MAGEWELL®

ULTRA ENCODE PLUS

User Manual, Reference and FAQ



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Preface



Introduction

Our Ultra Encode family of universal live media encoders offers systems integrators, streaming professionals, and OEM partners a flexible and affordable encoding solution for applications including live streaming, AV over IP, remote contribution, IP production workflows and much more. Available in HDMI and SDI models, it builds on the functionality of the Ultra Encode family with expanded features including 4K encoding and streaming from the HDMI input; simultaneous multi-protocol streaming; higher streaming bitrates; file recording; and much more. This device is ideal for high-quality live streaming of content including sports, education, and live events as well as IP-based production and AV-over-IP.

Encoder supports multiple video encoding formats – including H.264, H.265 (HEVC), NDI®|HX2, and NDI®|HX3 – and a wide array of delivery protocols including RTMP, RTMPS, SRT, RTSP, HLS, TS over UDP, TS over RTP, ZIXI, RIST, WHIP and TVU's ISSP technology. Up to eight channels of audio can be encoded in AAC/OPUS format.

Encoder is ideal for broadcast video and audio, natively support live broadcast for Facebook, YouTube, and Twitch, as well as WOWZA, your own site, with multi-platform distribution. To customize encoder perfectly for your session, we have Web UI, where device work status, a thumbnail preview window and tabs for streaming settings, analytics, and stream health monitoring are provided.

Key Features

- Support RTSP/RTMP/RTMPS/SRT Caller/SRT Listener/NDI®|HX2/NDI®|HX3/HLS/TS over UDP/TS over RTP/TVU ISSP/ZIXI/RIST/WHIP streaming protocols
- Dual stream encoding - main-stream and sub-stream
- 8 overlays for main and sub streams each
- Specify main stream or sub stream for each streaming session
- Multi-streaming to various video platforms simultaneously and up to 16 schedules are supported for each session.
- H.264 and H.265 (HEVC) Video encoders
- Recording main or sub streams to SD card, USB drive, and NAS. Up to 16 schedules are supported for each task.
- AAC/OPUS Audio encoder
- Web UI - a remote network management system - provides webpage configuration with kinds of customization for device functions

System Requirements

Network

- 10/100/1000Mbps Ethernet
- Wi-Fi 802.11 a/b/g/n/ac
- USB 4G/5G mobile broadband modem (not included)
- USB Net

Web UI Supported Web Browser

- Microsoft Edge
- Mozilla Firefox version 61 and above
- Google Chrome version 49 and above
- Apple Safari 11.1 and above
- Opera 55.0.2994.44 and above

Ultra Encode Family

- Ultra Encode HDMI Plus
- Ultra Encode SDI Plus

Tutorial

Let’s learn by example.

Throughout this tutorial, we’ll walk you through the creation of a basic YouTube live streaming with Ultra Encode.

It’ll consist of two parts:

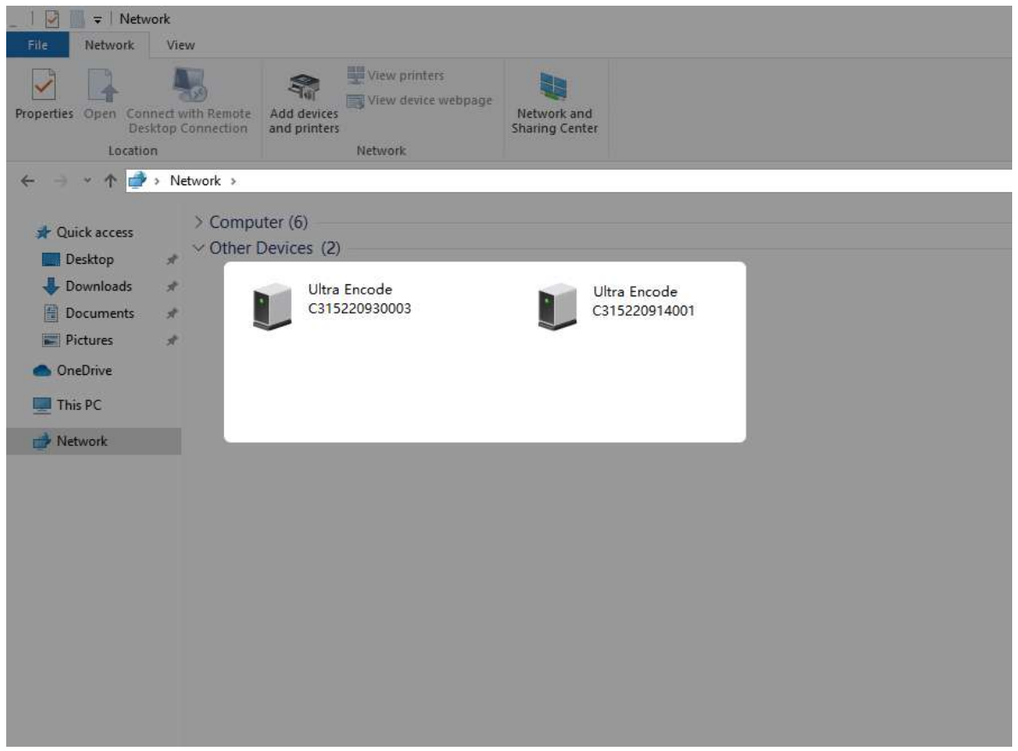
Part 1. Ultra Encode setup

Part 2. YouTube setup

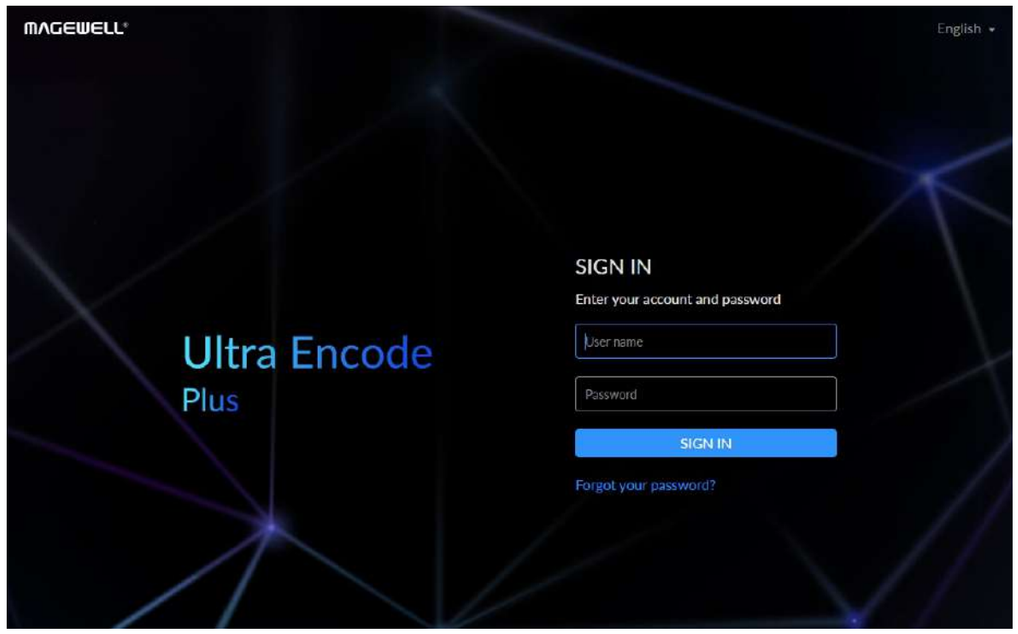
Part 1. Ultra Encode Setup

1. Find Ultra Encode

1. Connect the encoder to a LAN and power it up.
2. Connect input signal.
3. Access Web UI
    i. In Windows 10, open a File Explorer window, find the encoder in**Network > Other Devices**.
    ii. Double click a encoder icon to open the Web UI of the device in your default web browser.
4. Log in with your username and password.



Find your Device

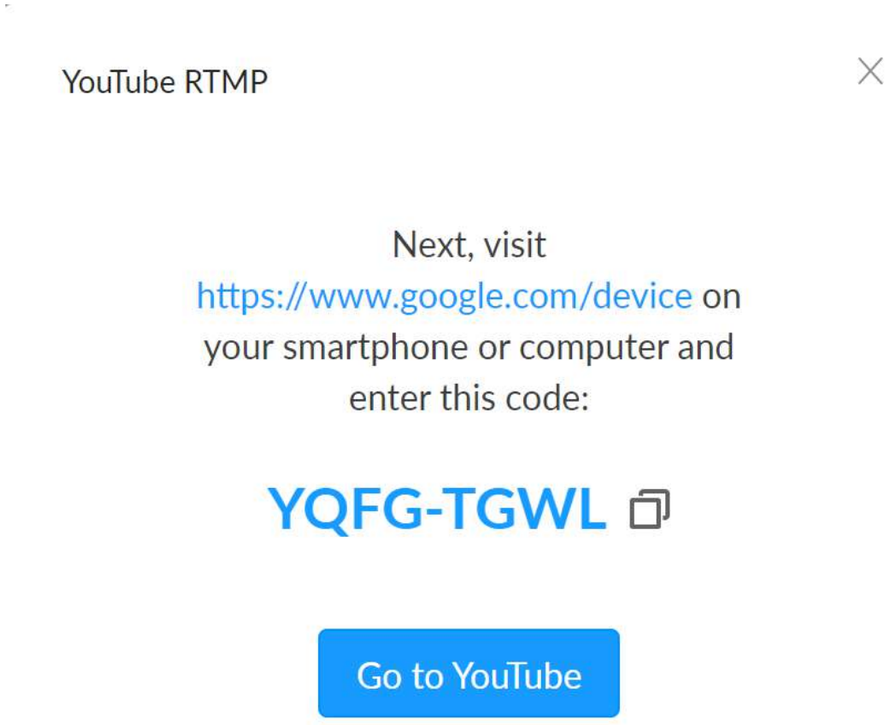


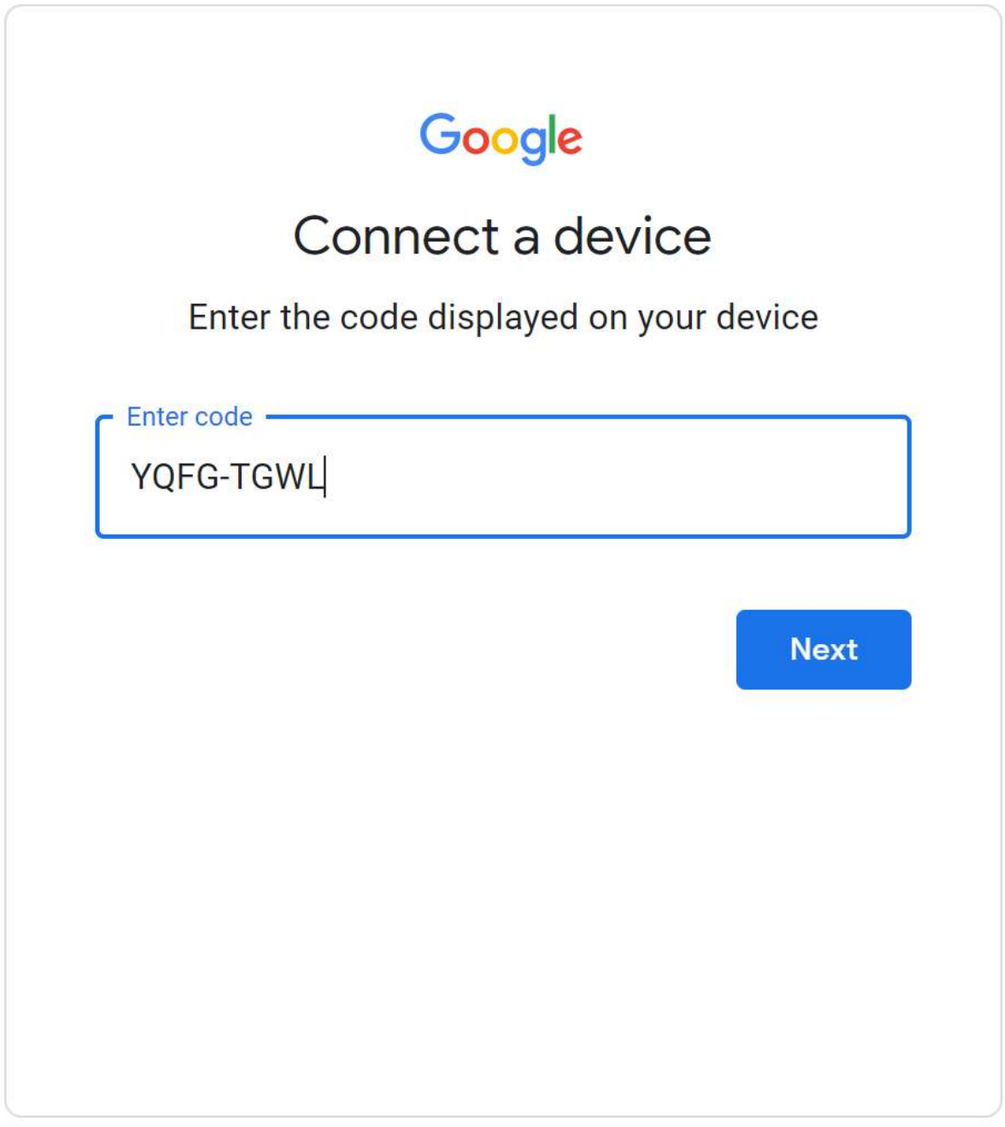
Sign In

2. Add YouTube streaming session

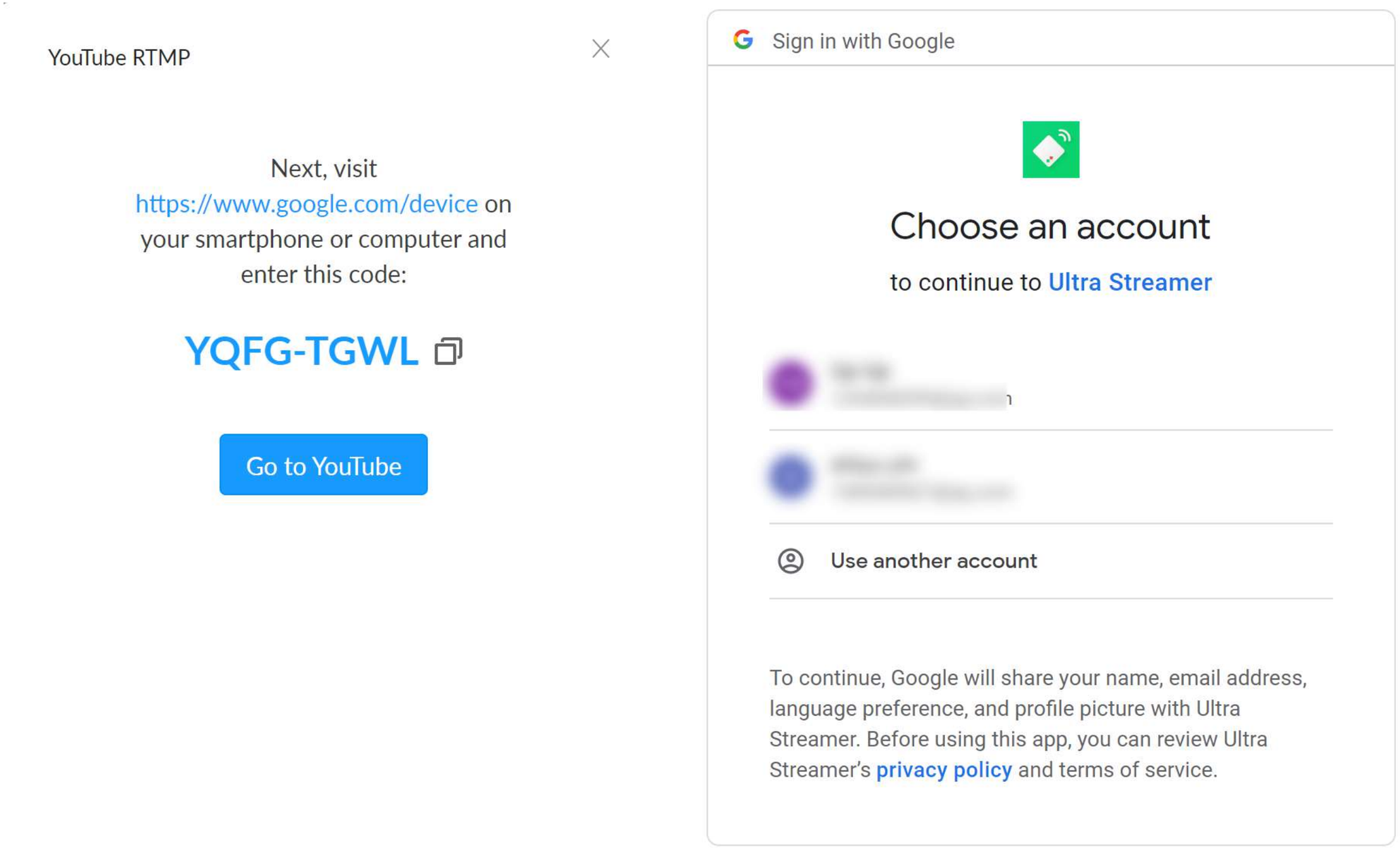
If you need low latency, then YouTube RTMP is the better option. However, if you need adaptive bitrate streaming, then YouTube HLS is the better option.

1. In the left control pane, go to**Live** tab. Click **Add Destination** and choose YouTube RTMP or YouTube HLS.
2. Go to YouTube **https://www.google.com/device**, and paste the code prompted.





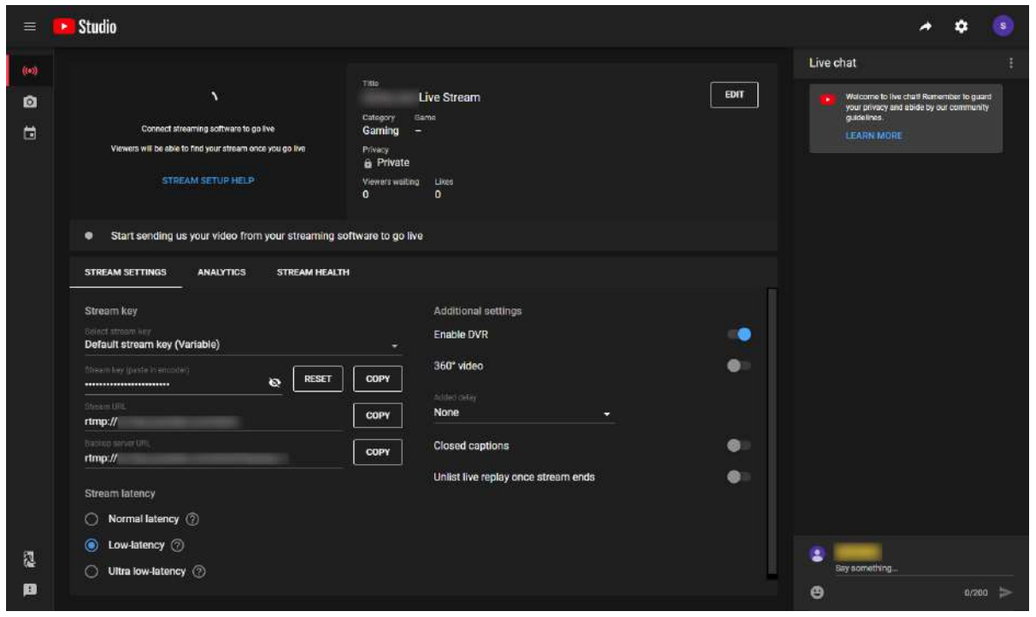
3. Follow the page instructions to log in and trust your device.



4. Choose the **Event** where you want to show your video clips.
   Then you can simply save the server with default parameters for streaming.
5. **Content made for kids** switch is off by default. You can go to Youtube Help to get detailed requirements.
6. Go back to the **Live** tab and turn on the switch before YouTube icon to start the streaming session.
   Now the encoder is ready to bring your content to YouTube directly with all these settings.

Part 2. YouTube Setup

Create a live stream task in YouTube Studio to go live, and specify the Title, Category, Privacy, etc.



Installation

Safety Information

Electrical Safety

- Seek professional assistance before using an adapter or extension cord. These devices could interrupt the grounding circuit.
- Make sure that you are using the correct power adapter for the local voltage. If you are not sure about the voltage of the electrical outlet you are using, contact your local power company.
- If the power adapter is broken, do not try to fix it by yourself. Contact a qualified service technician or your retailer for help.

Operation Safety

- Before using the product, make sure all cables are correctly connected and the power cables are not damaged. If you notice any damage, contact your dealer immediately.
- To avoid short circuits, keep paper clips, screws, and staples away from connectors, slots, sockets and circuitry.
- Avoid dust, humidity, and temperature extremes. Do not place the product in any area where it may become wet.
- If you encounter technical problems with the product, contact your dealer or the Magewell Support Team via support@magewell.net.

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and cause undesired operation

(2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Exposure Statement

The antennas used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located for operating in conjunction with any other antenna or transmitter.

