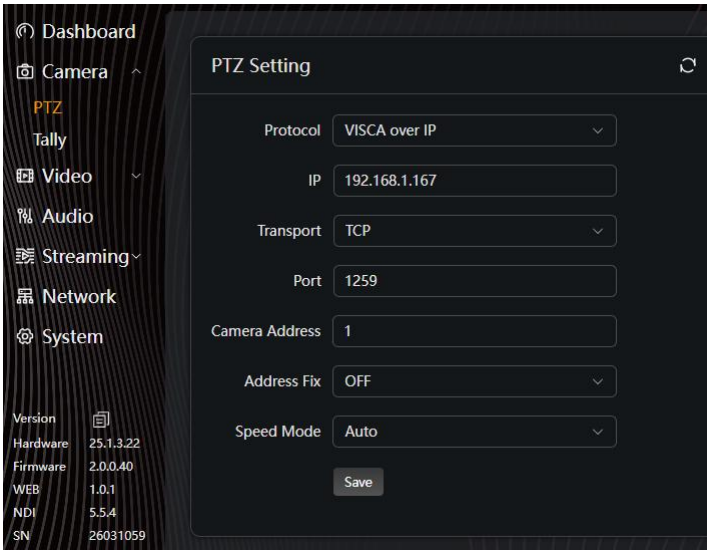
View settings for streaming and recording.

- **NDI**

Check relevant NDI parameters including NDI format.

6.3 PTZ

Click the PTZ option in camera configuration to enter the page as shown below.



IP VISCA protocol is used by default. When PTZ camera connected via serial cable, you can select PECLO-P, PECLO-D and VISCA protocols.

- **VISCA over IP**

Fill in the controlled camera's IP, transmission protocol, port and camera address. Save settings and control on preview page.

- **VISCA/ PECLO-P/ PECLO-D**

For cameras without network function, enter its protocol and baud rate, save to enable camera control.

- **NDI**

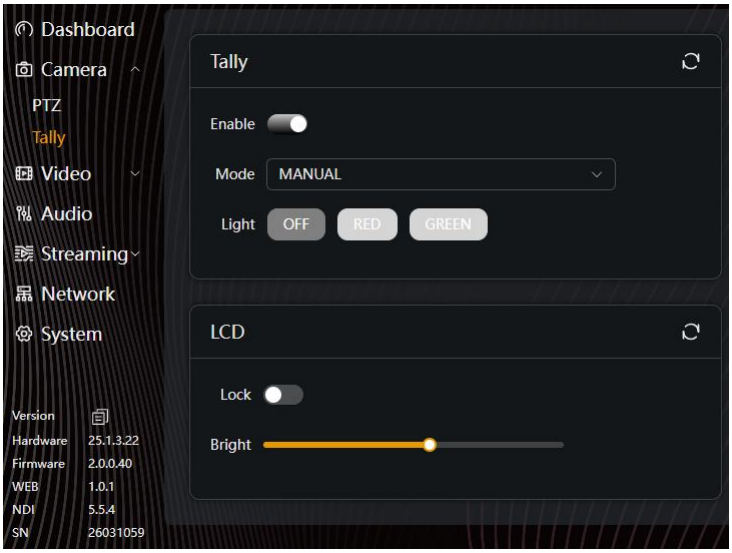
Select NDI protocol in decoding mode, save and operate on preview page.

- **UVC**

Select UVC protocol in decoding mode, save and operate on preview page.

6.4 Tally

Click the Tally Light option in camera configuration to enter the page as shown below.



Tally light has four modes: Manual, Auto, Tally and Game.

- **Manual Mode**

Set the tally light to green, red or off, and it will stay fixed.

- **Auto Mode**

The tally light changes color automatically according to device working status.

Auto Mode	NDI Encoding	Encoding	Decoding
Green	Preview(PVW)	/	/
Red	Program(PGM)	/	/
Blue	/	Streaming	Pulling stream
White	/	No stream pull	No stream push

① When DE20-4K works in NDI encoding mode and outputs to NDI receiving software such as vMix and OBS, the light color changes with software status. Green for PVW, red for PGM.

② When decoding local stream, network stream, UVC or NDI stream, the tally light turns blue.

③ In encoding mode, network streaming triggers blue light, while local streaming keeps the light off.

- **Tally Mode**

Only valid in NDI encoding mode. When outputting to NDI receivers like vMix, OBS, the tally light changes color following PVW/PGM status.

- **Game Mode**

Colorful breathing light effect.