Interfaces & Indicators

Ultra Encode HDMI Plus

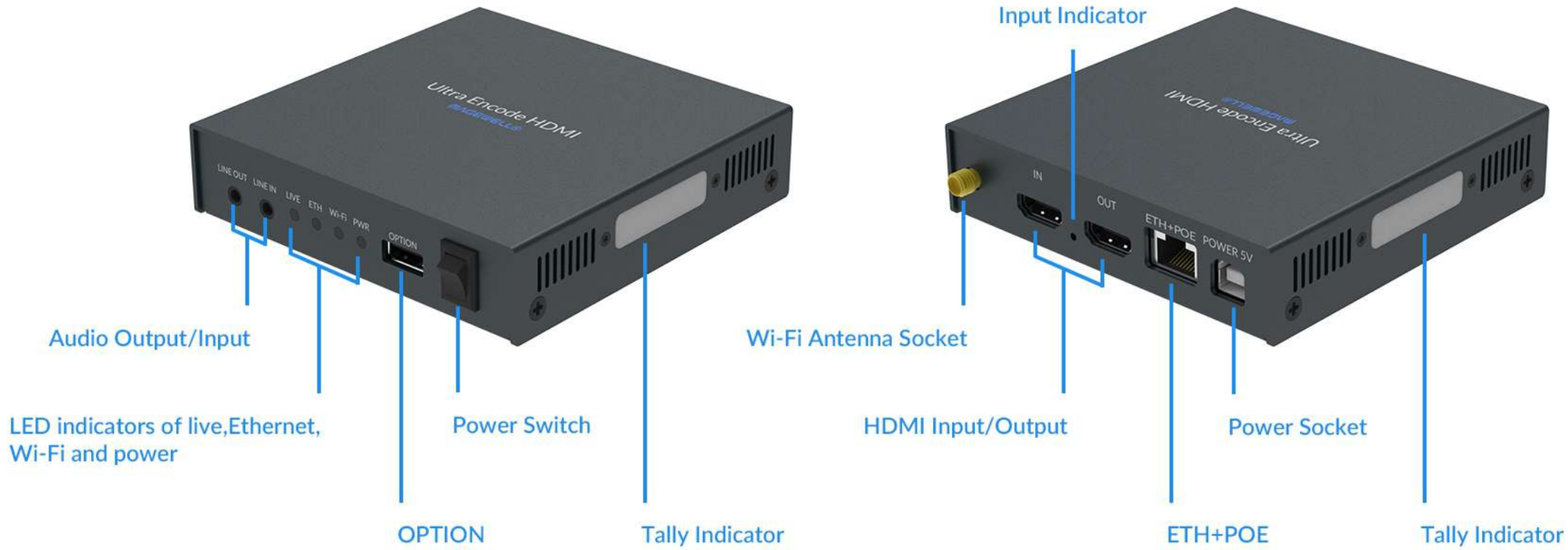


Figure 1 Ultra Encode HDMI

⚠ Plug included Wi-Fi antenna when you want to connect to a wireless network.

Ultra Encode SDI Plus

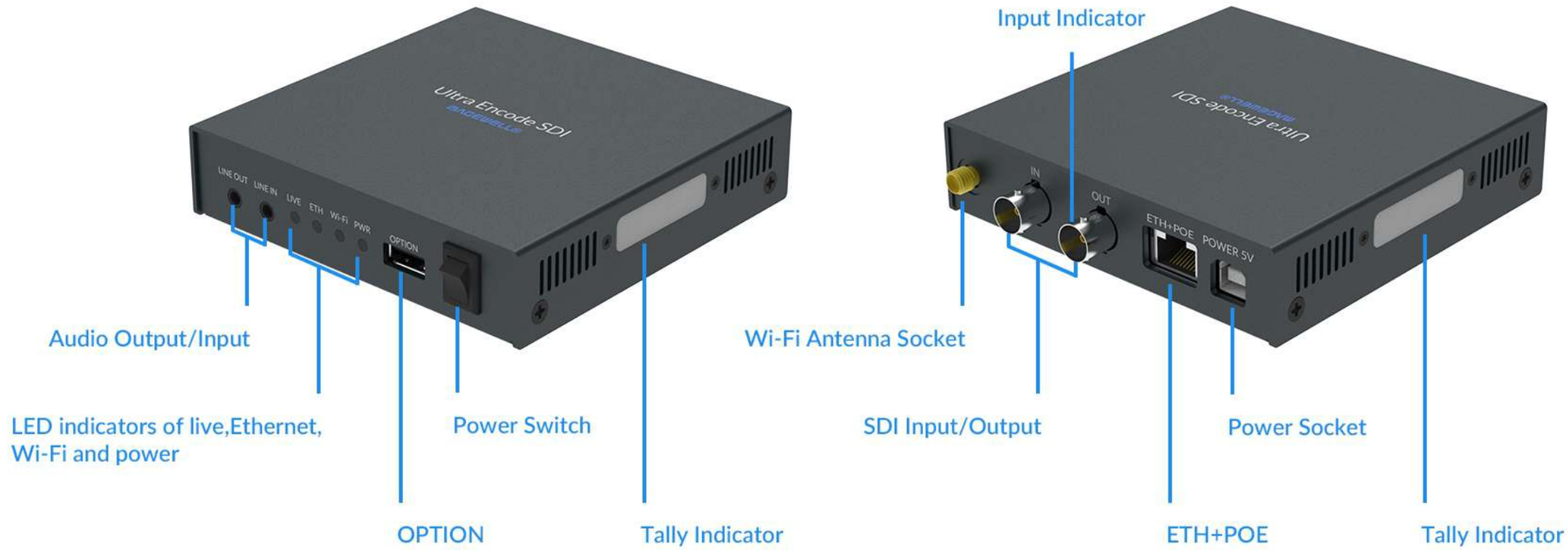


Figure 2 Ultra Encode SDI

⚠ Plug included Wi-Fi antenna when you want to connect to a wireless network.

Indicators

Indicators status is as follows.

PWR (Power)

- On: power on.
- Off: power off.

IN (HDMI/SDI)

- On: input signal detected.
- Breathing: input signal undetected.

LIVE

- On: the encoder is streaming to at least one streaming address.
- Breathing: none of the live sessions is enabled.

ETH

- On: Ethernet connected.
- Off: Ethernet unconnected.

Wi-Fi

- On: Wi-Fi connected.
- Breath: Wi-Fi not connected or connecting.

Tally (For NDI)

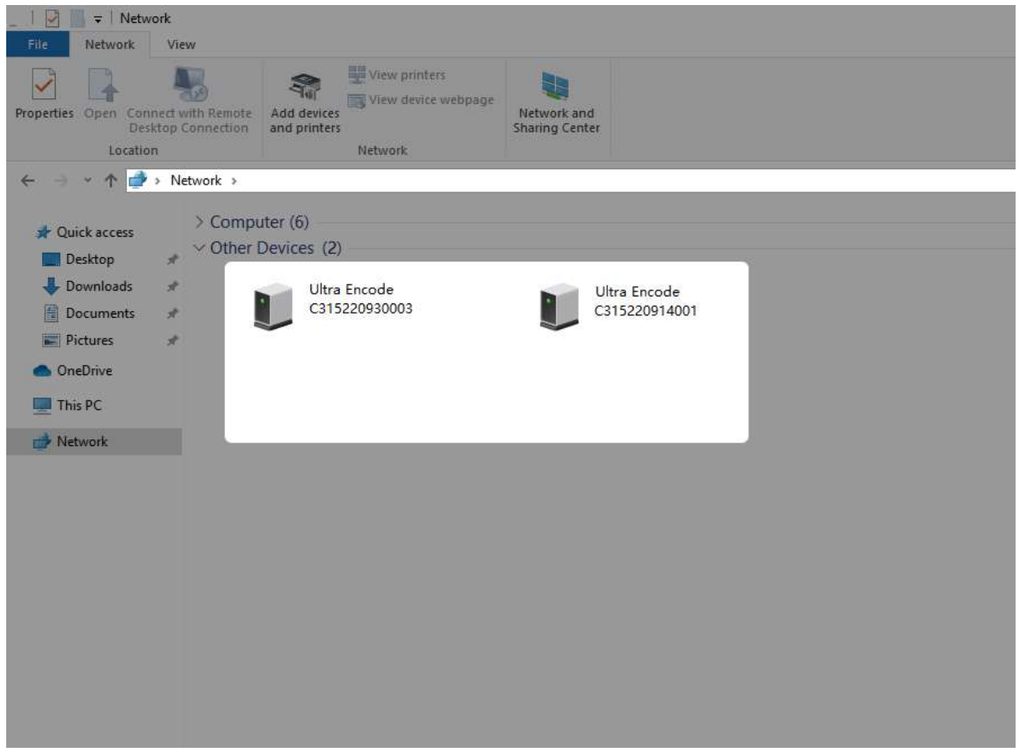
- Two-green-on: Preview
- Two-red-on: Program

Multiple indicators flash:

- The indicator lights of live, Eth, Wi-Fi flash once simultaneously: system is booting up or rebooting.
- The indicator lights of live, Eth, Wi-Fi flash in turn: firmware is updating.

⚠ If any other status appear, please try to unplug and re-plug in the power cable to recover your encoder.

Get Started With Ultra Encode



Access Web UI

Manage your device via wired networks, USB NET, or Wi-Fi.

1. Connect your device to your LAN and power it up.

   The device may be powered by PoE through the ETH+PoE port or by DC input using the provided power adapter.

   > ⚠ To ensure a smooth video, you are recommended to connect to a wired network.

2. Open Web UI:

   - Via File Explorer on Windows 7 and above

     i. Open File Explorer in your PC, then locate your device in**Network > Other Devices**.

     ii. Double click the device icon, open the sign page of Web GUI.

   - Via USB NET, IP Address: 192.168.66.1

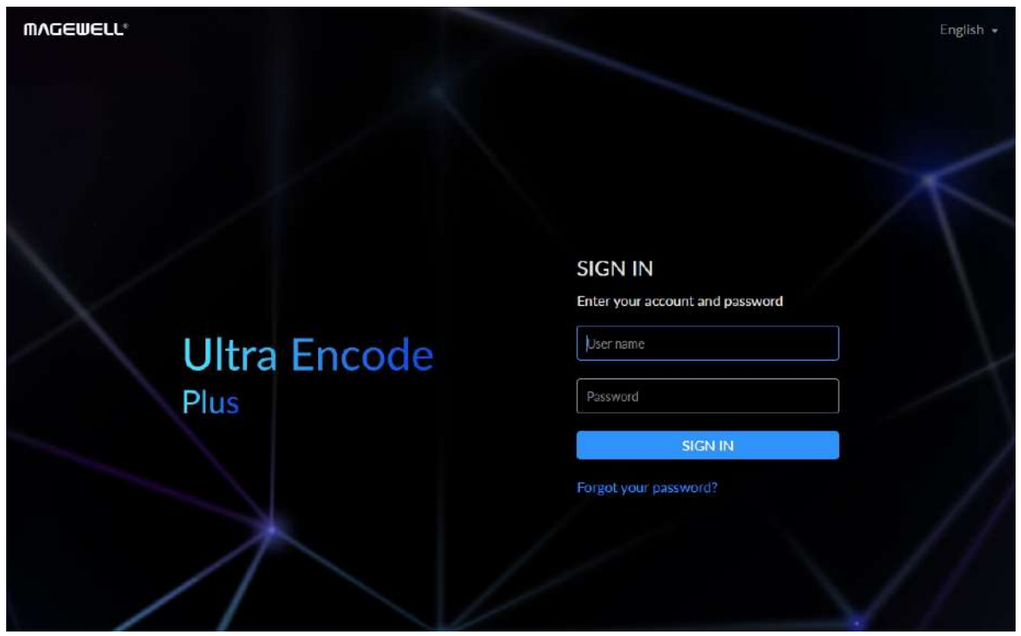
     i. Connect the device to your computer using provided USB cable.

     ii. Type the USB NET IP address 192.168.66.1 in your web browser to access the Web UI.

   - Via device Wi-Fi AP, IP Address: 192.168.48.1

     > ⚠ Plug included Wi-Fi antenna when you want to connect to a wireless network.

     i. In your smartphone/tablet/laptop, turn on WLAN, search for and join the



device AP named **Ultra Encode + (Serial number)**.

The AP names after your gear's **Serial number**, and the password is the last 8-number of the serial number. For example, a serial number 311210101001 indicates the initial AP password is 10101001.

We recommend that the distance between the Web UI and the encoder should be within 10m.

ii. In your web browser, enter 192.168.48.1 to open the Web UI.

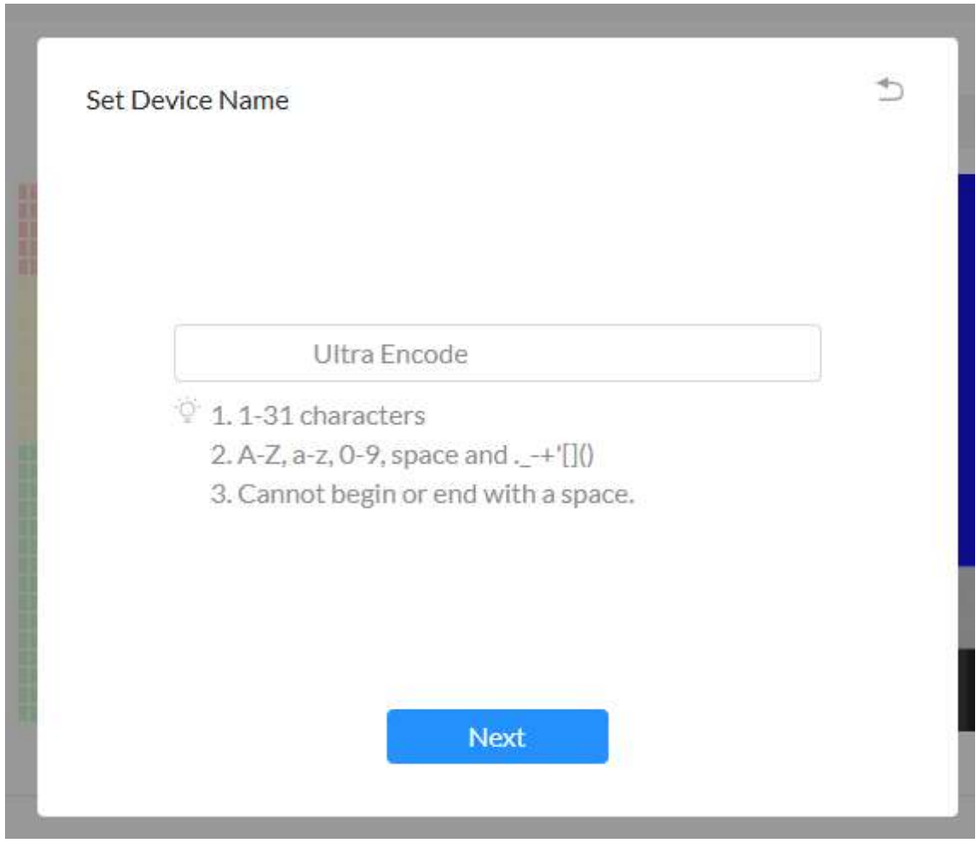
- Via "device-name.local":

i. Connect the Ethernet on the rear panel to the Ethernet based on your specific network requirements.

ii. Enter the"device-name.local" on the web browser within the same LAN as the device, to access the Web Ul login page. The default device-name is the SN (serial number) marked on the device surface.

3. Input your username and password.

   - The default administrator name and password are both Admin.
   - We recommend you to modify the admin password after initial logging-in.



Initialization

Follow the instructions of the Web UI to perform the device initialization and set a new device name.

Web UI Configuration

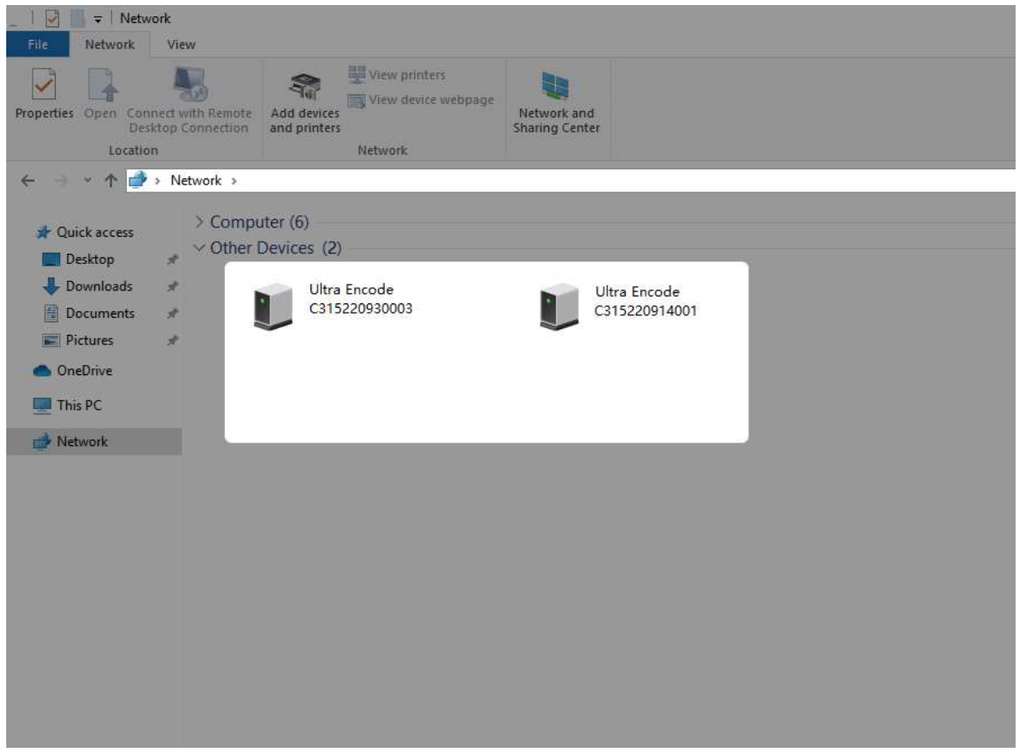


Fig1 Find your device in Windows > Network

Accessing the Web UI

A free tool, Web UI, is provided to monitor and manage device status and configuration. If you know your device's IP address, type it into your web browser to access the Web UI. Alternatively, you can access the Web UI via wired Ethernet, USB NET, or Wi-Fi following the steps below.

1. Connect your device to your LAN and power it up.
   The device may be powered by PoE through the ETH+PoE port or by DC input using the provided power adapter.

   ⚠ To ensure a smooth video, you are recommended to connect to a wired network.

2. Access Web UI:

   - Via File Explorer on Windows 7 and above
     i. Open File Explorer in your PC, then locate your device in**Network > Other Devices**.
     ii. Double click the device icon to open the sign page of Web UI.
   - Via USB NET, IP Address: 192.168.66.1
     i. Connect the device to your computer using provided USB cable.
     ii. Type the USB NET IP address 192.168.66.1 in your web browser to access the Web UI.
   - Via device Wi-Fi AP, IP Address: 192.168.48.1

     ⚠ Plug included Wi-Fi antenna when you want to connect to a wireless network.

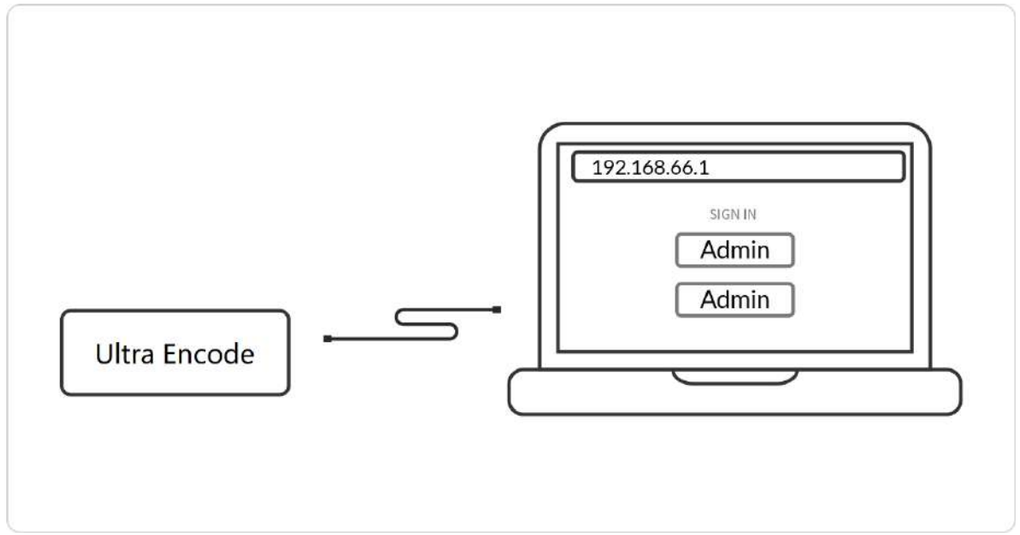


Fig2 USB NET connection

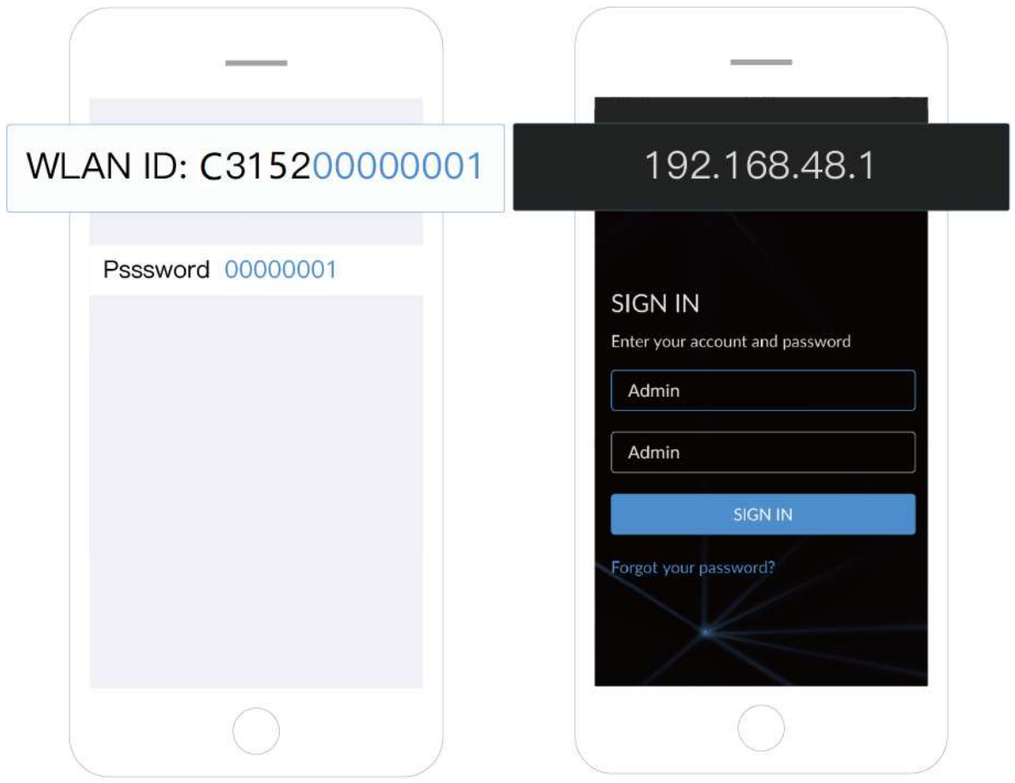


Fig3 AP connection

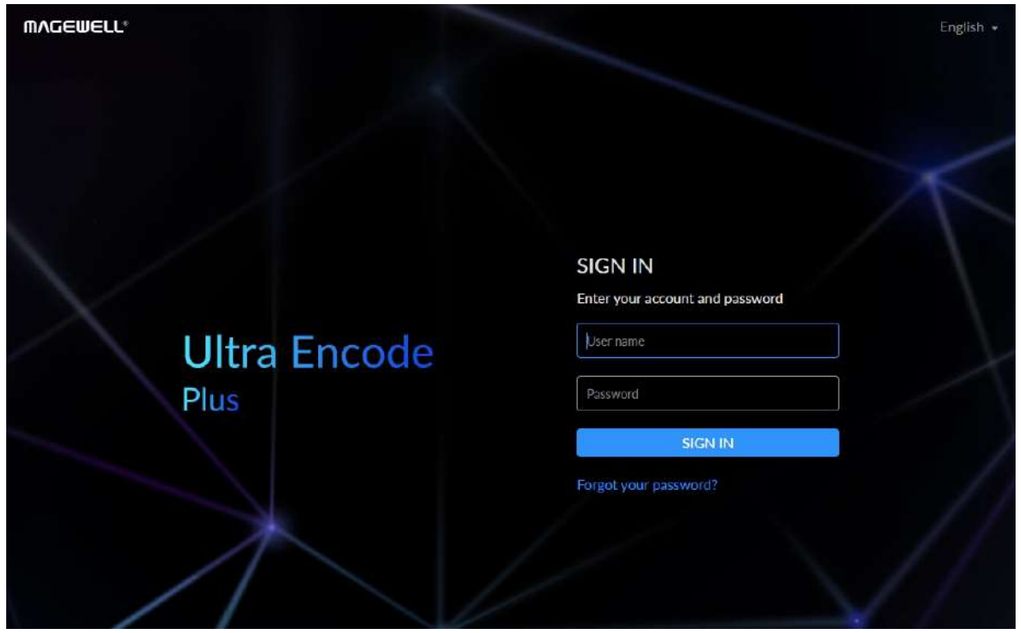
i. In your smartphone/tablet/laptop, turn on WLAN, search for and join the device AP named **Ultra Encode + (Serial number)**.
   The AP names after your gear's **Serial number**, and the password is the last 8-number of the serial number by default. For example, a serial number 311210101001 indicates the initial AP password is 10101001.
   We recommend that the distance between the Web UI and the encoder should be within 10m.