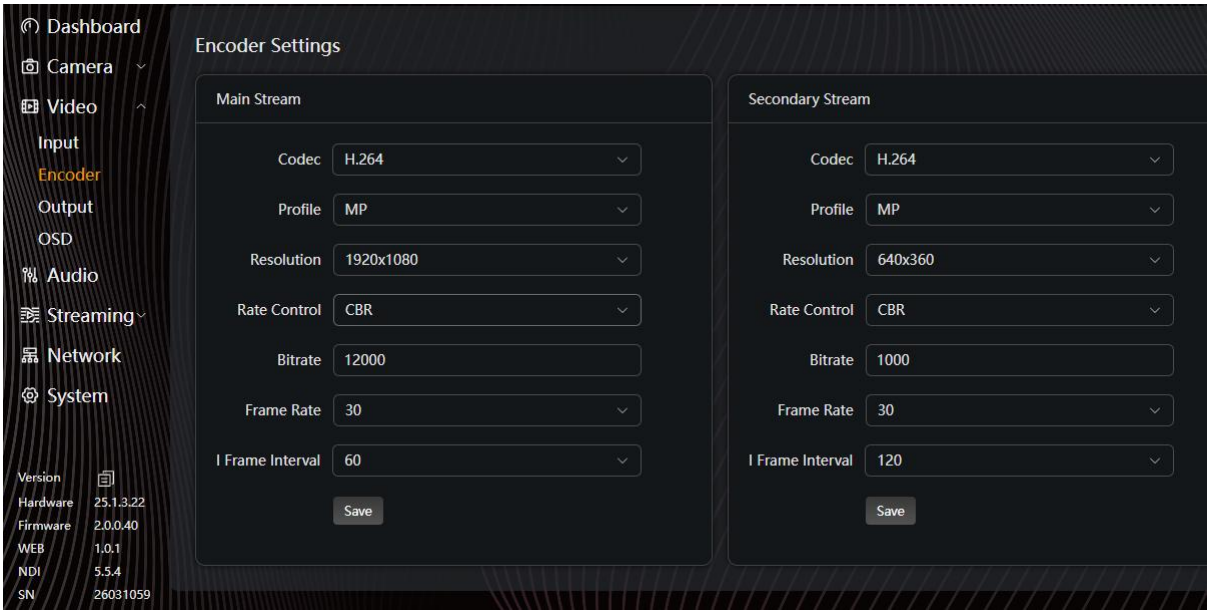
6.5 Video Input

Click Video Input in video configuration to enter the page as shown below.

This interface displays HDMI input resolution. Max forced resolution up to 4K30. Audio sample rate follows HDMI input, supporting 32/44.1/48KHz. Flip modes include horizontal, vertical and both.

6.6 Video Encoding

Click Video Encoding in video configuration to open the page as shown below.



Users can set parameters for main stream and sub stream, including encoding format, profile, resolution, stream control, bitrate, frame rate and keyframe interval.

Encoding Format: Default is H.264, H.265 and MJPEG are optional.

Profile: Default is MP, HP and BP are available.

Resolution: Main stream default: 1920*1080, optional: 3840*2160, 2560*1440, 1280*720, 1080*1920.Sub stream default: 1280*720, optional: 640*360.

Stream Control: Default is constant bitrate, variable bitrate is optional.

Bitrate: With NDI disabled: Main stream defaults to 12000kbps, adjustable from 64kbps to 51200kbps. Sub stream defaults to 1000kbps, adjustable from 64kbps to 25600kbps. With NDI enabled: Both streams default to 100%, adjustable within 50%~125%.

Frame Rate: No fixed default value, it follows the frame rate of input source. Optional values: 60FPS/s, 50FPS/s, 30FPS/s, 25FPS/s, 24FPS/s.

Keyframe Interval： Default value is 30 for both streams; optional values include 30, 60, 90, 120, etc.

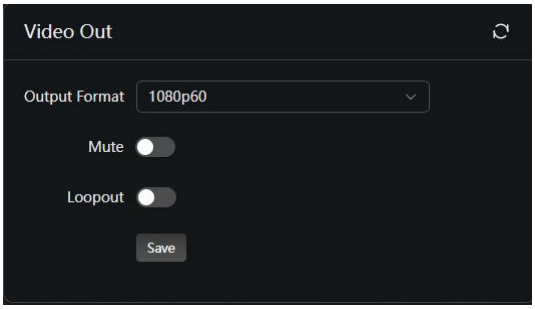
Notes:

a. Any save button saves parameters of both main stream and sub stream simultaneously.

b. Available resolution and frame rate are restricted by the input signal specification.