ii. In your web browser, enter 192.168.48.1 to open the Web UI.

iii. Via "device-name.local":

   i. Connect the Ethernet on the rear panel to the Ethernet based on your specific network requirements.

   ii. Enter the"device-name.local" on the web browser within the same LAN as the device, to access the Web Ul login page. The default device-name is the SN (serial number) marked on the device surface.



Signing In/Out

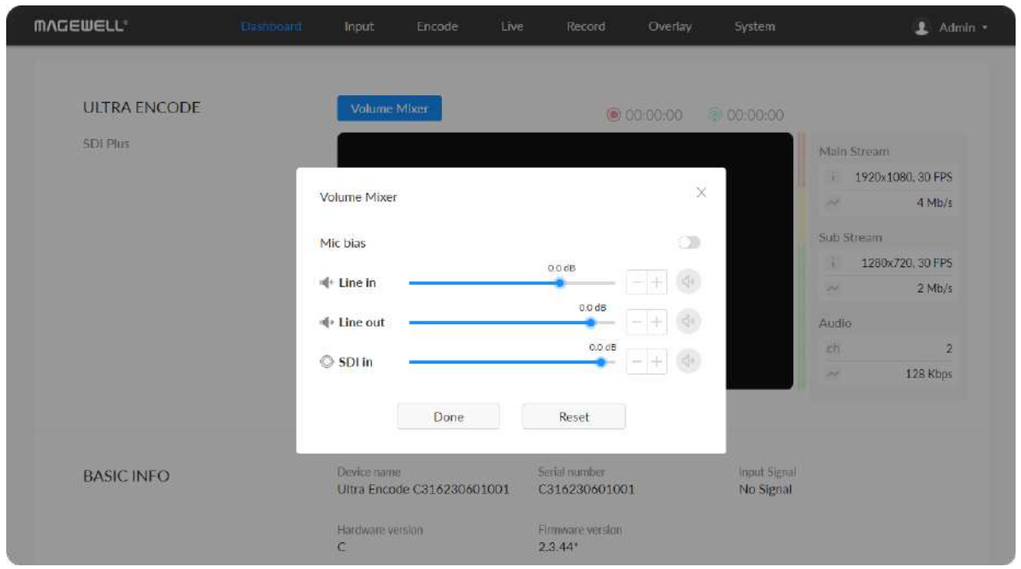
The Web UI allows multiple users to have read/write access to make configuration settings at the same time after logging-in. However, to avoid configuration conflicts, we do not recommend you to operate one device simultaneously.

1. Sign In: enter your account and password in the**SIGN IN** page.
   - The default administrator name and password are both Admin.
   - We recommend you to modify the admin password after initial logging-in.
2. Sign Out: click the down arrow symbol  behind the logging-in username at the top-right of the Web UI, and select **Sign out**.

Dashboard

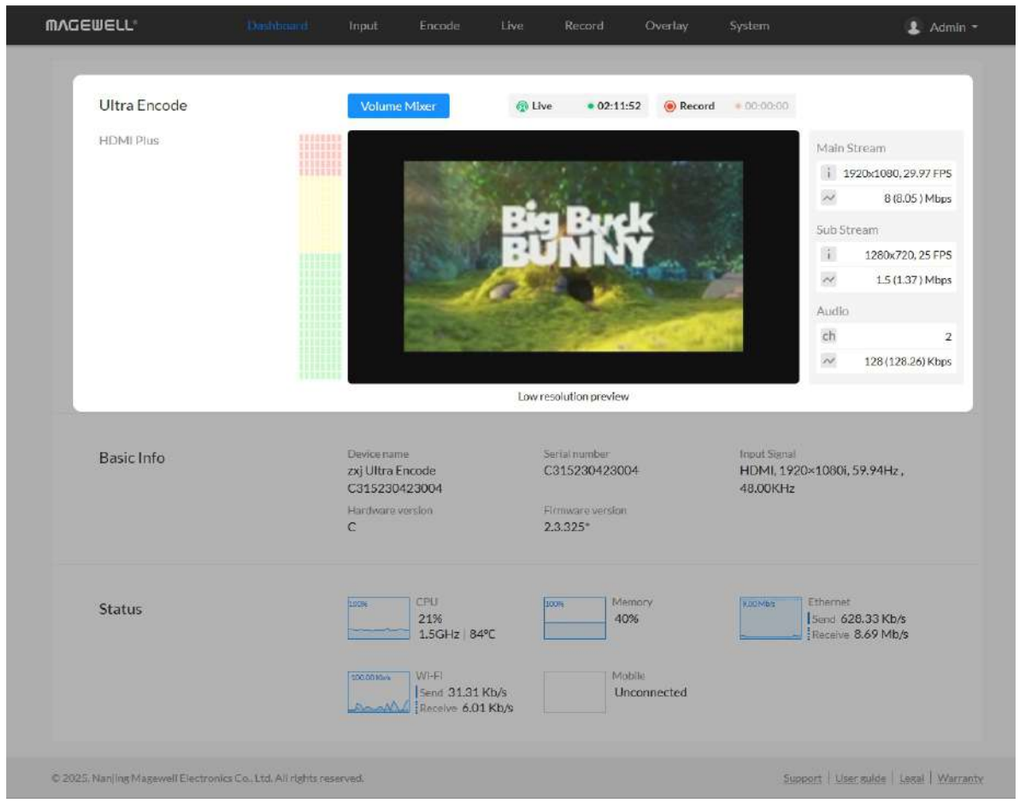
On **Dashboard** page, you can

- preview the thumbnail of the encoded video
- check device hardware information
- check system status
- set global volume mixer
- check product module at the upper left corner



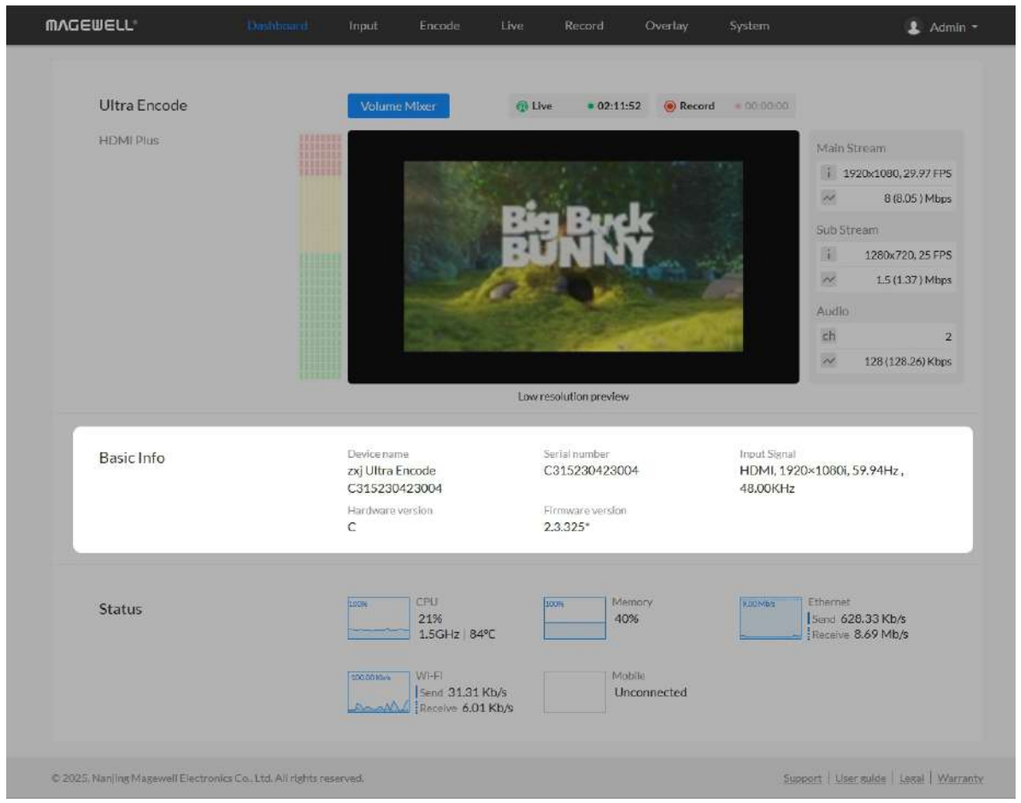
Setting Volume Mixer

- **Mic Bias:** turn it on when connecting a microphone via line in. It allows flowing way power (around 2.3V) to the jack which makes the microphone sound. It is off by default.
- **LINE IN:** adjust the audio connected to the LINE IN. Click to fine tone the volume at 0.1dB.
- **LINE OUT:** adjust the LINE OUT audio which remixes audio embedded in input signal and LINE IN. Click to fine tone the volume at 0.1dB.
- **HDMI/SDI IN:** adjust input signal volume
- : mute current channel. Click to fine tone the volume at 0.1dB.
- : restore current channel to default value
- **Reset:** restore all settings of the volume to default settings
- **Done:** click to save your configuration



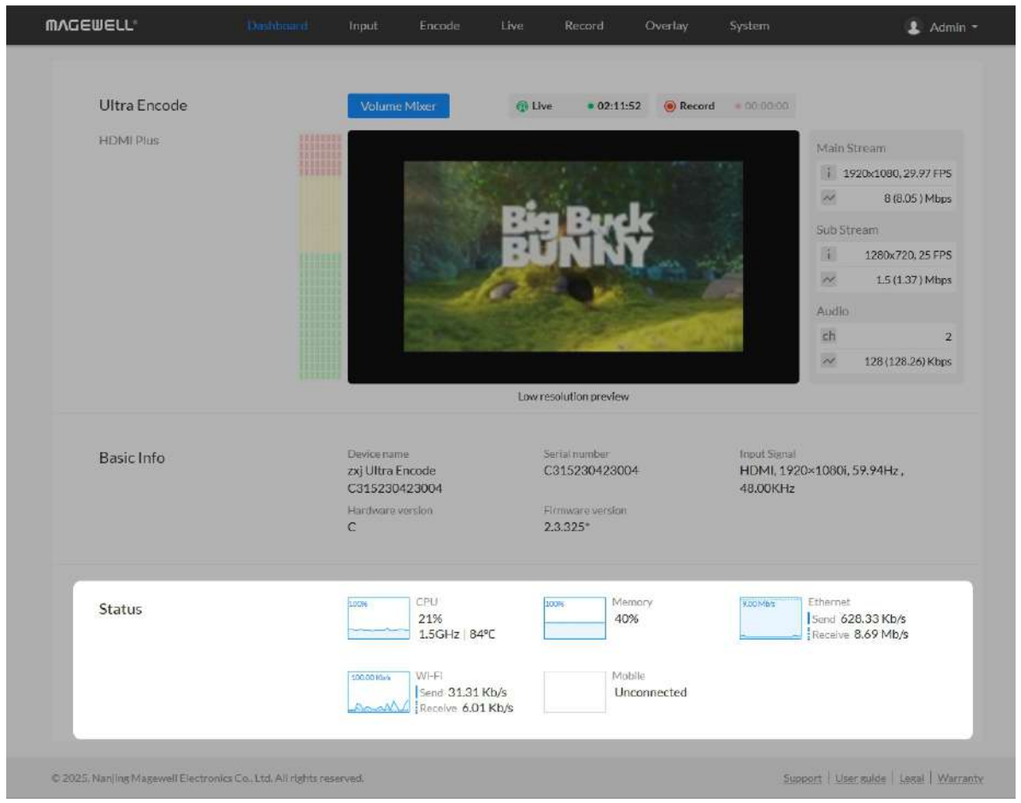
Previewing Thumbnails

Thumbnails, with a low resolution of 640x360, give you a quick snapshot of video being encoded.



Checking BASIC INFO

- **Device name:** device name of your unit. You can modify the device name in the System > General > Device name section.
- **Serial number:** serial number of your unit, which is also marked on your device.
- **Input Signal:** current input signal format.
- **Hardware version:** hardware version of your unit.
- **Firmware version:** current firmware version that is installed in your unit. You can update the firmware, via the **System > Firmware** tab.

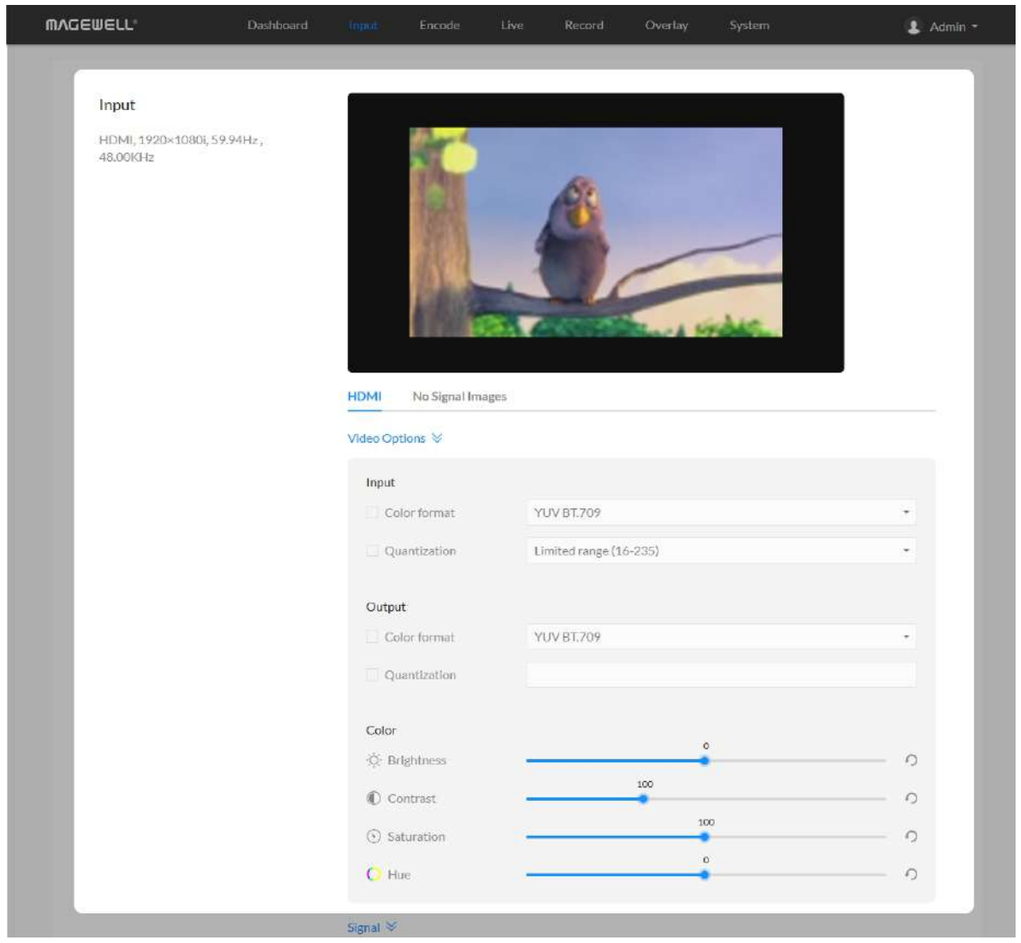


Checking Status

- Gives you an overview of your system CPU, memory usage, network usage in real-time in order to evaluate the device performance & health.

Input

Click and enter the **Input** tab to check the input signal information detected by the device.



Set Input Source

- **Color format:** input video color format. Check the box to select other options, including RGB, YUV BT.601, YUV BT.709, YUV BT.2020.
- **Quantization:** input quantization range. Check the box to select other options, including Full range(0-255), Limited range(16-235).

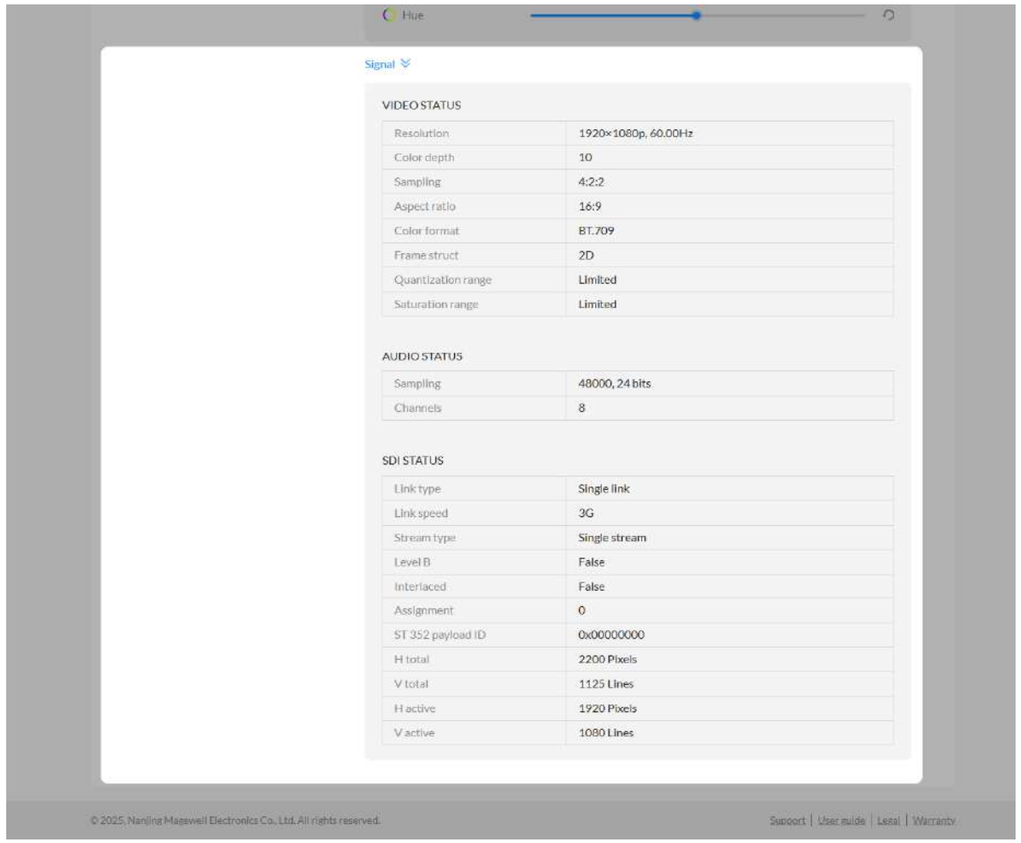
Setting Output

- **Color format:** check the box to select other options, including YUV BT.601, YUV BT.709.
- **Quantization:** check the box to select other options, including Full range(0-255), Limited range(16-235).

Setting Color

Set color format of preview and stream video.

- **Brightness:** range from -100 to 100, the default value is 0.
- **Contrast:** range from 50 to 200, the default value is 100.
- **Saturation:** range from 0 to 200, the default value is 100.
- **Hue:** range from -90 to 90, the default value is 0.
- Click icon to restore the current setting to default value.



Check Video Status

- **Resolution** shows the input video pixel resolution & frame rate.
- **Color depth** shows the input video color depth, in bits.
- **Sampling** shows the input video color sampling format.
- **Aspect ratio** shows the input video aspect ratio.
- **Color format** shows the input video color encoding format.
- **Frame struct** shows the input video frame type, 2D or 3D.
- **Quantization range** shows the quantization range, Full or Limited.
- **Saturation range** shows the saturation range, e.g. Full or Limited.

Check Audio Status

- **Sampling** shows the input audio sampling rate and bit depth.
- **Channels** shows the number of input audio channels detected.

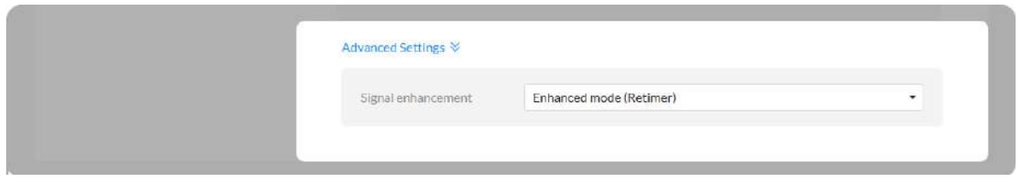
Check SDI Status

NOTE: This parameter is available for SDI products.

- **Link type** shows link type of input SDI signal, including single link, dual link, quad link.
- **Link speed** shows the current data speed.
- **Stream type** shows the number of streams that is contained in the data source.
- **Level B** shows whether the input signal is level B format.
- **Interlaced** shows whether the input signal is interlaced.
- **Assignment** shows the link number, especially when be fed into a source of multi-link interfaces.
- **ST 352 payload ID** shows the SMPTE ST 352 video payload identification code

for SDI.

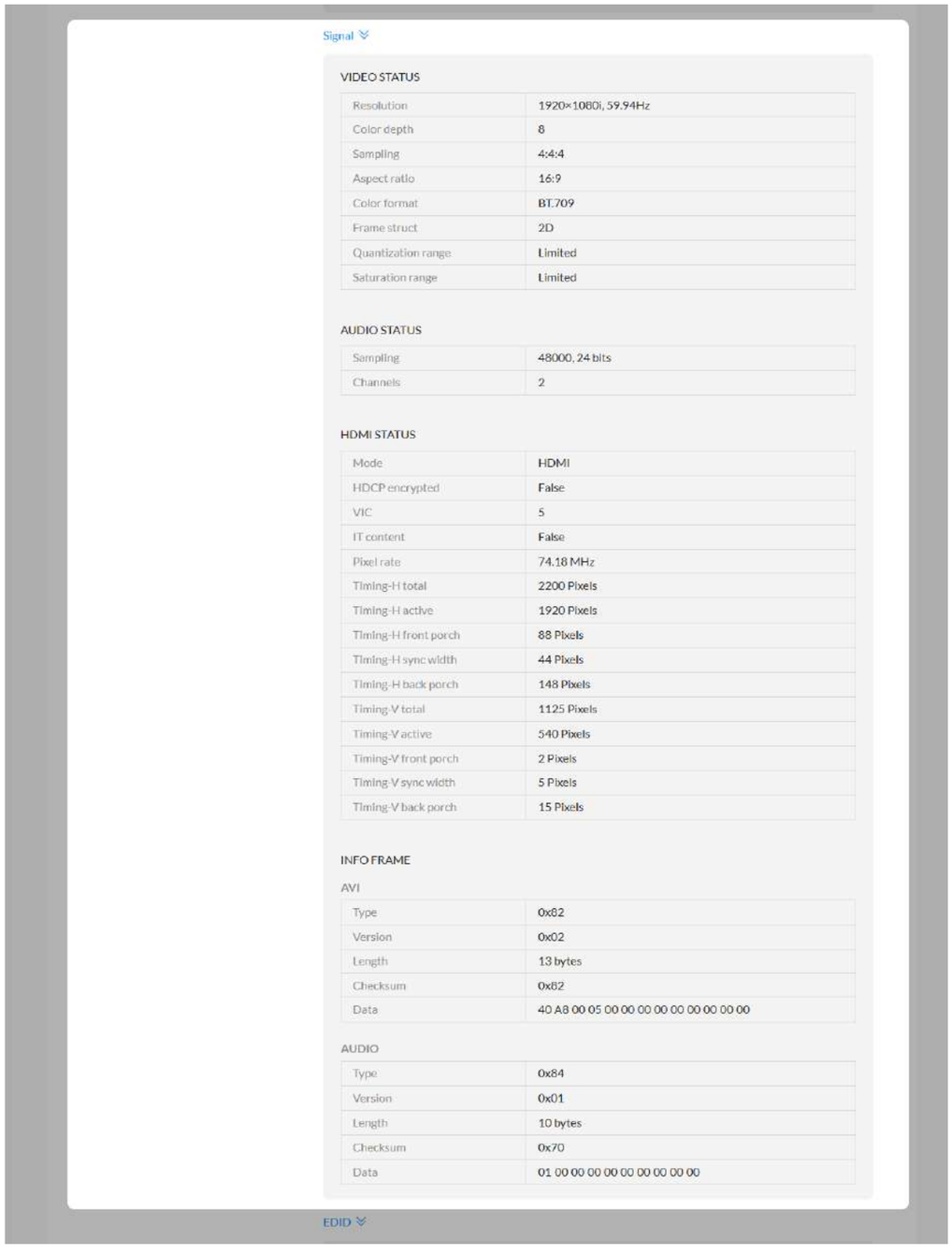
- **H total** shows the total number of pixels, horizontally.
- **V total** shows the total number of pixels, vertically.
- **H active** shows the number of active pixels, horizontally.
- **V active** shows the number of active pixels, vertically.



Advanced Settings

NOTE: This parameter is available for SDI Plus products with hardware version D and SDI Plus modules with hardware version Y.

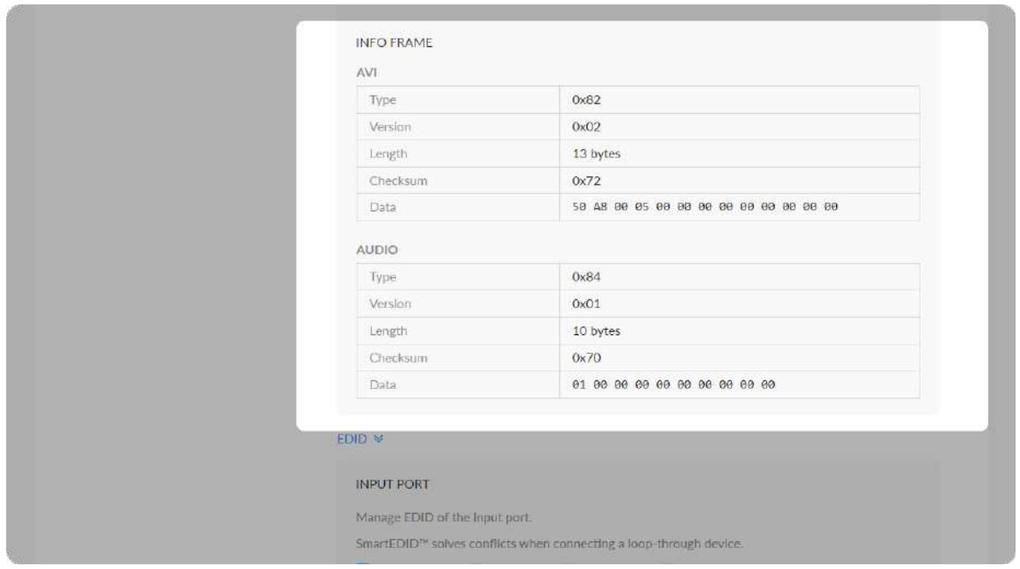
- **Signal enhancement** Options are Compatibility mode (Redriver) and Enhanced mode (Retimer)(default). Choose a redriver when the channel mainly needs additional equalization. Choose a retimer when the connection requires signal regeneration, stronger jitter control, or support for complex and less predictable PCIe topologies.



Check HDMI Status

NOTE: This parameter is available for HDMI products.

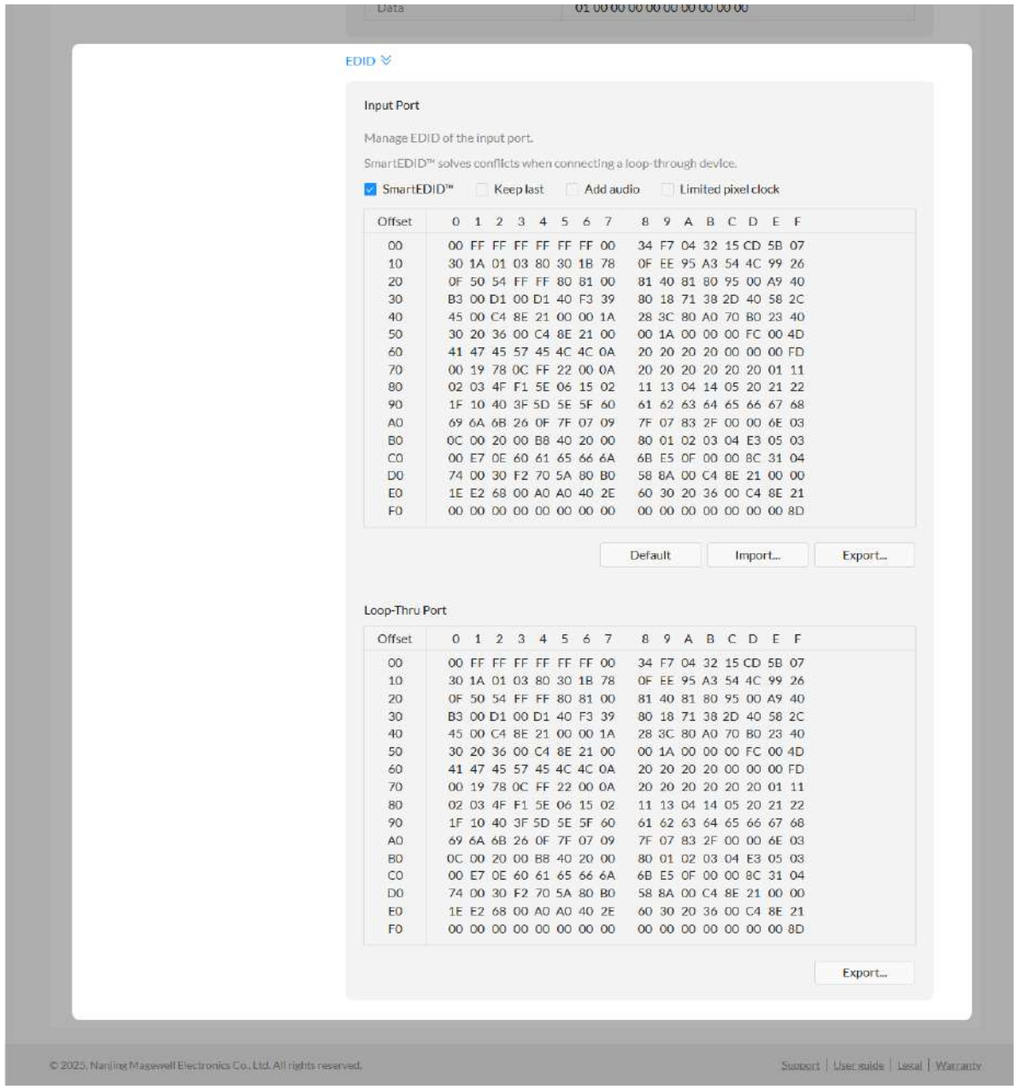
- **Mode** shows the signal type (which is always HDMI for the HDMI product).
- **HDCP encrypted** shows whether the signal source is HDCP encrypted.
  In accordance with the related laws and regulations, the device doesn't process HDCP encrypted signals, so the value is None.
- **VIC** Video Identification Code, which is defined for CEA formats.
- **IT content** shows whether the transmission package is content.
- **Pixel rate** shows the maximum number of pixels the unit could possibly write to the memory in one second.
- **Timing-H total** shows the total number of pixels, horizontally.
- **Timing-H active** shows the number of active pixels, horizontally.
- **Timing-H front porch** shows the Front Porch width in pixels.
- **Timing-H sync width** shows the Sync Pulse width in pixels.
- **Timing-H back porch** shows Back Porch width in pixels.
- **Timing-V total** shows the total number of pixels, vertically.
- **Timing-V active** shows the number of active pixels, vertically.
- **Timing-V front porch** shows the size of the vertical Front Porch in pixels.
- **Timing-V sync width** shows the width of the vertical Sync Pulse in pixels.
- **Timing-V back porch** shows the size of the vertical Back Porch in pixels.



Check HDMI INFO FRAME

The info frames vary from different signal sources, AVI/AUDIO/SPD/VS may be included.

- **Type** shows the packet type.
- **Version** shows the packet Version.
- **Length** shows the length of the AVI InfoFrame payload.
- **Checksum** shows the packet checksum.
- **Data** shows the InfoFrame payload.



EDID

Click the **EDID** to check the EDID information. By clicking**Reset to Default**, you can cancel your settings.

EDID is only available for products supporting HDMI signal.

Set SmartEDID™

NOTE: This function is available for HDMI products.

- **SmartEDID™**
  - SmartEDID™ is enabled by default. When it is disabled, other related functions can not be set.
  - Depending on the input capability of the encoder and that of the device connected to the loop-through interface, the encoder will smartly select to send the EDID to the video source device, to ensure both the encoder and the loop-through device can obtain the signal they support.
- **Keep last**
  - Keep the last EDID value used.
  - This function is disabled by default. To enable it, the SmartEDID function should also be enabled. When Keep Last is enabled and the loop-through device is disconnected, the current EDID will still be used. The encoder will continue receiving signal so the video capture and encoding continues. Otherwise, the encoder will resend its EDID to the source device for it to redetermine what format of signal to send. As a result, there could be an interruption to the source signal for a short time.
- **Add audio**
  - Force the source device to output audio.
  - If users connect a monitor which doesn't support audio to the loop-through output, the source device will decide not to output audio. As a result, the

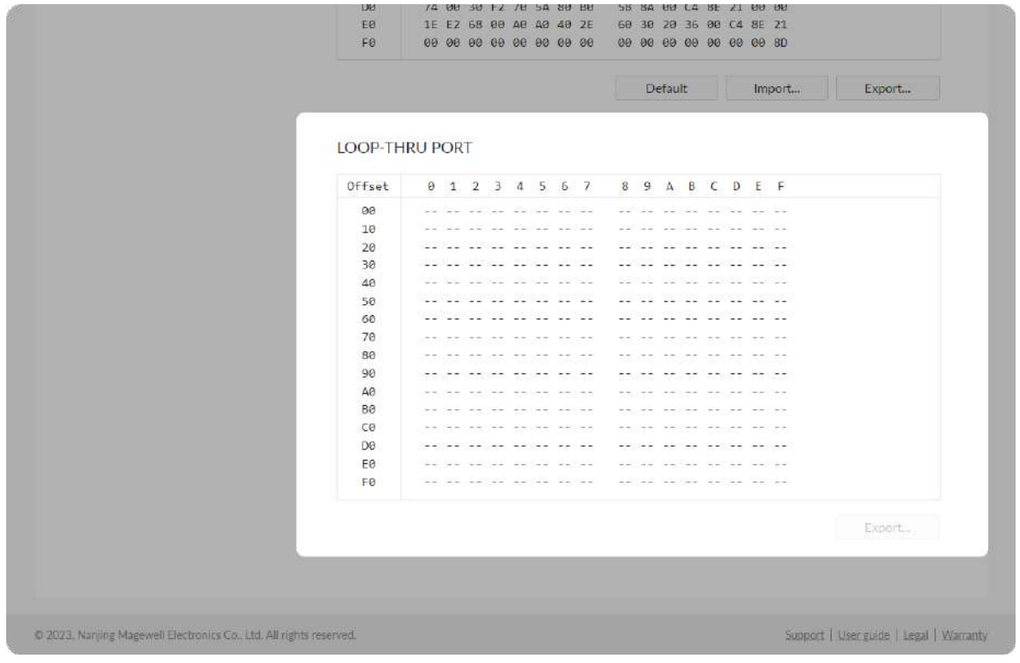
device will not get any audio input. If **Add Audio** is enabled, the device will communicate with the video source device, forcing it to output audio.

- **Limited pixel clock**
  - If enabled, when the pixel resolution of the loop-through device is beyond the capability of the device, a lower pixel resolution will be used in order to avoid the output producing a blank screen.

Set INPUT EDID

Any of the following actions can be performed on the input EDID of the device.

- **Default**: Click **Default** to reset the current EDID to default values.
- **Import**: Click and select an EDID file to import a EDID file.
- **Export**: Click and set the file name to export the current EDID as a .bin file.

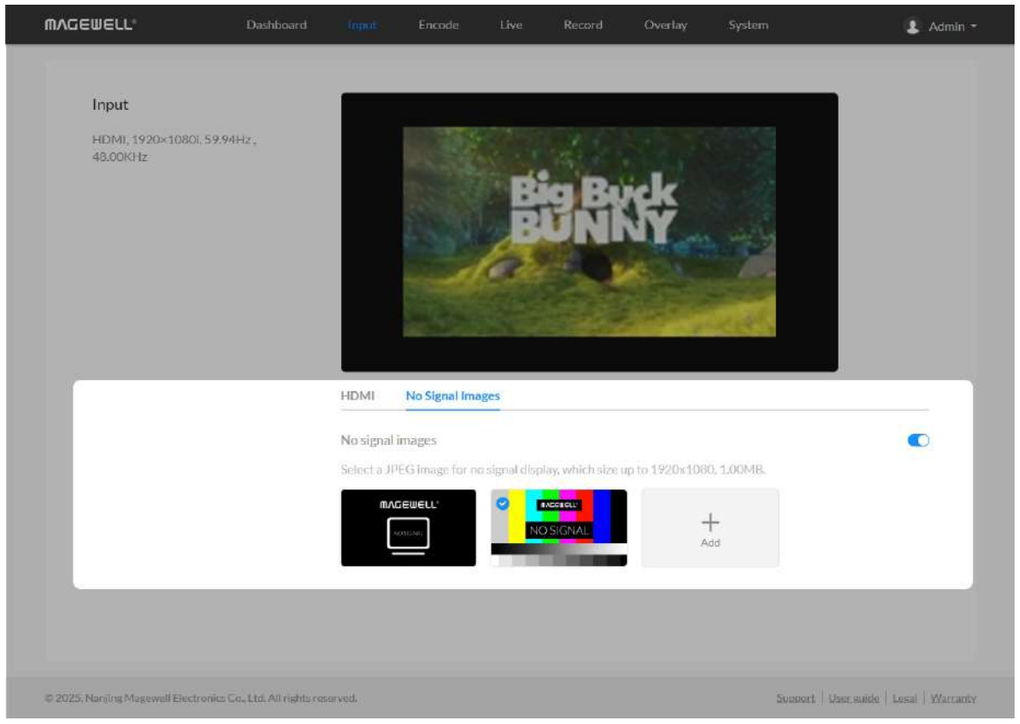


Check Loop-through EDID

Loop-through EDID shows the EDID of the connected loop-through device.

NOTE: This section is available for HDMI products.

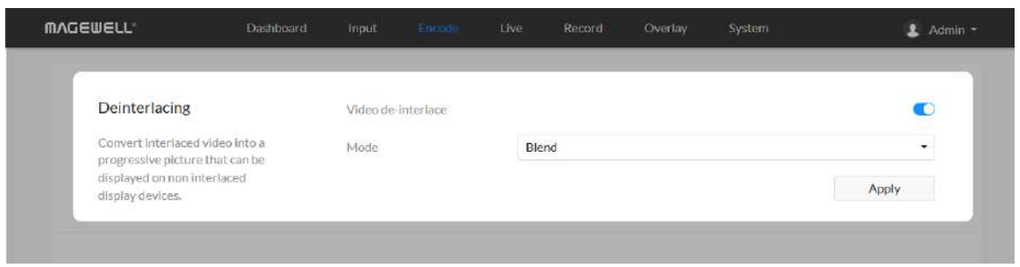
- **Export**: Click and set the file name to export the current EDID as a .bin file.



No Signal Images

- Select a JPEG image for no signal display, which size up to 1920x1080, 1MB. The device provided 2 pictures can not be deleted. By default, the switch is on.
- **Add:** you can add 2 more JPEG photos sizing up to 1920x1080, 1.00 MB.
- **Delete:** click the delete icon to remove the uploaded image from your device.