6.7 Video Output

Click the Video Output option in video configuration to enter the page as shown below.



Output Format:

1080p60, 2160p30, 2160p25, 2160p24, 1080p50, 1080p30, 1080p25, 1080p24, 1080i60, 1080i50, 720p60, 720p50.The output frame rate is limited by the input frame rate. If input is 30/60fps, output is 30/60fps; if input is 25/50fps, output is 25/50fps; if input is 24fps, output is 24fps.

Mute:

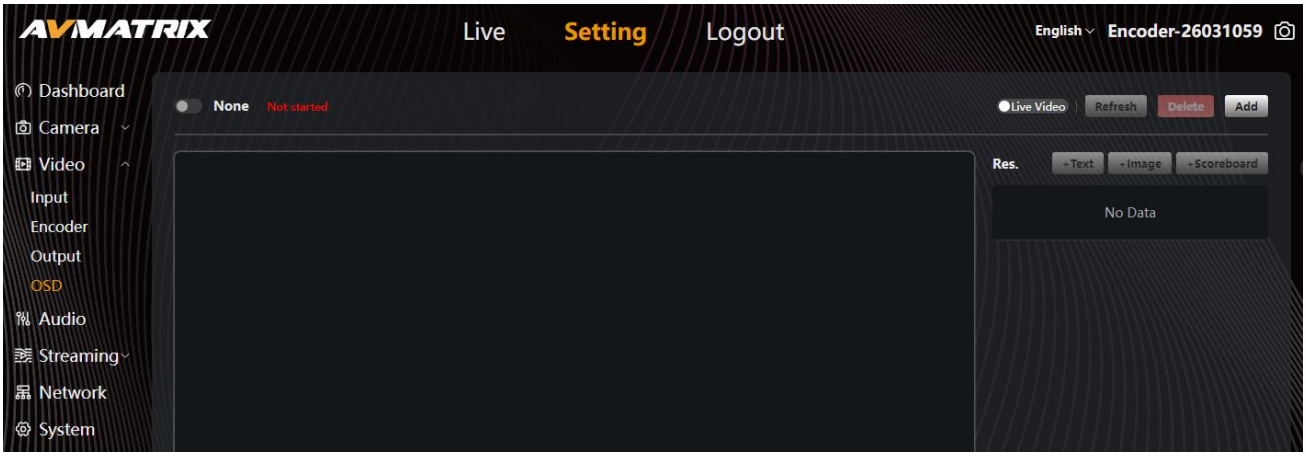
Enable mute to turn off audio of HDMI output and line out. When loop output is enabled, the mute option will be hidden and no longer take effect on loop output.

Loop Output:

Output video directly with original input resolution without any signal processing.

6.8 OSD

Click the OSD option in video configuration to enter the page as shown below.



● **Add/Enable Canvas**

To use OSD function, add a canvas first. Supported canvas resolutions: 3840×2160, 2560×1440, 1920×1080, 1280×720, 2160×3840, 1440×2560, 1080×1920, 720×1280.Up to 4 canvases can be added, yet only one can be enabled at a time.It is recommended to match the canvas resolution with encoding resolution, otherwise images may be scaled or displayed incompletely.OSD only takes effect on main stream, not sub stream.

After setup, quick access keys named after canvases will be generated on preview page.

- **Add Image**

Name images for easy management in batches. Select and upload target files.Supported formats: JPG, PNG.File size limit: ≤1.70MB. Image resolution shall not exceed canvas resolution, otherwise upload will fail.

- **Add Text**

Text Name: For multi-text management, 1 to 16 characters supported.

Content: 1 to 50 characters available.

Size: Adjustable from 16px to 128px.

Font Weight: Default, bold and light available.

Font: 21 types of fonts optional.

Font Color: Adjustable RGB value and transparency.

Background Color: Adjustable RGB value and transparency.

Stroke Color: Adjustable RGB value and transparency.

- **Modify Element Information**

Click the first button to hide elements.

Click the second button to edit element details.

Click the third button to delete elements.

Long press and drag the element name to adjust layer sequence.

Canvas editing is not supported on mobile devices. Users can only select and enable existing canvases.

6.9 Audio Configuration

Click the audio configuration option to enter the corresponding page as shown below.

Audio is enabled by default. The encoded audio will be muted when disabled.

Available audio parameters: format, sample rate, sample bit depth, bitrate, channel, volume and audio source.