Encode





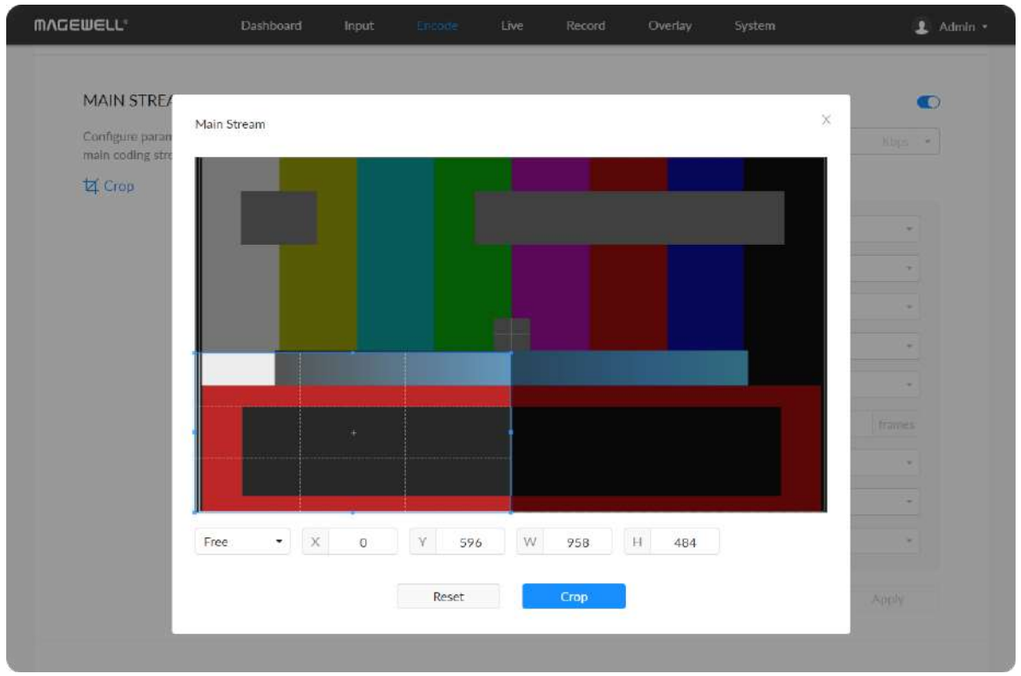
Deinterlacing

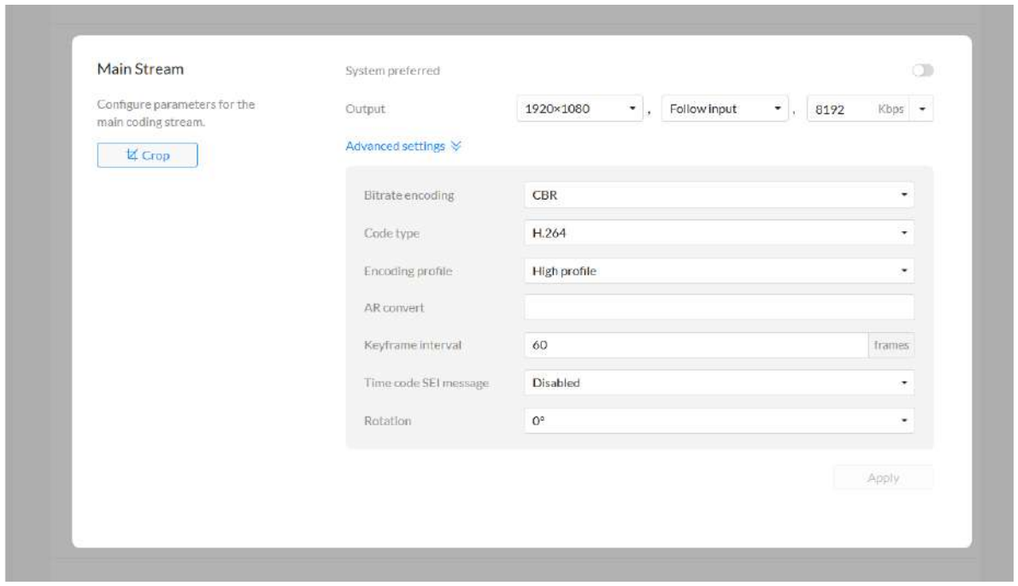
For interlaced signals, the output can be interlaced HEVC stream, if de-interlace function is turned off, and the stream encoders both are HEVC.

- **Video de-interlace:** by default, the switch is on. The dual streams must be HEVC(H.265) for turning off de-interlace. After turning off, only HEVC is available for the code type of the dual streams.
  - **Mode:** when the Video de-interlace switch is on, it can be set to Blend or Bob, with Bob as the default.
- **Apply:** click Apply after configuration.

3D

- **3D:** by default, the switch is off. To output 3D video, you need to input progressive signal with resolution lower than 2048x1080.



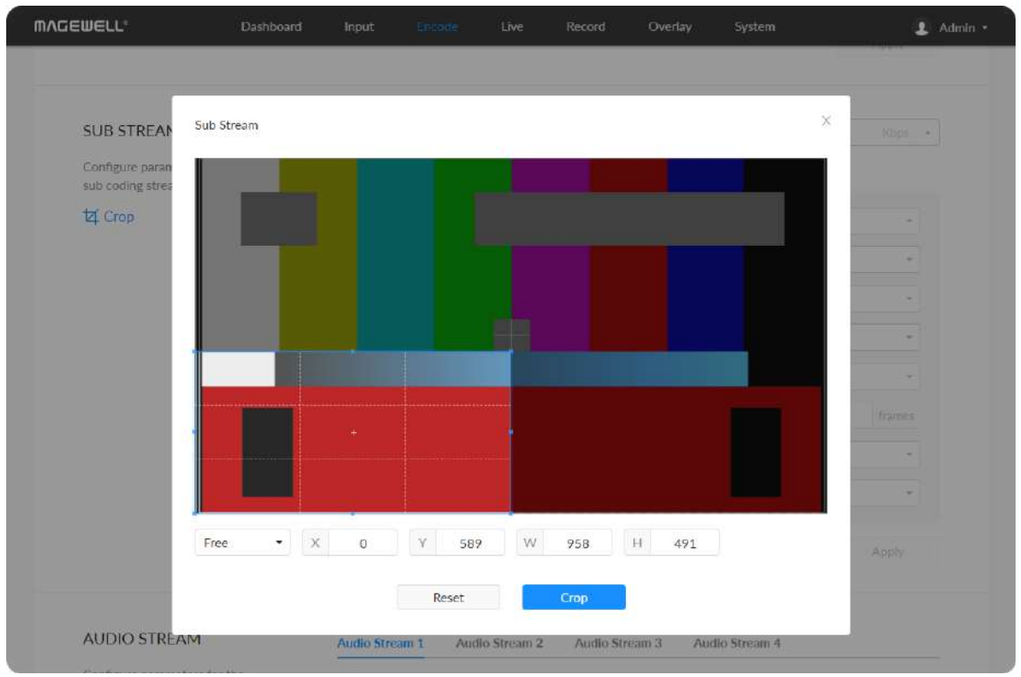


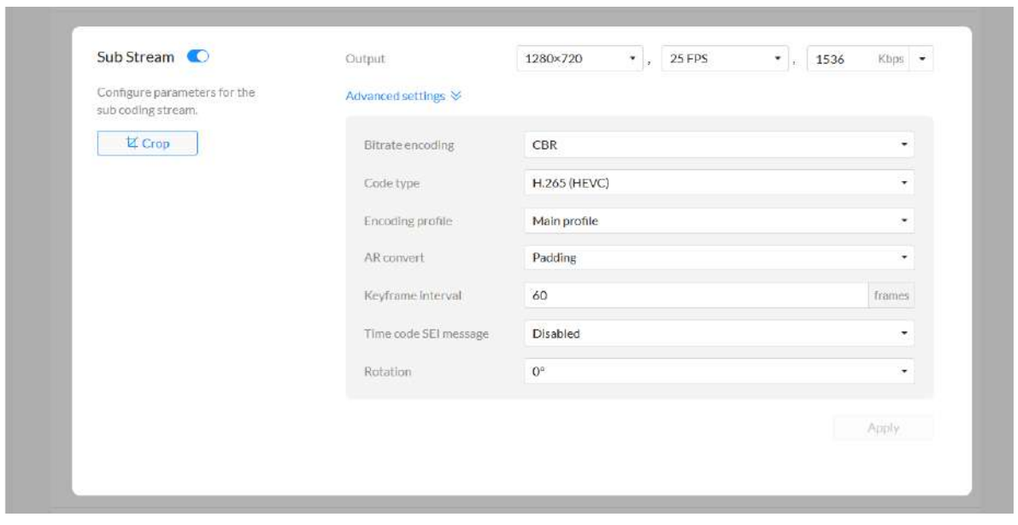
Setting Main Stream

- **Crop:** click on the icon, and specify the cropping ratio as Free, 1:1, 3:2, 4:3, 16:9 in the pop-up window. You can drag and drop the crop border to set the crop window. Or specify the the left (x) and top (y) edges of the containing block and the specified width (w) and height (h) of the rectangle. The cropped image will be displayed on the Live and Overlay simultaneously. Click "Reset", the coordinates of the cropping frame will be changed to (0, 0, the resolution WH of the Output configuration).
- **System preferred:** by default, it is off. Turn on the switch, and the output format would be consistent with the input signal. You can check the format on the right side of the thumbnail of the device status. System preferred is not available for NDI®|HX3.
- **Output:** by default, it follows input resolution, frame rate, bitrate. Only the resolution and frame rate can be specified for NDI®|HX3, and the bit rate is determined by NDI® and is filled in automatically.
- **Code type:** options are H.264 (default) and H.265(HEVC) encoders.
- **Encoding profile:** for H.264 encoder, the profiles can be High (default)/Main profile/Baseline. For H.265 (HEVC), it can be Main profile.
- **AR convert:** options are Ignore, Cropping and Padding (default).
- **Keyframe interval:** options are 0.5, 15-300 frames, the default is 60. A smaller number will result in a larger file size and less buffer time for seeing the first frame. To ensure a clear and smooth live broadcast, it is recommended that the key frame interval be less than or equal to 60 frames. Keyframe interval is fixed at 20 for NDI®|HX3.
- **Time code SEI message:** options are off, system clock, and embedded. Turn on the switch to get A/V sync between multiple devices which support this SEI message as well. Enabling Timecode SEI will write the corresponding Timecode

information into the recorded mp4/mov file.

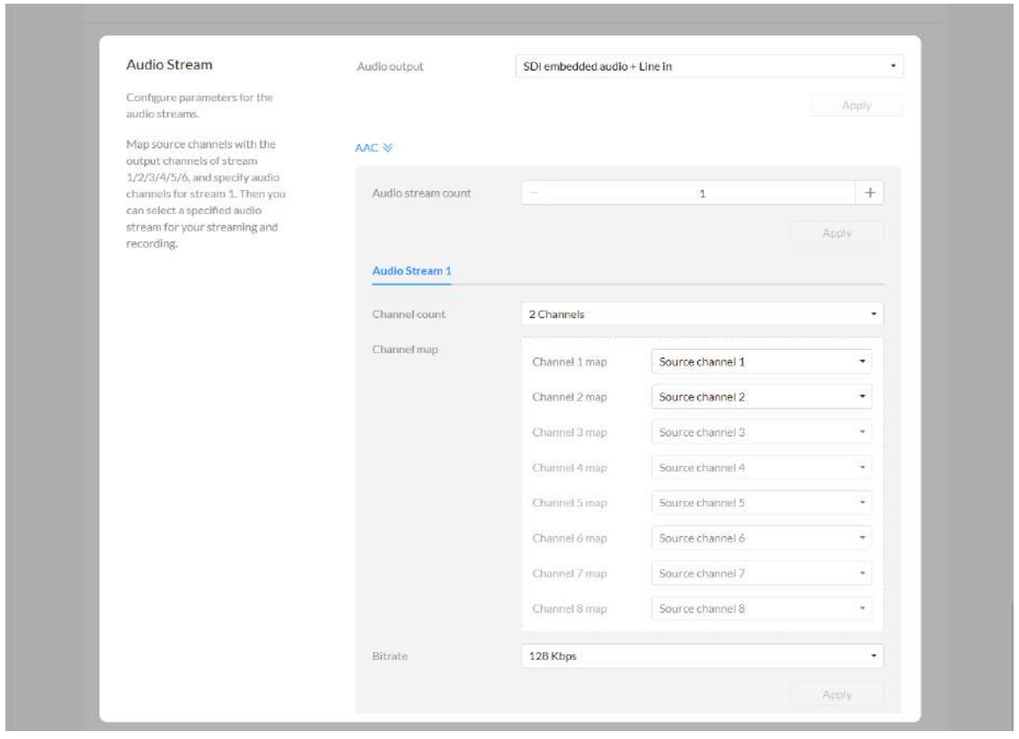
- **Closed caption SEI message:** turn on the switch to encode closed captions (if present in the input signal) into H.264/H.265 (HEVC) SEI message. Native CEA-608 and 608 over 708 captions are both supported. It is off by default. **Note that it is only supported by SDI product.**
- **Rotation:** options are 0°(default), 90°, 180°, and 270°. Rotation will make overlay not working.





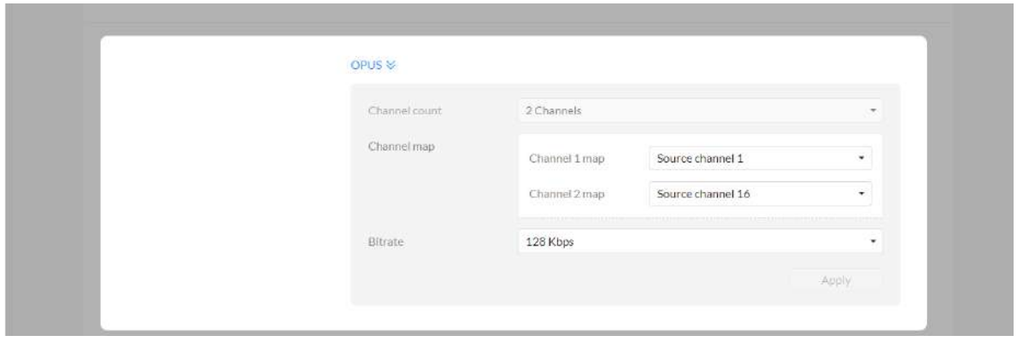
Setting Sub Stream

- By default, the sub stream is on. You can turn it off to lower bandwith usage.
- **Crop:** click on the icon, and specify the cropping ratio as Free, 1:1, 3:2, 4:3, 16:9 in the pop-up window. You can drag and drop the crop border to set the crop window. Or specify the the left (x) and top (y) edges of the containing block and the specified width (w) and height (h) of the rectangle. The cropped image will be displayed on the Live and Overlay simultaneously. Click "Reset", the coordinates of the cropping frame will be changed to (0, 0, the resolution WH of the Output configuration).
- **Output:** by default, it is 1280x720, follow input frame, 2Mbps. Sub stream outputs at 640x360p30, 3Mbps for NDI®|HX3.
- **Code type:** options are H.264 (default) and H.265(HEVC) encoders. H.264 is the only choice for NDI®|HX3.
- **Encoding profile:** for H.264 encoder, the profiles can be High (default)/Main profile/Baseline. For H.265 (HEVC), it can be Main profile.
- **AR convert:** options are Ignore, Cropping and Padding (default).
- **Keyframe interval:** options are 15-300 frames. The default value is 60. A less number will result in a larger file size and less buffer time for seeing the first frame. To ensure a clear and smooth live broadcast, it is recommended that the key frame interval be less than or equal to 60 frames. Keyframe interval is fixed at 20 for NDI®|HX3.
- **Time code SEI message:** options are off (default), system clock, and embedded. Turn on the switch to get A/V sync between multiple devices which support this SEI message as well. Enabling Timecode SEI will write the corresponding Timecode information into the recorded mp4/mov file.
- **Rotation:** options are 0°(default), 90°, 180°, and 270°. Rotation will make overlay not working.



Set Audio Stream

- **Audio output:** can be either embedded audio signal (default) or embedded audio signal + Line in. **AAC**
  - **Audio stream count:** set the number of audio streams for encoding to be 1-8, default is 1.
  - **Audio stream:** the number of streams is controlled by the parameter "Audio stream count".
    - **Channel count:** for Audio Stream 1, default is 2 channels and it can be 1/2/4/6/8 channels or follow input. The other audio streams are fixed at 2 audio channels.
    - **Channel map:** specify mapping relationship between the output channel and the source channel selected in **Source channel**.
    - **Bitrate:** from 16 to 1024 Kbps, and the default value is 128 Kbps.

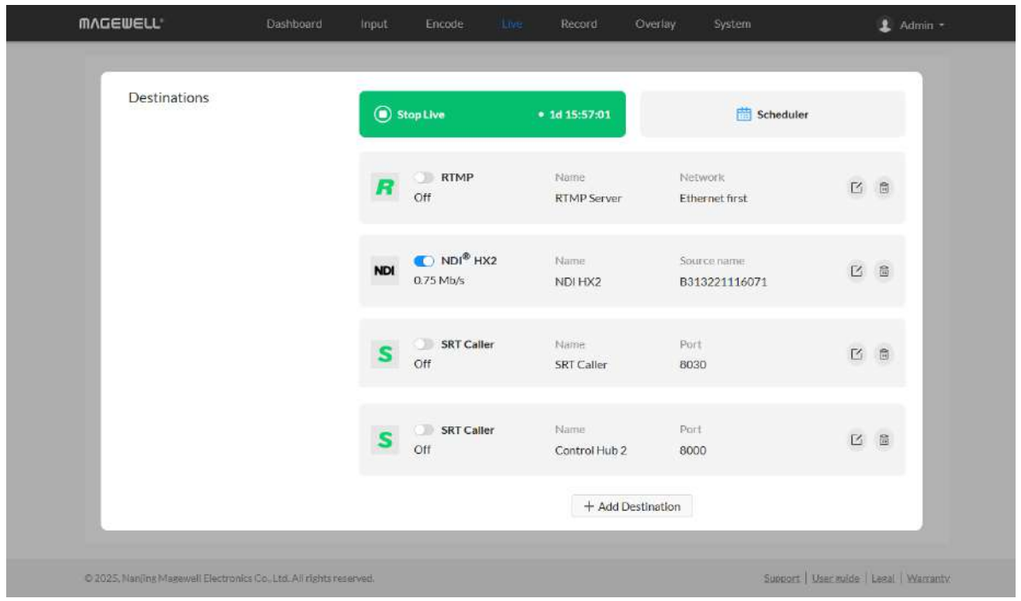


OPUS

- **Channel count:** default is 2 channels and it is used for WHIP streaming.
- **Channel map:** specify mapping relationship between the output channel and the source channel selected in **Source channel**.
- **Bitrate:** from 16 to 1024 Kbps, and the default value is 128 Kbps.

Live

The encoder natively supports streaming to YouTube, Facebook, Twitch, as well as self-defined servers.



Managing Live Streaming Sessions

You can manually added, modify, or delete any of streaming sessions listed in the tab.

- Click **Edit** to modify the parameters of the stream.
- Click **Delete** to remove the source from the list.
- Turn on/off the switch to start/stop streaming.
- Click **Add** and select a destination server to stream to.

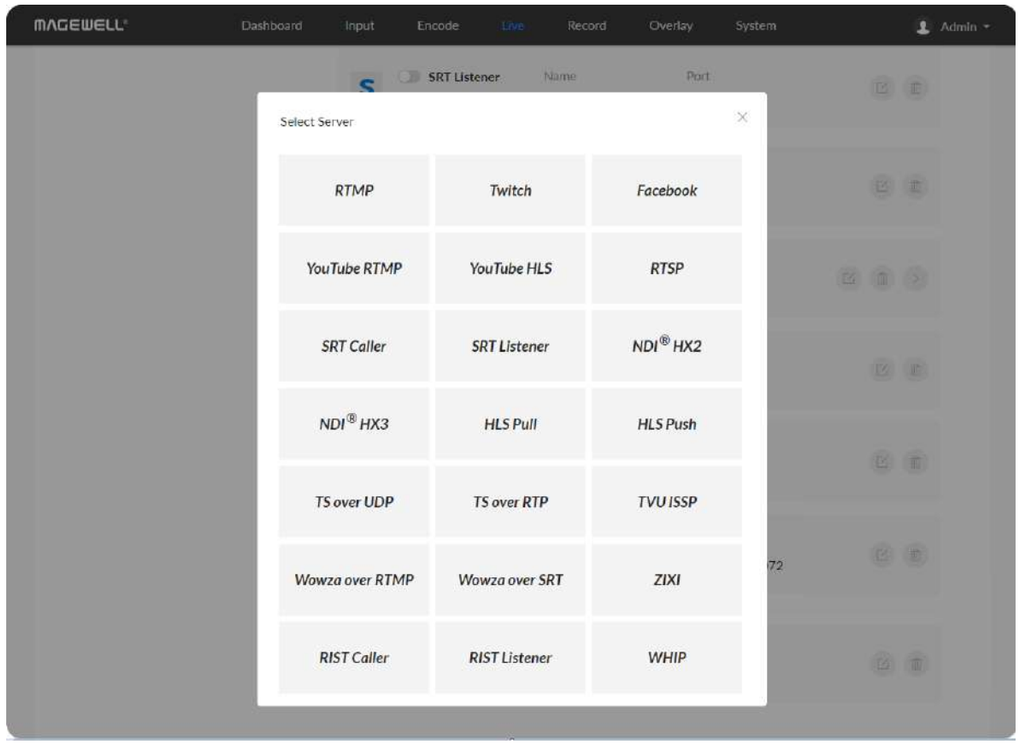
Notes

- Supported streaming protocols - RIST, RTSP, RTMP, RTMPS, SRT Caller, SRT Listener, NDI®|HX2, NDI®|HX3, HLS, TS over UDP, TS over RTP, ZIXI, WHIP and TVU ISSP.
- Supports streaming to 6 destinations simultaneously, containing 1 session of RTSP/RIST Listener/SRT Listener/HLS PULL/ISSP (if included), or 2 NDI®|HX2 sessions (if included).
- NDI®|HX3 stream is exclusive, and other protocol streams cannot be pushed at the same time.
- Specify the main stream or sub stream for each session.

Start/Stop Streaming

After the live broadcast task is added, you can perform any of the following operations.

- To start streaming immediately: you need to turn on the switch of one seesion and the stream function.



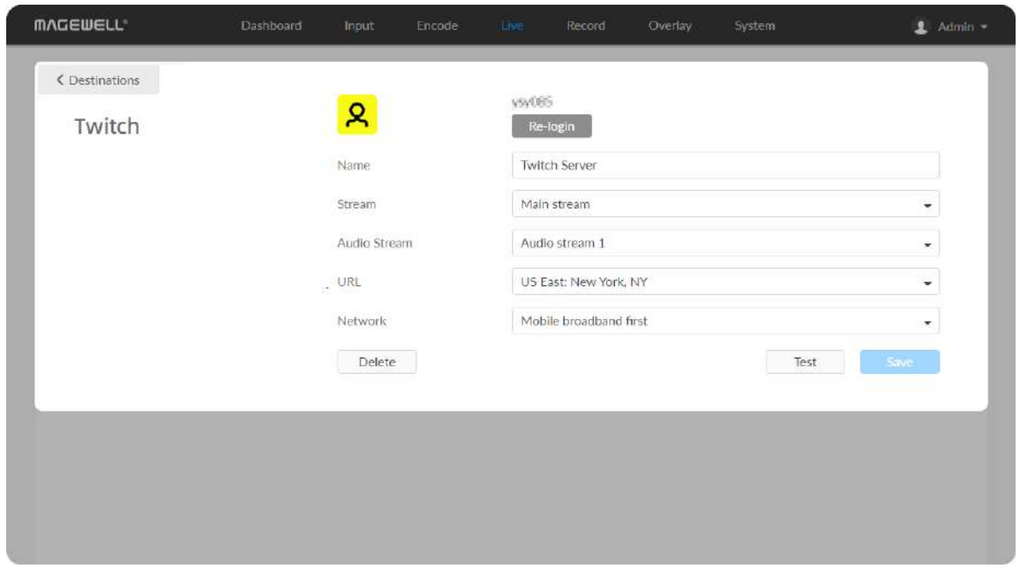
- To schedule a stream: you need to add a scheduler to the specified seesion(s). Use the schedule function for your live stream, which will be triggered, ended, repeated automatically on a chosen day and time.
- To stop streaming:
  - Turn off the **Destinations** switch to end this round of scheduled live.
  - Turn off the switch of the specified live session to stop it permanently.

Edit a Streaming Session

After the live broadcast task is added, in the live broadcast server list, click the button at the end of the task line, and modify the parameters on the "Edit Server" page.

Delete a streaming Session

After the live broadcast task is added, in the live server list, click the button at the end of the task line, and confirm the deletion in the pop-up window.

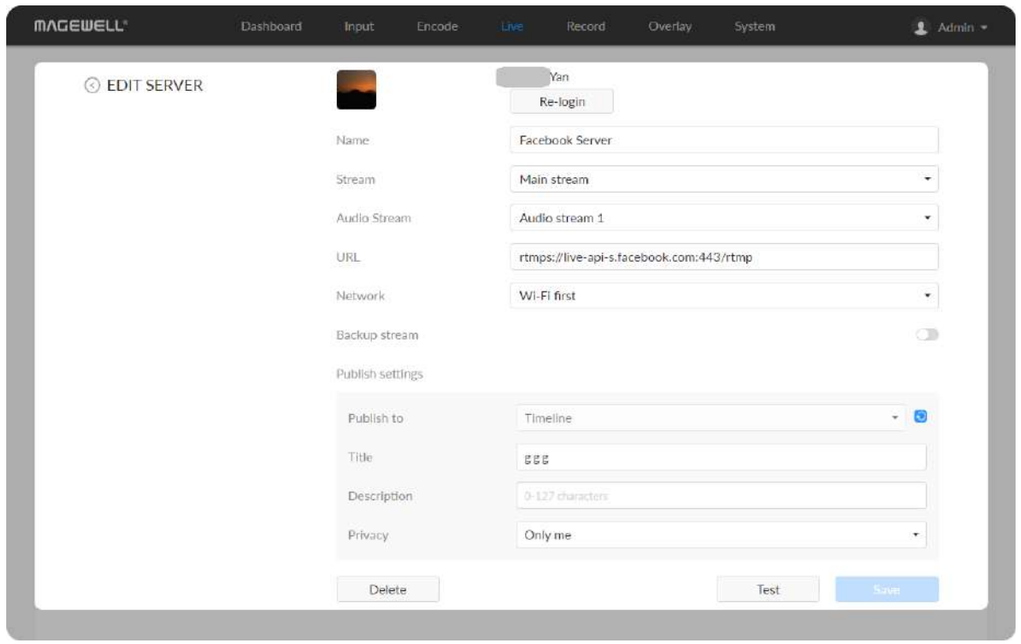


Live Streaming to Twitch

You can stream to Twitch if you have a Twitch account.

> ⚠ To ensure smooth live streaming experience, connecting to a wired Ethernet network is recommended.

1. Click **+ Add Destination** in the **Live** tab, select Twitch , follow the on-screen instructions to log in and select a server.
   Your avatar will be displayed after a successful logging-in.
2. Specify a Name for your streaming session, which can be 1 to 30 characters.
3. Choose main or sub stream for streaming, parameters of which can be set in Encode tab.
4. Choose an audio stream (1 to 8) for streaming, and the default value is Audio stream 1. Audio encoding parameters can be set in Encode > Audio Stream.
5. URL is automatically filled in after successful login, and it is not recommended to change it.
6. Choose the prime network for streaming.
   By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
   The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
   Plug a USB modem into your encoder while using mobile network to stream.
7. Click **Test** to check the connection between the server and encoder.
8. When prompted, click **OK**.
9. Go back to **Live** page, turn on before streaming.



Live Streaming to Facebook Live

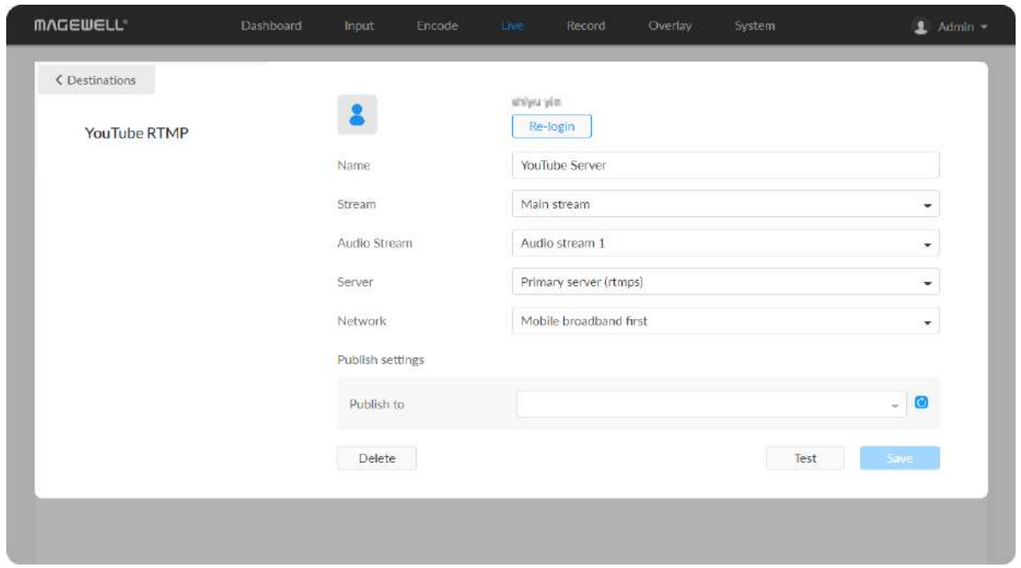
You can live broadcast to Facebook if you have a Facebook account.

> ⚠ To ensure smooth live streaming experience, connecting to a wired Ethernet network is recommended.

1. Click **+ Add Destination** in the **Live** tab, select **Facebook**, enter the **Stream Name**.
2. Click **Log In**. Follow the on-screen instructions to open Facebook, enter the code prompt, and log in.

   > ⚠ Your avatar will be displayed after a successful logging-in.

3. Specify a Name for your streaming session, which can be 1 to 30 characters.
4. Choose main or sub stream for streaming, parameters of which can be set in Encode tab.
5. Choose an audio stream (1 to 8) for streaming, and the default value is Audio stream 1. Audio encoding parameters can be set in Encode > Audio Stream.
6. Input facebook destination URL.
7. Choose the prime network for streaming.
   By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
   The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
   Plug a USB modem into your encoder while using mobile network to stream.
8. (Optional) Turn on the **Backup stream** and specify the **Stream key**.
9. Specify **Publish settings** including **Publish to**, **Title** (0-63 characters), **Description** (0-127 characters),**Privacy** and **Stream ID**.



10. Click **Save**.
11. Click **Test** to check the network connection.
12. After passing the test, click **OK**.
13. (Optional) Click **Delete** to clear the session.
14. Go back to **Live** page, turn on before streaming.

Live Streaming to YouTube

If you need low latency, then YouTube RTMP is the better option. However, if you need adaptive bitrate streaming, then YouTube HLS is the better option.

You can stream to YouTube if you have a YouTube account, and you have enabled the Live streaming feature of your channel at least 24 hours before your streaming.

You can stream to YouTube if you have a YouTube account, and you have enabled the Live streaming feature of your channel at least 24 hours before your streaming.

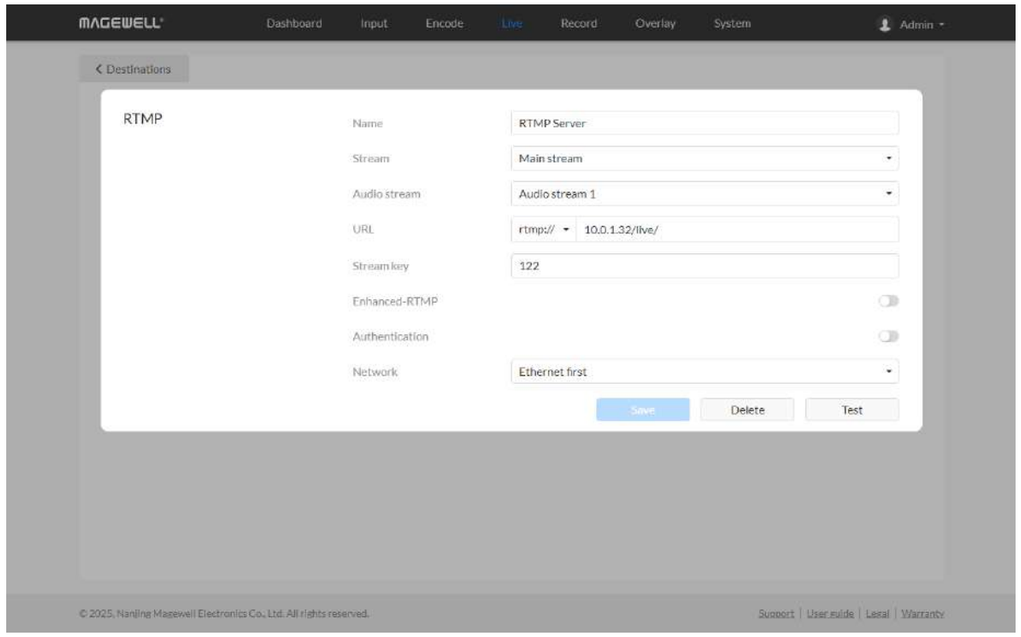
⚠ To ensure smooth live streaming experience, connecting to a wired Ethernet network is recommended.

⚠ To enable the Live streaming feature, refer to YouTube Help.

1. Click **+ Add Destination** in the **Live** tab, select YouTube RTMP or YouTube HLS, enter the stream **Name**, follow the on-screen instructions to log in and select a server.
2. Click **Log In**. Follow the on-screen instructions to open YouTube, enter the code displayed on your device, and log in.
   Your avatar will be displayed after a successful logging-in.
3. Specify a Name for your streaming session, which can be 1 to 30 characters.

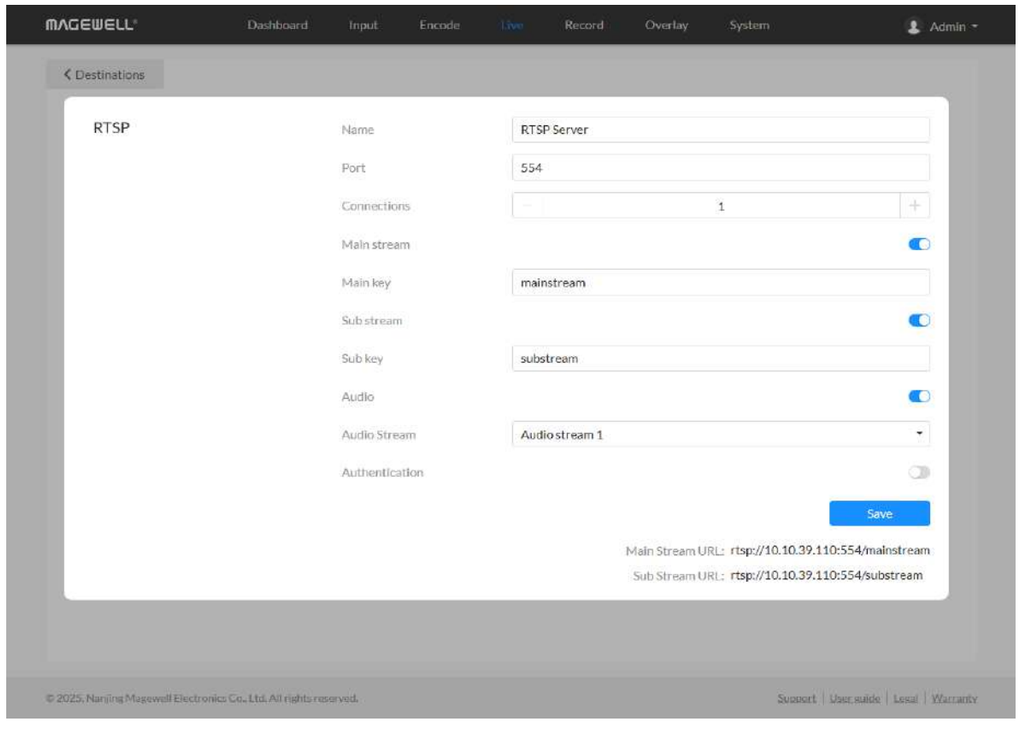
4. Choose main or sub stream for streaming, parameters of which can be set in Encode tab.
5. Choose an audio stream (1 to 8) for streaming, and the default value is Audio stream 1. Audio encoding parameters can be set in Encode > Audio Stream.
6. Server is automatically filled in after successful login, and it is not recommended to change it.
7. Choose the prime network for streaming.
   By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
   The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
   Plug a USB modem into your encoder while using mobile network to stream.
8. Tap **Publish to** and select a channel or event for your session.
   When choosing **Add a new stream**, you need to enter title, description and privacy. Then a new live event would be added to your logging-in account automatically. And you can stream to YouTube using streamer without clicking on **go live** in YouTube Studio.

   Choose a channel or event. Then **go live** in YouTube studio to ensure a successful live broadcast.
9. **Content made for kids** switch is off by default. You can go to Youtube Help to get detailed requirements.
10. Click **Test** to check the connection between the server and encoder.
11. When prompted, click **OK**.
12. Go back to the **Live** page, and turn on  before streaming.



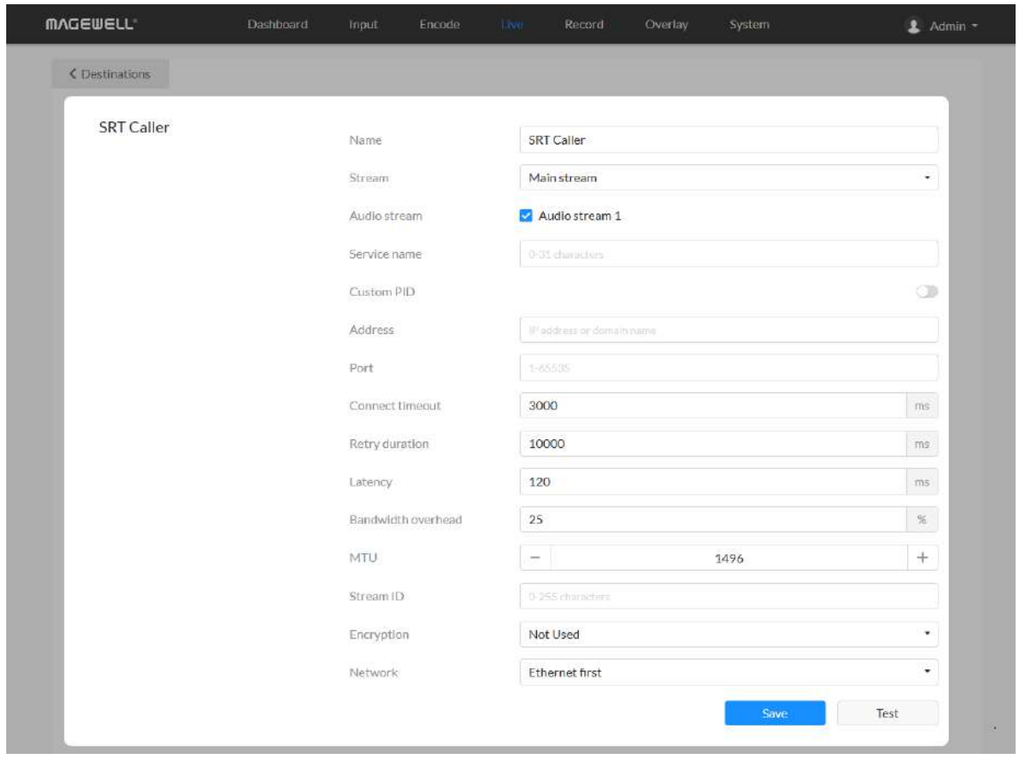
RTMP/RTMPS

- **Name:** specify a name for current task to facilitate server management, which will be displayed in the server list. The name can be 1~30 character.
- **Stream:** choose to deliver a main or sub stream, which can be customized in Encode tab.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **URL:** enter the RTMP URL address, or an RTMP address you have obtained from the live stream platform. Full address example: **rtmp://192.168.1.136:1935/live** or **rtmps://192.168.1.136:1936/live**. The port number part can be omitted, and the value range is 1 to 65535. If the RTMP address is a domain name, live can be omitted. If the RTMP address is an IP address, The part **live** cannot be omitted.
- **Stream key:** enter the stream key obtained from the live stream platform. If none, leave it empty. The key can be string of 0-512 characters.
- **Enhanced-RTMP:** off by default. Turn it on to support for standard HEVC (H.265).
- **Authentication:** turn on if your live streaming service provider requires. Obtain the User Name and Password from your live streaming service provider.
- **Network:** The device scans for available networks according to the connection priority and connects to them for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
  By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
  Plug a USB modem into your encoder when streaming over mobile networks.
- **Test:** check the connection between the server and encoder.
- **Save:** save current configuration.



RTSP

- **Name:** specify a name for the current task to facilitate server management, which will be displayed in the server list. The name can be 1-30 characters.
- **Port:** specify RTSP stream port, the value range is 554 (default), 10000-65535.
- **Connections:** set number of clients for each RTSP stream, 8 clients are supported at most. And you can check the client (session) number at the server list.
- **Main stream:** turn on to push main stream. Specify parameters inEncode tab. By default, it is on.
- **Main key:** specify stream key for main stream. The main key should be different from sub key.
- **Sub stream:** turn on to push sub stream. Specify parameters inEncode tab. By default, it is off.
- **Sub key:** specify stream key for sub stream. The sub key should be different from main key.
- **Audio:** turn on to stream audio signal, otherwise audio will not be delivered. The audio signal consists of audio embedded in input signal and LINE IN. By default, it is on.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Authentication:** turn on if your live streaming service provider requires. Type your user name and password for the streaming service.
- **Save:** save current configuration.
- The encoder can stream 1 RTSP session with other protocol streams.

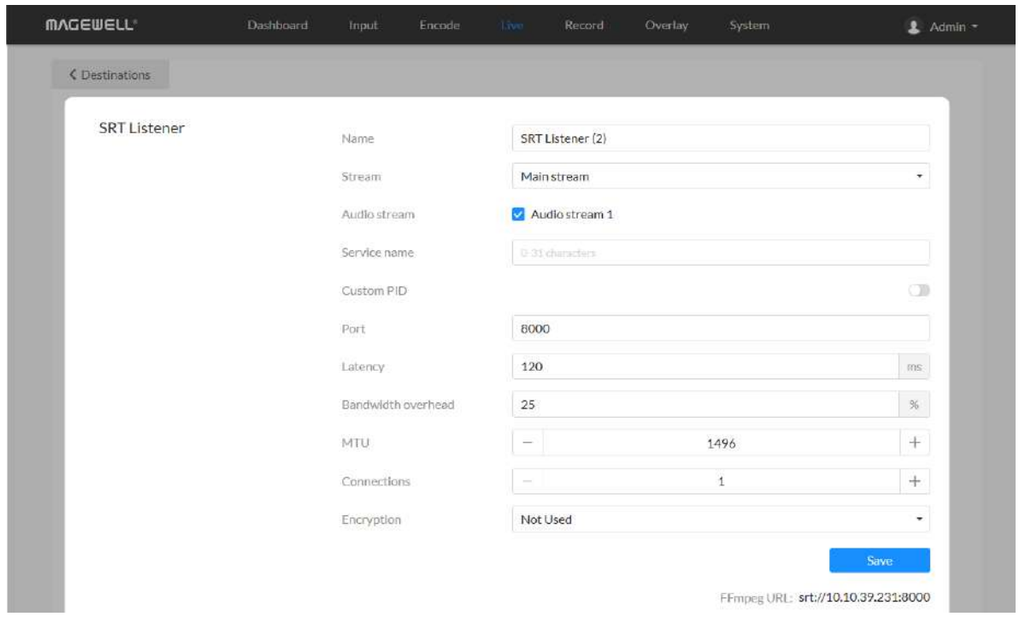


- After configuration, the stream URLs display at the end of the page. If you have multiple network connections, there would be multiple stream URLs.

SRT Caller

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** choose to stream main or sub stream, which can be customized in Encode tab.
- **Audio Stream:** check multiple boxes to choose from Audio stream 1 ~ 8. Each stream will be sent as one track. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Custom PID:** PID stands for packet ID. Toggle it on to set the PIDs. PMT PID (program map table) should be different from Video PID, Audio PID and PCR (program clock reference) PID.
  - PMT PID: the default value is 256. The value ranges from 32 to 8190.
  - Video PID: the default value is 257. The value ranges from 32 to 8190.
  - Audio PID: the default value is 258 to 265 for channel 1 to channel 8. The value ranges from 32 to 8190.
  - PCR PID: it is used to sync the audio and video. The default value is 45. The value ranges from 32 to 8190.
- **Address:** enter the Listener address when **Mode** is set to **Caller**. If the SRT listener and caller are on the same LAN, enter the private IP address of the SRT listener on the LAN. If the SRT listener and caller are in different network environments, enter the public IP address of the SRT listener.