Format: Default AAC, MP3 optional

Sample Rate: Default 48KHz, 32KHz/44.1KHz available

Sample Bit Depth: Fixed at 16 bits

Bitrate: Default 128kbps, optional: 32/48/64/96/192/256kbps

Channel: Default stereo, mono optional

Volume: Default 100, adjustable range: 0~200

Audio Source: Default line-in, microphone input, HDMI input and USB input are optional

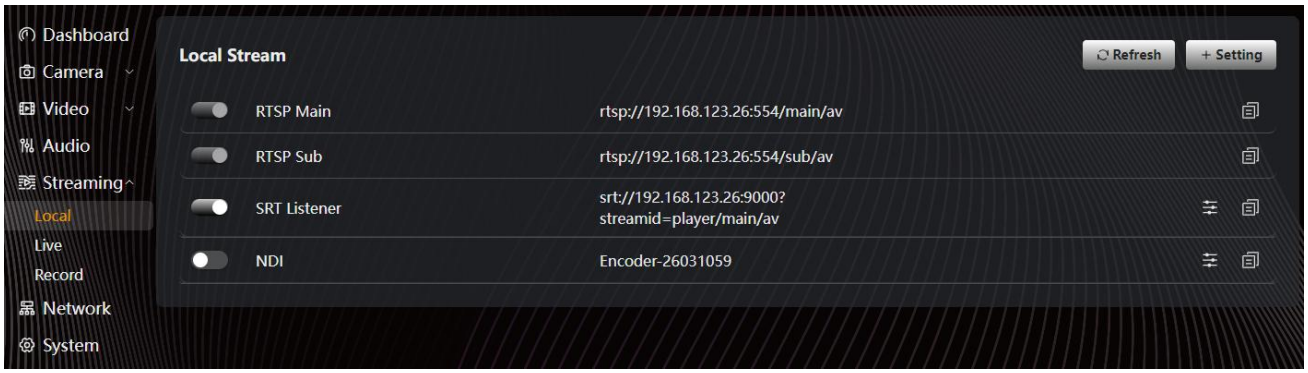
Notes:

a. When audio source is set to HDMI, sample rate and sample bit depth are greyed out and unselectable. Channels and volume options will also disappear. Actual audio parameters follow the HDMI input signal.

b. MP3 audio cannot be played in web preview page currently.

6.10 Local Stream

Click Local Stream in media configuration to open the page as shown below.

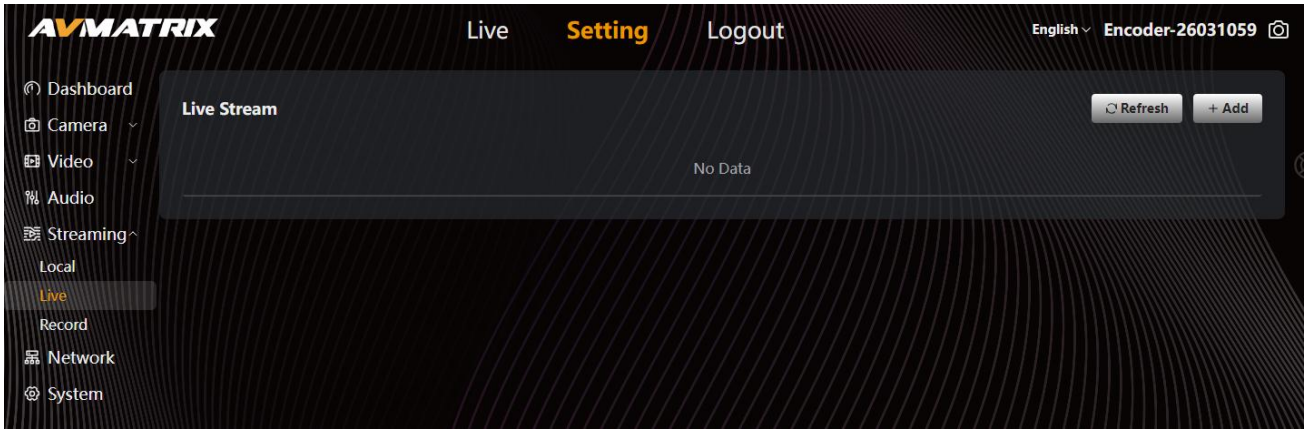


Users can view real-time encoding effects and configure NDI parameters within the same local area network via local stream.

Click the icon on the right to copy the addresses of main stream, sub stream or SRT stream.

6.11 Network Stream

Click Network Stream under media configuration to enter the page as shown below.



Click +Add to create a new network streaming task; multiple tasks cannot be created simultaneously.

Protocol: Choose RTMP or SRT.

Name: Used for stream management, 1-32 characters supported.