- **Port:** enter the port number specified by the encoder, which ranges from 1 to 65535.
- **Connect timeout:** specify SRT connection timeout in milliseconds, which ranges from 1000 to 30000ms. The default value is 3000.
- **Retry duration:** specify retry duration when SRT SRT connection timeout in milliseconds, which ranges from 0 to 10000. The default value is 10000ms.
- **Latency:** possible values are 30 ~ 8000ms. The default value is 120ms. We recommend that you set the same latency for SRT caller and listener.
- **Bandwidth:** indicate the portion of the total bandwidth of a stream required for the exchange of SRT control and recovery packets. Available values are 5 ~ 100%, and the default value is 25%. A worse network condition requires more bandwidth for overhead to ensure normal transmission.
- **MTU:** specify maximum transmission unit (MTU) in bytes, ranging from 232 to 1500. The default size is 1496.
- **Stream ID:** specify Stream ID of 0 to 256 characters which should be consistent with that of its sender.
- **Encryption:** specify the stream encryption algorithm to ensure the data security, options are not used, AES-128/192/256.
- **Passphrase:** specify stream key of 10 to 79 characters, which is the same as the SRT listener.
- **Network:** The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
  By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
  Plug a USB modem into your encoder while using mobile network to stream.
- **Test:** check the connection between the server and encoder.

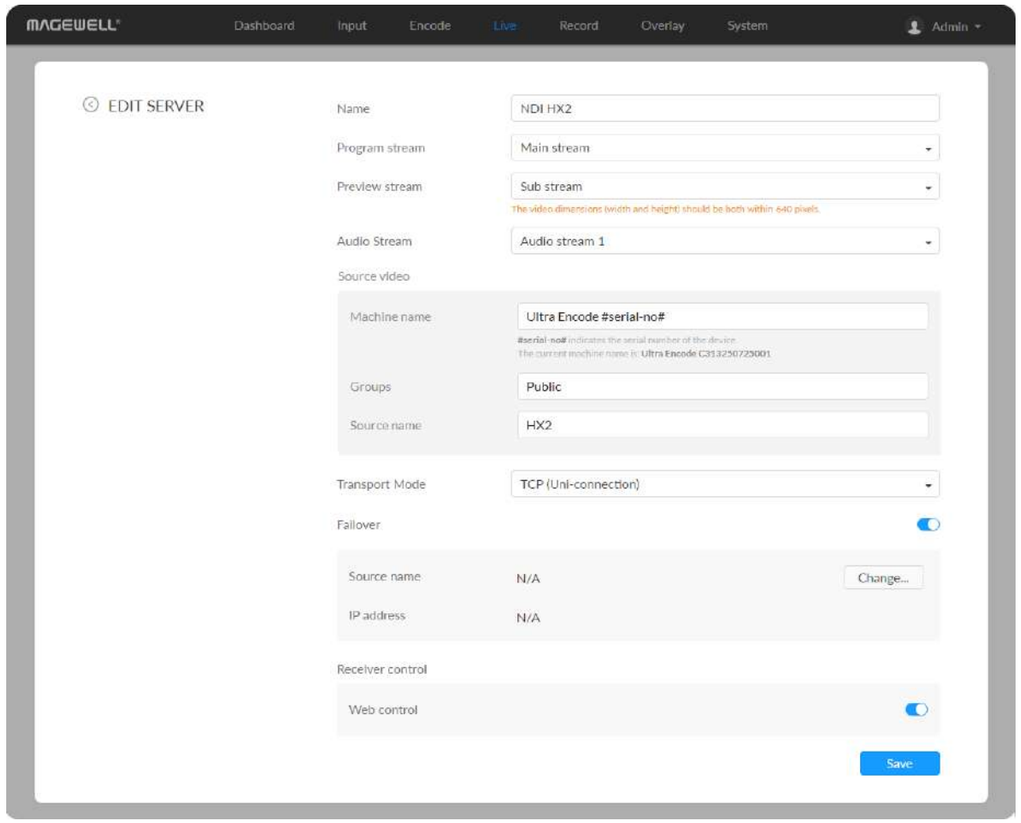


- **Save:** save current configuration.

SRT Listener

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** choose to stream main or sub stream, which can be customized in Encode tab.
- **Audio Stream:** check multiple boxes to choose from Audio stream 1 ~ 8. Each stream will be sent as one track. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Custom PID:** PID stands for packet ID. Toggle it on to set the PIDs. PMT PID (program map table) should be different from Video PID, Audio PID and PCR (program clock reference) PID.
  - PMT PID: the default value is 256. The value ranges from 32 to 8190.
  - Video PID: the default value is 257. The value ranges from 32 to 8190.
  - Audio PID: the default value is 258 to 265 for channel 1 to channel 8. The value ranges from 32 to 8190.
  - PCR PID: it is used to sync the audio and video. The default value is 45. The value ranges from 32 to 8190.
- **Port:** specify the service port of the encoder, ranging from 8000, and 10000 to 65535. The default value is 8000.
- **Latency:** options are 30 ~ 8000ms and the default value is 120ms. We recommend that you set the same latency for SRT caller and listener.

- **Bandwidth:** indicate the portion of the total bandwidth of a stream required for the exchange of SRT control and recovered packets. Available values are 5 ~ 100% and the default value is 25%. A worse network condition requires more bandwidth for overhead to ensure normal transmission.
- **MTU:** specify maximum transmission unit (MTU) in bytes, ranging from 232 to 1500. The default size is 1496.
- **Connections:** 8 connections at most.
- **Encryption:** specify encryption algorithm for stream data security. Options are not used (default), AES-128/192/256.
- **Passphrase:** specify stream key of 10 to 79 characters, which is the same as the SRT caller.
- **Save:** save current configuration.
- The encoder can stream up to 6 SRT sessions simultaneously, containing one SRT Listener session at most.
- After configuration, the play URL and passphase are shown in the page below.
- After configuration, the stream URLs display at the end of the page. If you have multiple network connections, there would be multiple stream URLs.



NDI

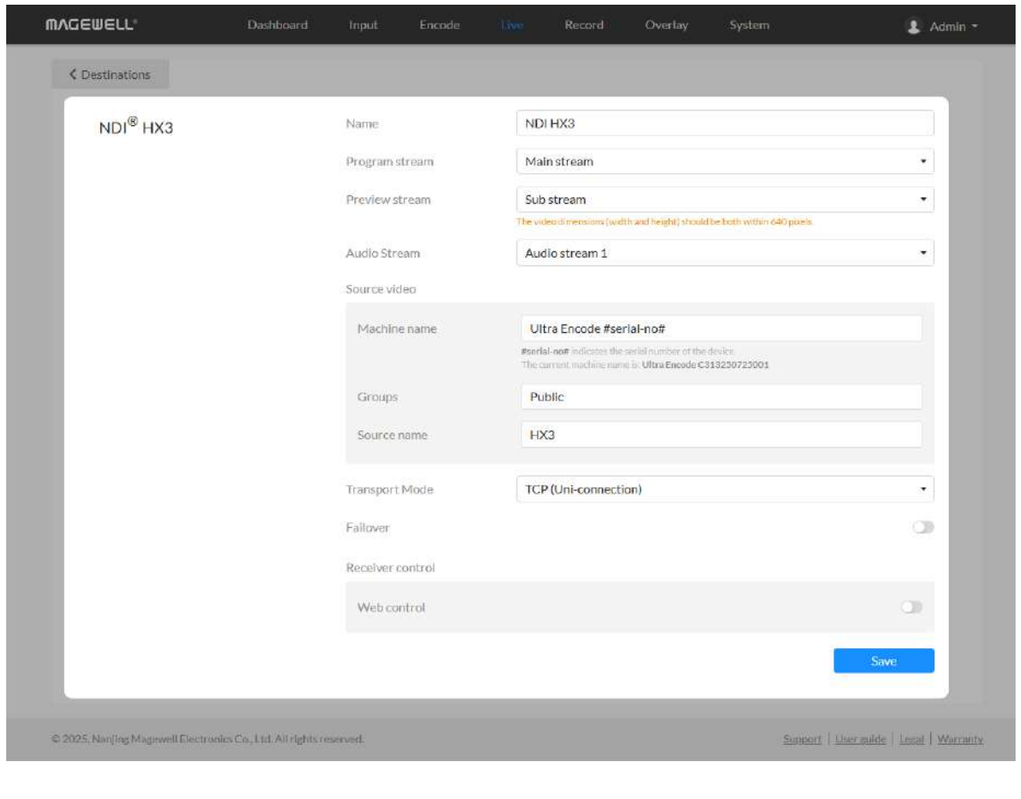
NDI®|HX2 and NDI®|HX3 are supported.

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Program stream:** Options are Main stream, Sub stream, and full black video stream (640x360@30FPS).
- **Preview stream:** Options are Main stream, Sub stream, and full black video stream (640x360@30FPS). Both width and height of the stream resolution must be no greater than 640.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Source Video**
  - **Machine name**

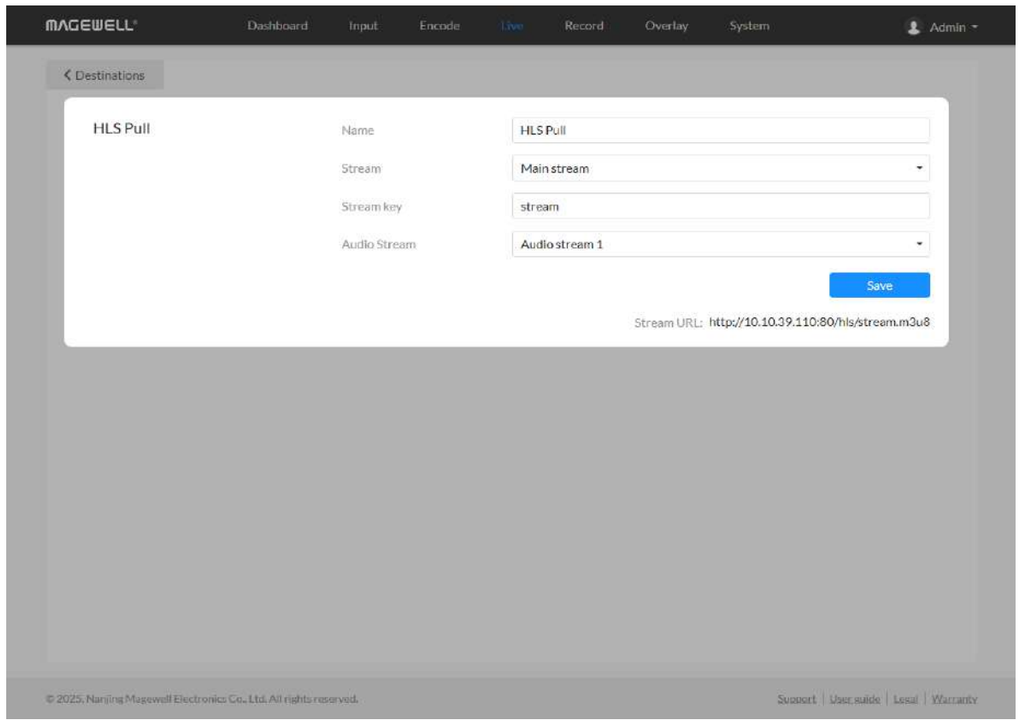
    Specify the **Machine name** which is a case-insensitive string of 1 to 31 characters, and should be a combination of A to Z, a to z, 0 to 9 and special characters like _-#(). By default, it is "Ultra Encode #serial-no#".
  - **Group name**

    Specify the **Group name** which the source belongs to. It is case-insensitive, and should be a combination of A to Z, a to z, 0 to 9 and special characters like _-. Multiple groups are supported, which should be comma-separated. By default, it is public.
  - **Source name**

    By default, it is HX2 or HX3.
- **Transport Mode**
  - **UDP (Unicast)** indicates that the encoder sends a UDP stream directly to the receiver. It is used where lower latency matters. And multiple simultaneous streams will work independently for multiple receivers.



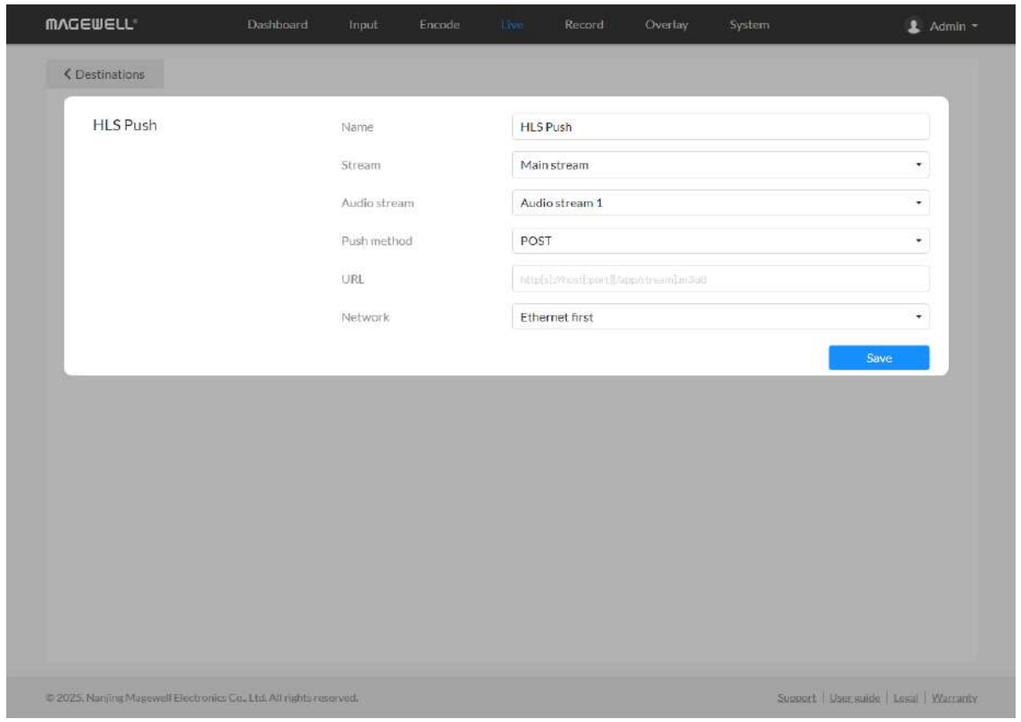
- **UDP (Multicast)** indicates that the encoder sends the UDP stream to a multicast group. It is used for one-to-many broadcast for lower CPU utilization. Parameters in a multicast configuration include:
  - **Multicast IP** ranges from 224.0.0.0 to 239.255.255.255.
  - **Subnet Mask** can be legitimate value ranging from 255.0.0.0 to 255.255.255.0.
  - **Time To Live** ranges from 1 to 255. The default value is 4.
- **RUDP (Unicast)** indicates that the encoder sends the reliable UDP stream directly to the receiver.
- **TCP (Uni-connection)** indicates that the encoder sends the TCP stream directly to the receiver.
- **TCP (Multi-connection)** indicates that the encoder sends the TCP stream to more than one receiver.
- **Failover:** turn on to protect your NDI transmission from failure. If the initial source video fails, the backup device begins to provide a service. The initial source will be automatically switched back to after it recovers. This function is disabled by default.
  - **Source name** shows the backup NDI channel name.
    Click **Change...** and select the failover (backup) video device within the same NDI group as the initial source.
  - **IP Address** shows the IP Address of the backup NDI channel which is automatically obtained after you select the backup NDI source.
- **Receiver Control:** turn on Web control to enable you to open the Web UI by clicking the gear icon in the NDI Studio Monitor application.
- When streaming NDI®|HX2, the encoder would send dual streams simultaneously.



- When streaming NDI®|HX3, the encoder would send the dual streams simultaneously, and sub streams format is fixed as 640x360, 30FPS, 3Mbps.
- The encoder can stream 2 NDI®|HX2 sessions with other protocol streams.
- When streaming NDI®|HX3 session, no other session can be started simultaneously. 1 NDI®|HX3 sessions can be started simultaneously.

HLS Pull

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **stream:** options are main stream, and sub stream. Modify the stream profile in **Encode** tab.
- **Stream key:** set key for your chosen stream. The keys of dual streams should be different.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Save:** save current server configuration.
- The encoder can stream 1 HLS session with other protocol streams.
- After configuration, the stream URLs will display at the end of the setting page. If you have multiple network connections, there would be multiple stream URLs.

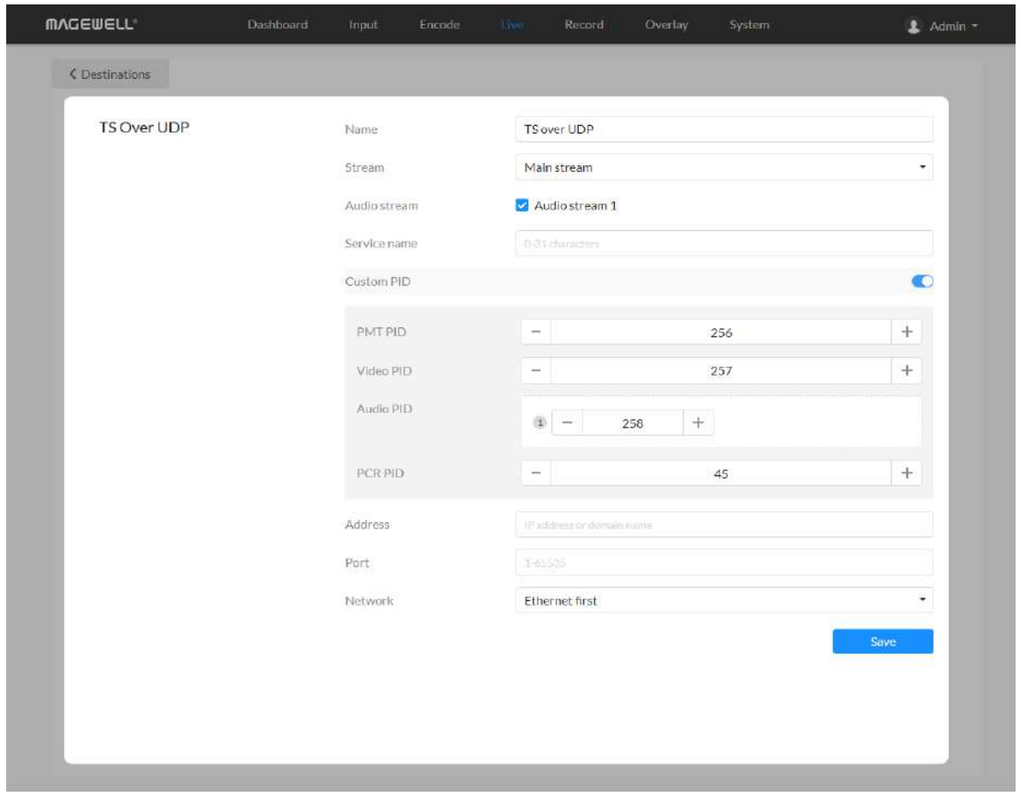


HLS Push

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** options are main stream and sub stream, which can be customized in Encode tab.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Push method:** select from POST(default) and PUT based on the target server request.
- **Address:** specify the destination address.
- **Network:** The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.

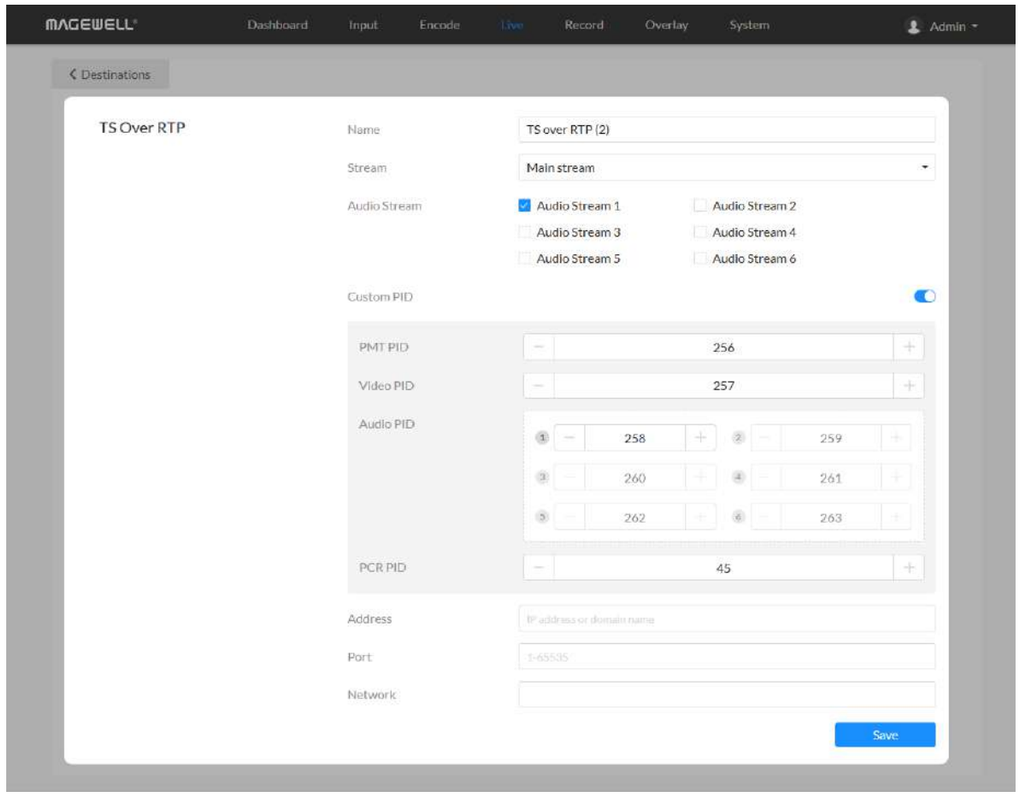
  By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.

  Plug a USB modem into your encoder while using mobile network to stream.
- **Save:** save current configuration.
- The encoder can stream up to 6 HLS PUSH sessions with other protocol streams.