Stream URL: Enter valid push stream address matching the selected protocol, duplicate addresses are not allowed.

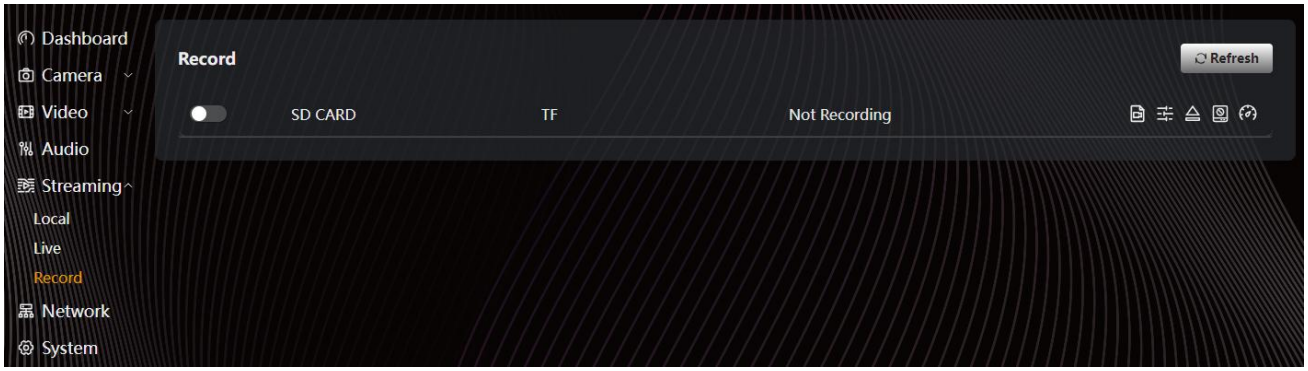
Stream Key: Fill in the push stream key, can be left blank.

Remarks: Add notes for this task.

The device supports multi-channel streaming, enabling simultaneous push of two RTMP streams and two SRT streams.

6.12 Recording

Click the Recording option in media configuration to enter the page as shown below.



It supports recording to SD card, USB storage and NAS. Supported storage formats: FAT32 and EXFAT. Recording tasks will be automatically created after inserting SD card, USB drive or mounting NAS successfully. Click Refresh to update recording tasks.

- **View Video List**

Click the first button of the recording task to display video list, including file name, start time, end time and file size. You can download, preview online and delete videos here. The file size for online preview and download shall not exceed 1.9GB.

Set Recording Parameters

Click the second button of recording tasks to configure recording settings.

Auto Recording: Enable to start recording automatically after device reboot.

Loop Recording: Automatically delete the earliest videos when storage is full to keep recording.

Alias: Custom name for recording task.

Format: Supports TS, MP4 and MOV video formats.

File Split: Split files by file size, by duration or disable splitting. Set specific split value below after selection.

File Prefix: Prefix of recording files. Naming rule: Prefix-Year-Month-Day-Hour-Minute-Second.

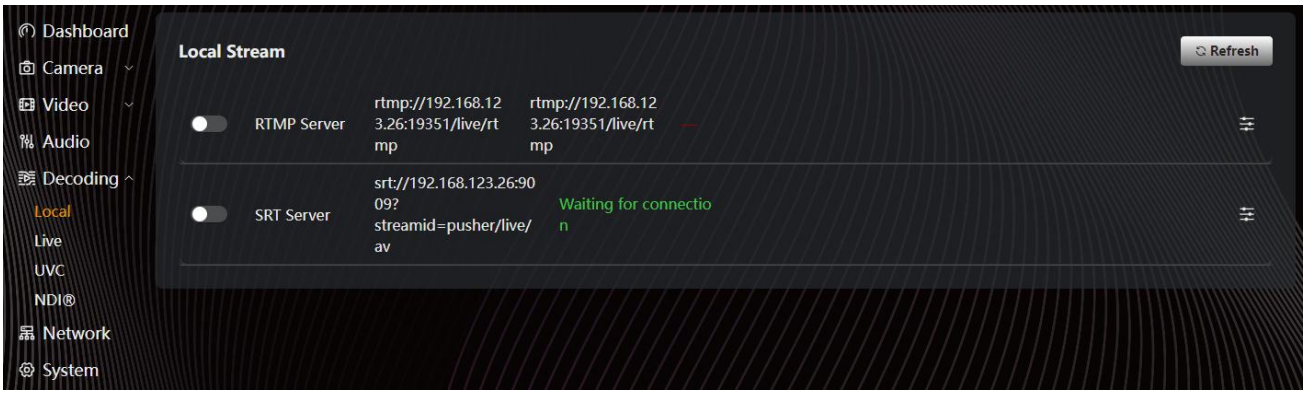
Unmount Disk: Click the third button to safely eject storage device.

Disk Format: Click the fourth button of recording task to format storage device into FAT32 or EXFAT.

Disk Speed Test: Test the performance of the storage disk.

6.13 Decoding

Switch working mode to decoding mode on the mode page in system settings, then click Decoding under media configuration to enter the page as shown below.



After switching to decoding mode, functions including video input, video encoding, OSD, audio settings, local stream, NDI, network stream and recording will be disabled and inaccessible.

- **Local Stream**

Supports RTMP/SRT stream pulling.

- **Network Stream**

Add RTMP/RTSP/SRT URLs to pull streams.

- **NDI Stream**

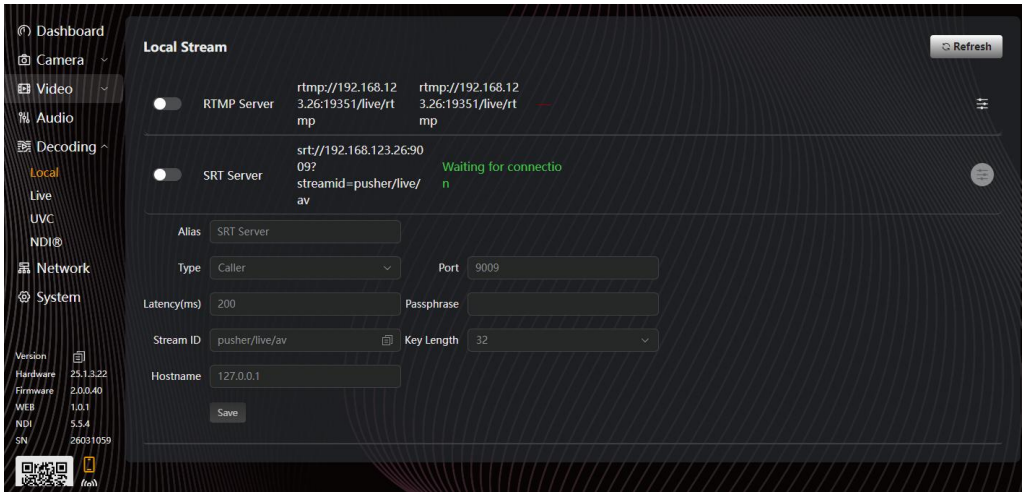
Automatically discover all Public group NDI streams in the local network. Manually add groups to access NDI streams of other groups.

- **UVC Stream**

Transmit USB video stream to HDMI or NDI output. Supported formats: MJPEG, YUY2, NV12.

6.14 NDI

Click the NDI option under Local Stream in Media Configuration to enter the corresponding page as shown below. This page is inaccessible before activating the NDI function.NDI is disabled by default. Enable it and restart the device to take effect. Once enabled, the bitrate settings on the encoding page will switch to a slider ranging from 50% to 125%.Users can adjust NDI quality, device name, group name and multicast information on this page.



Notes

a. All modifications made on the NDI page take effect after device restart.

b. Compatible NDI software: OBS, Xsplit, vMix, Wirecast, NewTek Studio Monitor software and other NDI-supported programs.

c. If your PC fails to discover all NDI devices:

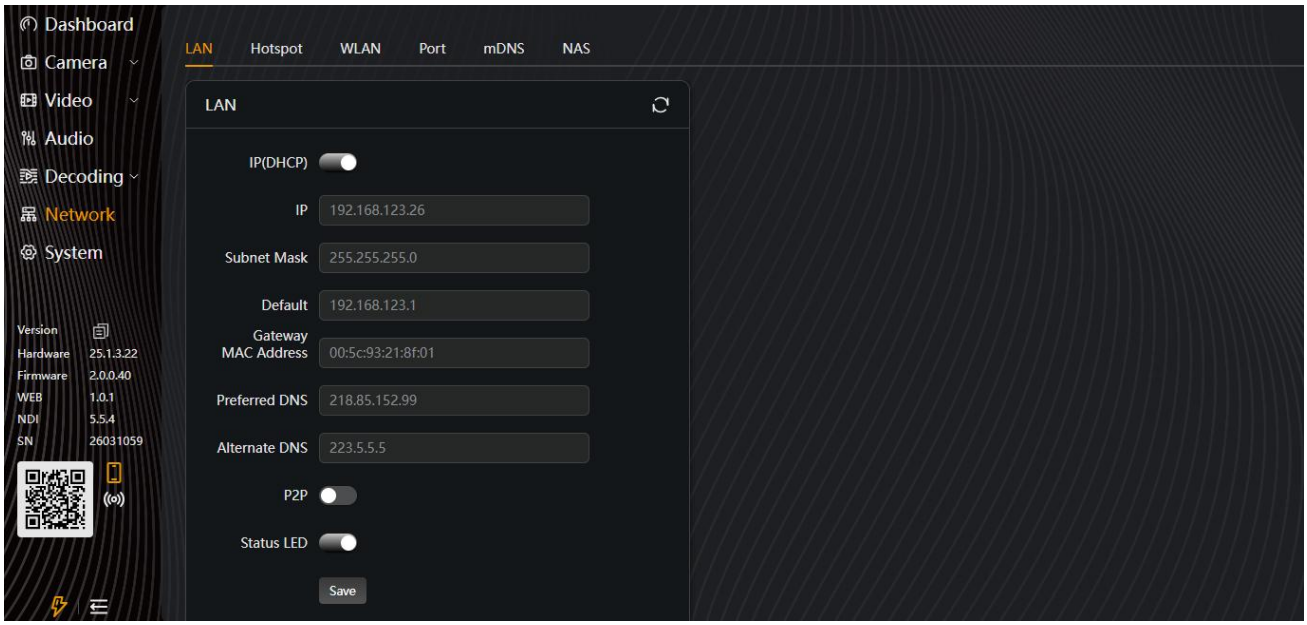
(a)Confirm access to the device web management page.

(b)Turn off VPN and similar network tools.

(c)Check network type (private/public), and allow all NDI-related software through system firewall.

6.15 Network Configuration

Modify all network-related settings on this interface.



6.15.1 Ethernet Parameters

DHCP is enabled by default. After disabling DHCP, you can modify IP address, subnet mask, default gateway, DNS, P2P and status indicator settings. Click Save and restart the device after configuration.

6.15.2 Hotspot

When disabled, you can edit hotspot name and password.

When enabled, mobile devices can search and connect to this hotspot, and access the web management page after successful connection.

You can connect via mobile search or scan the QR code below the navigation bar.

It is normal to show no internet access during connection, just proceed to connect.

6.15.3 WIFI

Enable WiFi and click Add to manually add networks.

Click Scan to search all available WiFi signals. enter correct password to connect. Tap Refresh to view detailed WiFi information after connection.

The device will automatically reconnect to the previously paired WiFi on next startup or WiFi re-enable.

6.15.4 Port

Switch to the network port interface to modify various service ports. All ports are factory default. Enter valid port numbers within the specified range if needed. Click Save at the bottom and restart the device for changes to take effect. Duplicate port numbers are not allowed.

After changing the web port, append the new port number after the IP address, otherwise you cannot access the web management page.

6.15.5 mDNS Parameters

Users can access the device web page via mDNS.

Restart the device after modifying mDNS settings. Ensure your mobile phone or computer is in the same local area network when using mDNS.

Click the address below to copy the mDNS address directly.

6.15.6 NAS

NAS stands for Network Attached Storage, which enables data storage to high-capacity devices such as computer hard drives or NAS servers over the network.

First confirm the shared server IP and folder path. Refer to the knowledge base for PC configuration guides if you need to save device recordings to a computer.

+Add: Click to create a new NAS task.

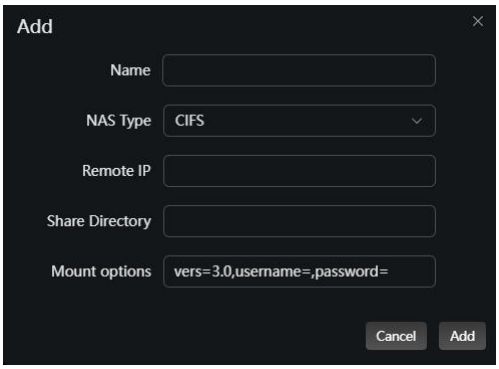
Name: Set a custom name for easy management.

NAS Type: Only CIFS is supported currently.

Remote IP: Enter the target storage server IP, e.g. 192.168.1.7.

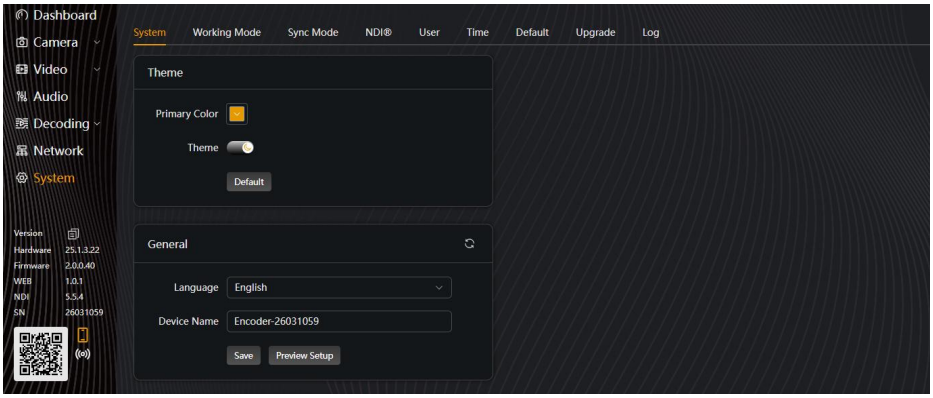
Shared Directory: Input the directory path after the IP. For path \\192.168.1.7\home\test, fill in home\test.

NAS Settings: Enter username and password here; leave blank if no password is required. Enable the switch after adding successfully, and it will show NAS mounted successfully. The NAS option will be displayed on the recording page once mounted.



6.16 System Settings

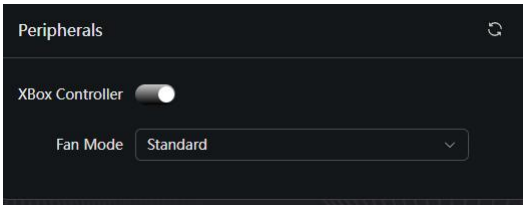
Modify all system-related configurations on this interface as shown below.



6.16.1 Device Configuration

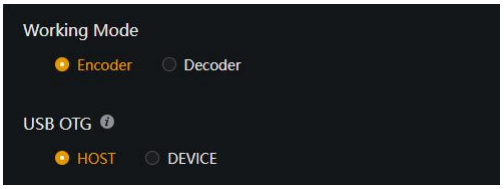
You can adjust web theme color, display language, device name, Xbox control and fan mode on this page.

Changes to device name will not take effect in real time after modification, a device restart is required.



6.16.2 Working Mode

You can switch device modes on this page. Select the desired mode, and it will take effect immediately after switching.



6.16.3 Sync Mode

After enabling this function, the internal timestamps of multiple devices will be basically aligned. For instance, when multiple devices pull streams via NDI, this feature keeps the latency between devices at a low level.

6.16.4 NDI

If NDI is not activated, log in with admin privileges and enter the correct activation code to complete activation.

6.16.5 User Management

Three access permissions are available: Administrator, Super User and Basic User. The initial username is identical to the default password for all accounts.

- **Administrator**

Default username & password: admin

Full access to all device operations.

Able to add, edit and delete all user accounts after logging in.

Identity verification with administrator authority is required for account addition or deletion.

Only one administrator account is allowed. Old password verification is mandatory when changing the administrator password.

- **Super User**

Default username & password: super

Covers most operations except NDI activation and firmware upgrade.

- **Basic User**

Default username & password: basic

Only access to the preview interface is permitted.

6.16.6 System Time

Three ways to adjust system time: manual setting, sync with PC time and sync with NTP server.

Sync with PC time: Click Save directly to automatically sync local computer time.

Manual setting: Select correct time in the input box and save.

Sync with NTP server: Choose the correct time zone and save to enable synchronization.

6.16.7 Restore & Reboot

You can set standby, restart the device or restore factory defaults on this page.

Factory reset operation requires logging in with administrator privileges.

6.16.8 Firmware Upgrade

Check hardware version, firmware version, web version, NDI version and serial number here.

To upgrade, upload the correct firmware file and click upgrade. Do not refresh the page or perform other operations during upgrading. The device will finish upgrading and redirect to the login page in 3 minutes. All existing settings will be retained after upgrade. Mobile terminals do not support upgrade, please operate on PC.

6.16.9 Logs

The device records all operations in logs for troubleshooting purposes.

Logs are divided into main program logs and web logs.

Logging is disabled by default. Click the first button to enable log recording.

Click the second button to clear logs when logging is off.

Click the third button to refresh logs.

You can view the latest 200 log entries on the page. Download logs to obtain more records.

6.17 Version Copy

You can apply for NDI activation codes, solve device lock issues and upgrade firmware by using device version information and serial number.

To copy version info, log in to the PC web control interface first.

After login, click Settings, scroll down the left navigation bar to the bottom, then click the copy button to copy all version details.