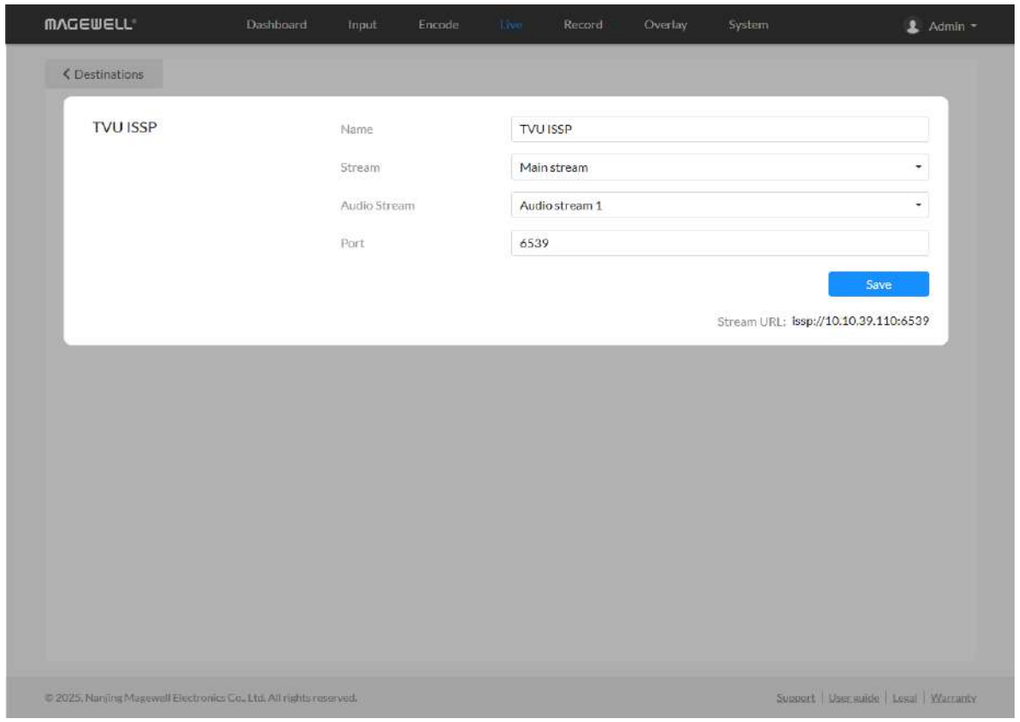


TS over UDP/RTP

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** options are main stream and sub stream, which can be customized in Encode tab.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Address:** specify the destination address.
- **Port:** specify the stream port. The value ranges from 1 to 65535.
- **Custom PID:** PID stands for packet ID. Toggle it on to set the PIDs. PMT PID (program map table) should be different from Video PID, Audio PID and PCR (program clock reference) PID.
  - PMT PID: the default value is 256. The value ranges from 32 to 8190.
  - Video PID: the default value is 257. The value ranges from 32 to 8190.
  - Audio PID: the default value is 258 to 265 for channel 1 to channel 8. The value ranges from 32 to 8190.
  - PCR PID: it is used to sync the audio and video. The default value is 45. The value ranges from 32 to 8190.
- **Network:** The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
  By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
  Plug a USB modem into your encoder while using mobile network to stream.

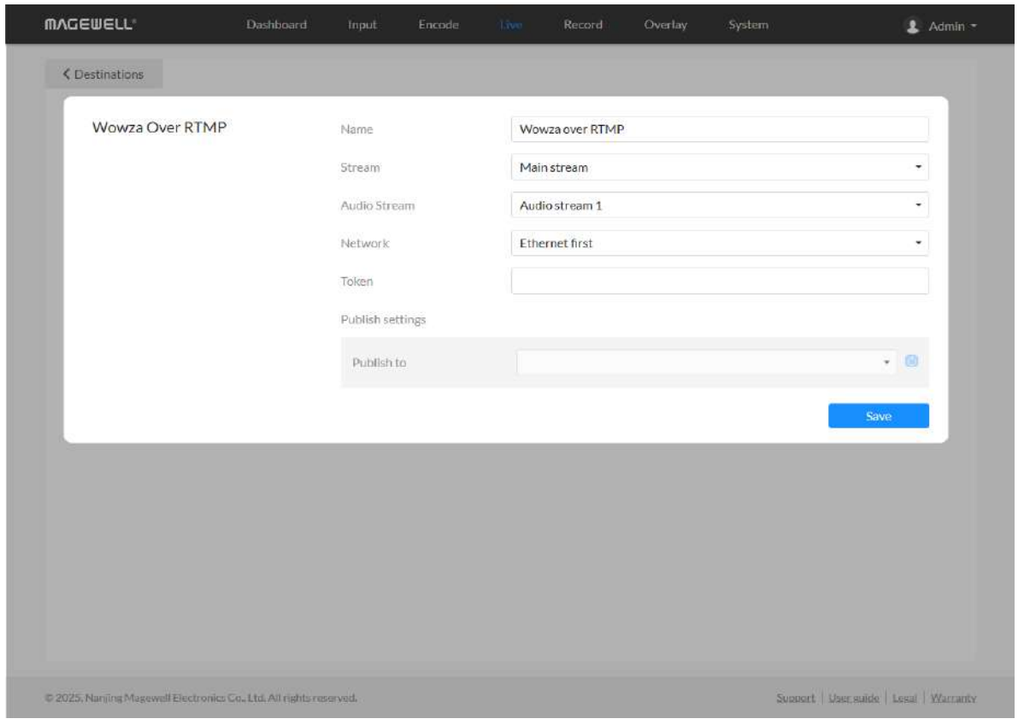


- **Save:** save current configuration.
- You can set TS over UDP/RTP MTU at the System > General > LIVE part.



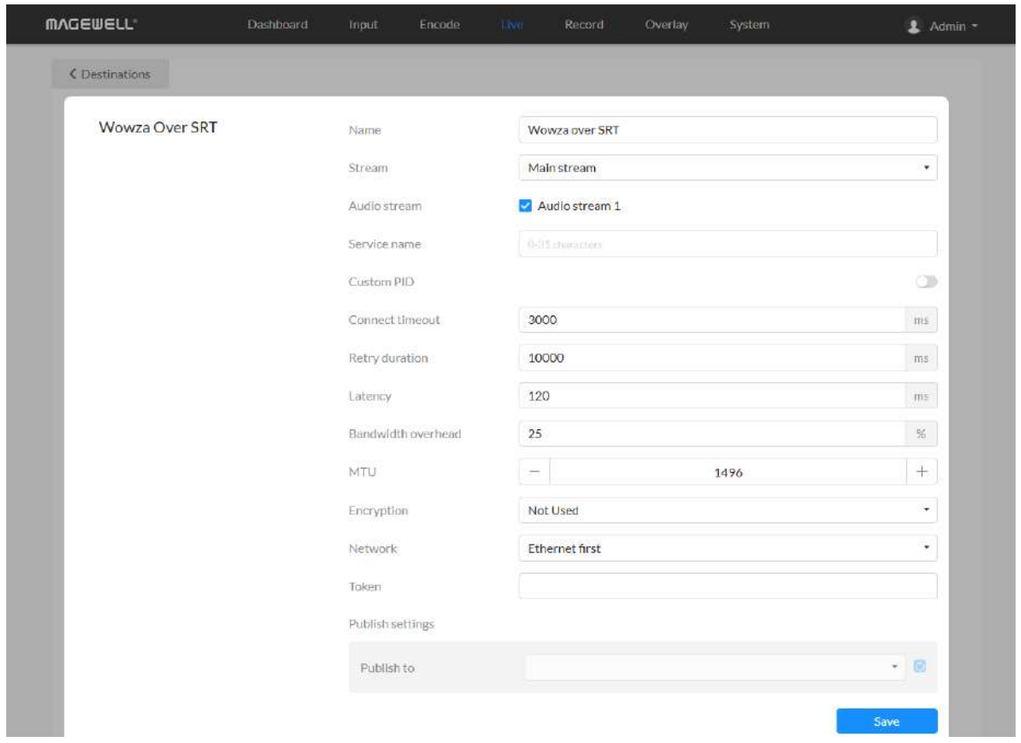
TVU ISSP

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The value can be 1 to 30 characters, including A-Z, a-z, 0-9, spaces, ._-+'[]() and can not begin or end with a space.
- **Stream:** options are main stream and sub stream, which can be customized in Encode tab.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Port:** specify the stream port. The value can be 6539 (default), 10000-65535.
- **Save:** save current configuration.
- The encoder can stream 1 TVU ISSP session with other protocol streams.
- After configuration, the stream URLs display at the end of the page. If you have multiple network connections, there would be multiple stream URLs.



Wowza over RTMP

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** options are main stream and sub stream, which can be customized in Encode tab.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Network:** The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
  By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
  Plug a USB modem into your encoder while using mobile network to stream.
- **Token:** enter Wowza access token. One token can be used for one RTMP and one RTP session.
- **Publish settings:** specify publish destination.
  - **Publish to:** select a channel or event for your session.
    When choosing **Add a new stream**, you need to enter title, description and privacy. Then a new live event would be added to your logging-in account automatically.
  - **Live stream name:** specify the session name.
  - **Broadcast location:** specify the Wowza server.
- **Save:** save current configuration.

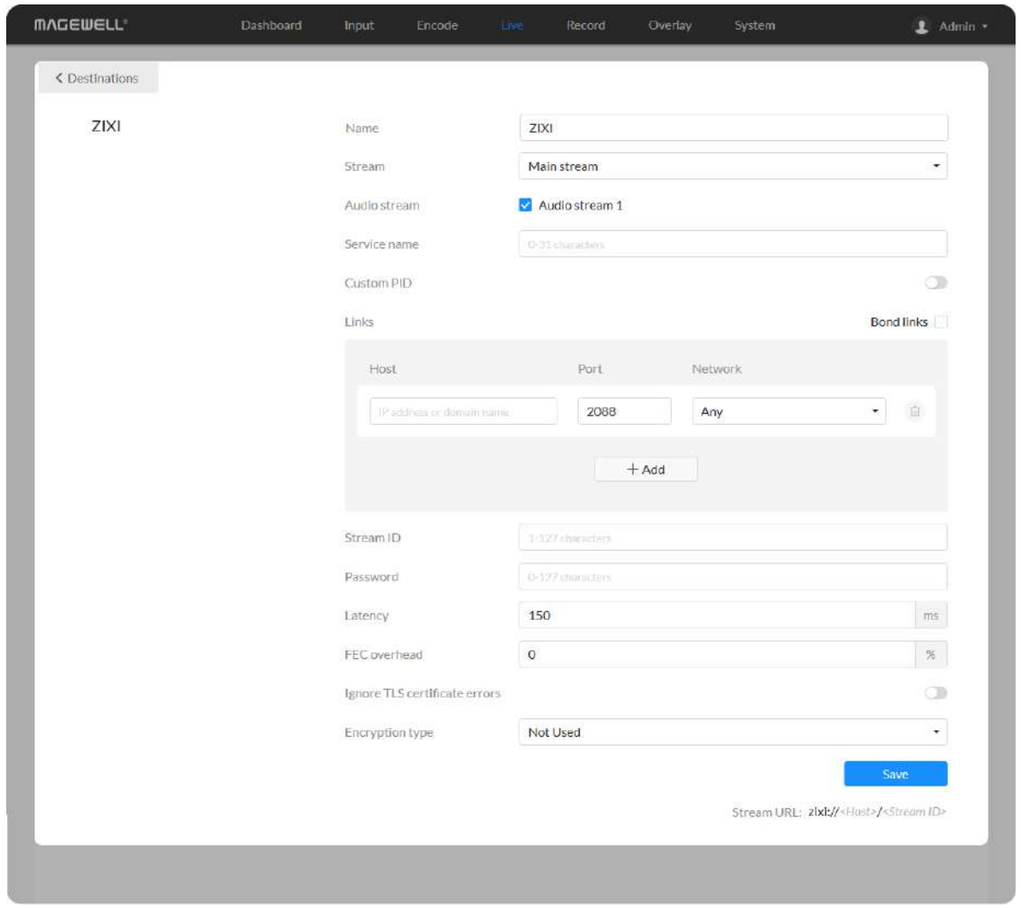


Wowza over SRT

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** options are main stream and sub stream, which can be customized in Encode tab.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Connect timeout:** specify SRT connection timeout in milliseconds, which ranges from 1000 to 30000ms. The default value is 3000.
- **Retry duration:** specify retry duration when SRT SRT connection timeout in milliseconds, which ranges from 0 to 10000. The default value is 10000ms.
- **Latency:** possible values are 30 ~ 8000ms. The default value is 120ms. We recommend that you set the same latency for SRT caller and listener.
- **Bandwidth:** indicate the portion of the total bandwidth of a stream required for the exchange of SRT control and recovery packets. Available values are 5 ~ 100%, and the default value is 25%. A worse network condition requires more bandwidth for overhead to ensure normal transmission.
- **MTU:** specify maximum transmission unit (MTU) in bytes, ranging from 232 to 1500. The default size is 1496.
- **Encryption:** specify the stream encryption algorithm to ensure the data security, options are not used, AES-128/192/256.
- **Passphrase:** specify stream key of 10 to 79 characters, which is the same as the sender.
- **Network:** The device scans for the available network according to the

connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
Plug a USB modem into your encoder while using mobile network to stream.

- **Token:** enter Wowza access token. One token can be used for one RTMP and one RTP session.
- **Publish settings:** specify publish destination.
  - **Publish to:** with token authentication, refresh and select a channel or event for your session.
    When choosing **Add a new stream**, you need to enter title, description and privacy. Then a new live event would be added to your logging-in account automatically.
  - **Live stream name:** specify the session name.
  - **Broadcast location:** specify the Wowza server.
- **Save:** save current configuration.

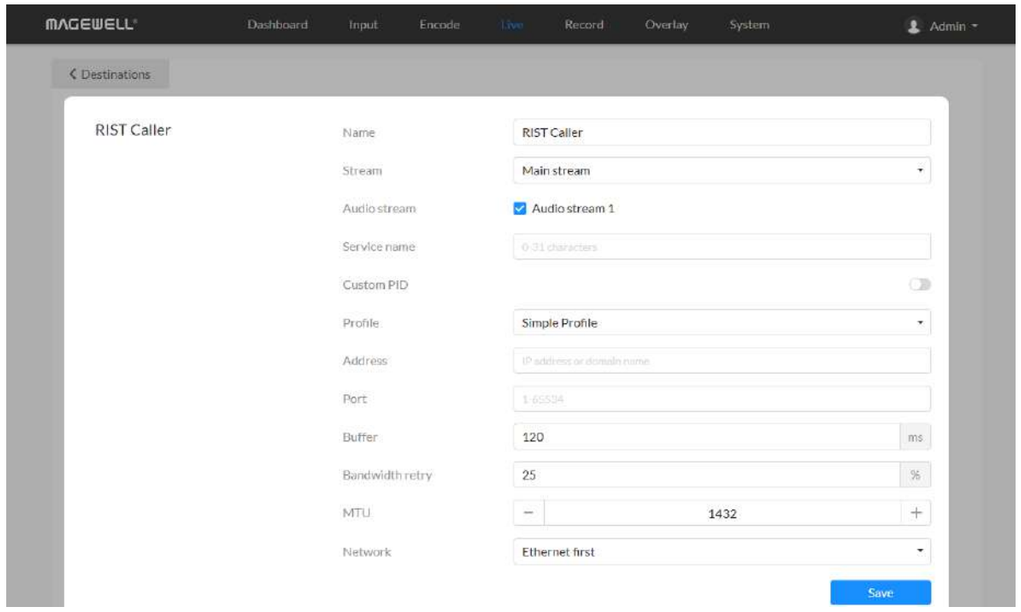


ZIXI

- **Name:** specify task name for managing multiple servers. Support 1-30 characters including A-Z, a-z, 0-9, space, and special characters._-+'[]() and cannot start or end with space.
- **Stream:** select Main stream (default) or Sub stream. Stream parameters can be set in the "Encode" tab.
- **Audio stream:** can be Audio stream 1 ~ 8, default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Custom PID:** PID stands for packet ID. Toggle it on to set the PIDs. PMT PID (program map table) should be different from Video PID, Audio PID and PCR (program clock reference) PID.
  - PMT PID: the default value is 256. The value ranges from 32 to 8190.
  - Video PID: the default value is 257. The value ranges from 32 to 8190.
  - Audio PID: the default value is 258 to 265 for channel 1 to channel 8. The value ranges from 32 to 8190.
  - PCR PID: it is used to sync the audio and video. The default value is 45. The value ranges from 32 to 8190.
- **Links:** add multiple links, specify Host (IP address or domain name), Port (default 2088) and Network type (Any, Mobile Broadband, Wi-Fi, Ethernet) for each link.
  - **Bond links:** check to bind backup transmission link. Specify Max. Bitrate for each link and binding multiple links simultaneously is allowed.
  - **Maximum bitrate:** default is 0, range 0-4294967kbps.
  - **Backup:** check to use as backup link.

- **Add:** support up to 8 links.

- **Stream ID:** unique ID for identifying the stream, required. Range: 1 - 127 characters string.
- **Password:** enter ZIXI server password for stream access authentication. Range: 0 - 127 characters string.
- **Latency:** range is 30 ~ 5000ms. Leaving it empty is equivalent to setting it to 30ms. It is recommended to keep the same latency on both the receiving and sending ends.
- **FEC overhead:** Forward Error Correction overhead ratio for data recovery during network packet loss, unit %. Range: 0 - 25 integer, default is "0", which means FEC is not enabled.
- **Ignore TLS Certificate Errors:** toggle on to ignore TLS (Transport Layer Security) certificate related errors. Not enabled by default.
- **Encryption Mode:** not used by default. Support AES encryption for stream to ensure content security. Support AES-128/192/256 encryption and specify **"Encryption Password"** (10-79 characters). After configuration, receiver needs to configure the same password to receive successfully.
- **Save:** save current settings.
- After configuration, hover over "Play URL: zixi://", click "Copy" to get this address.

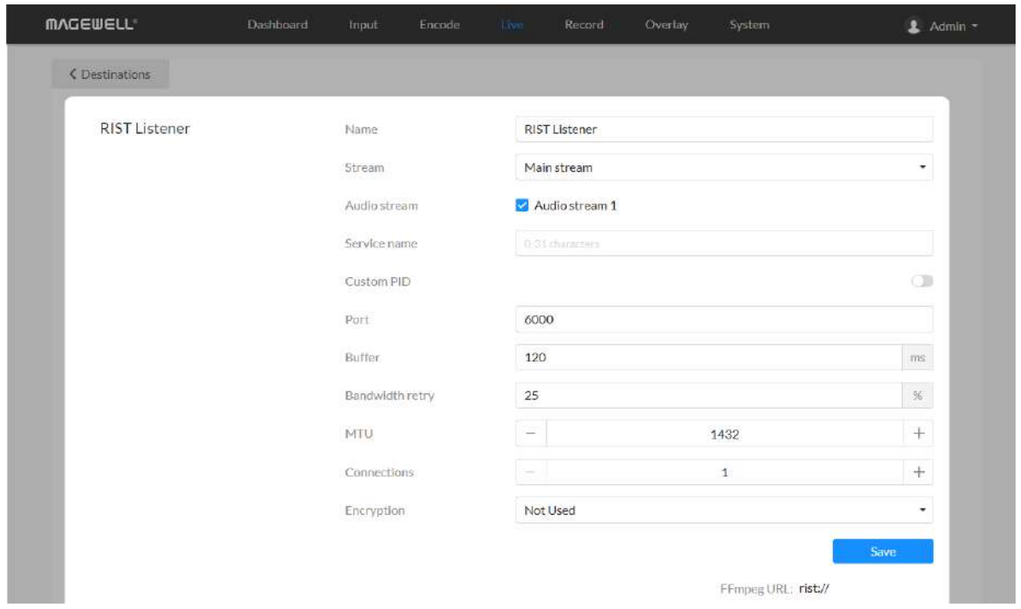


RIST Caller

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** choose to stream main or sub stream, which can be customized in Encode tab.
- **Audio Stream:** check multiple boxes to choose from Audio stream 1 ~ 8. Each stream will be sent as one track. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Custom PID:** PID stands for packet ID. Toggle it on to set the PIDs. PMT PID (program map table) should be different from Video PID, Audio PID and PCR (program clock reference) PID.
  - PMT PID: the default value is 256. The value ranges from 32 to 8190.
  - Video PID: the default value is 257. The value ranges from 32 to 8190.
  - Audio PID: the default value is 258 to 265 for channel 1 to channel 8. The value ranges from 32 to 8190.
  - PCR PID: it is used to sync the audio and video. The default value is 45. The value ranges from 32 to 8190.
- **Profile:** options are Simple Profile(default), and Main Profile. Simple profile offered the approach to a best-in-class live video and audio transport over the open Internet with minimal latency and high reliability. The Main Profile builds upon the features of the Simple Profile to provide backwards compatibility, while opening the door for full-scale adoption across the Internet.
- **Address:** enter the Listener address when **Mode** is set to **Caller**. If the listener and caller are on the same LAN, enter the private IP address of the listener on the LAN. If the listener and caller are in different network environments, enter the

public IP address of the listener.

- **Port:** enter the port number specified by the encoder, which ranges from 1 to 65535.
- **Buffer:** possible values are 20 ~ 8000ms. The default value is 125ms. We recommend that you set the same latency for caller and listener.
- **Bandwidth retry:** indicate the portion of the total bandwidth of a stream required for the exchange of control and recovery packets. Available values are 5 ~ 100%, and the default value is 25%. A worse network condition requires more bandwidth for overhead to ensure normal transmission.
- **MTU:** specify maximum transmission unit (MTU) in bytes, ranging from 228 to 1500. The default size is 1432.
- **Encryption:** specify encryption algorithm for stream data security (main profile only). Options are not used (default), AES-128/256.
- **Passphrase:** specify stream key of 6 to 127 characters.
- **Network:** The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.
  By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
  Plug a USB modem into your encoder while using mobile network to stream.
- **Save:** save current configuration.

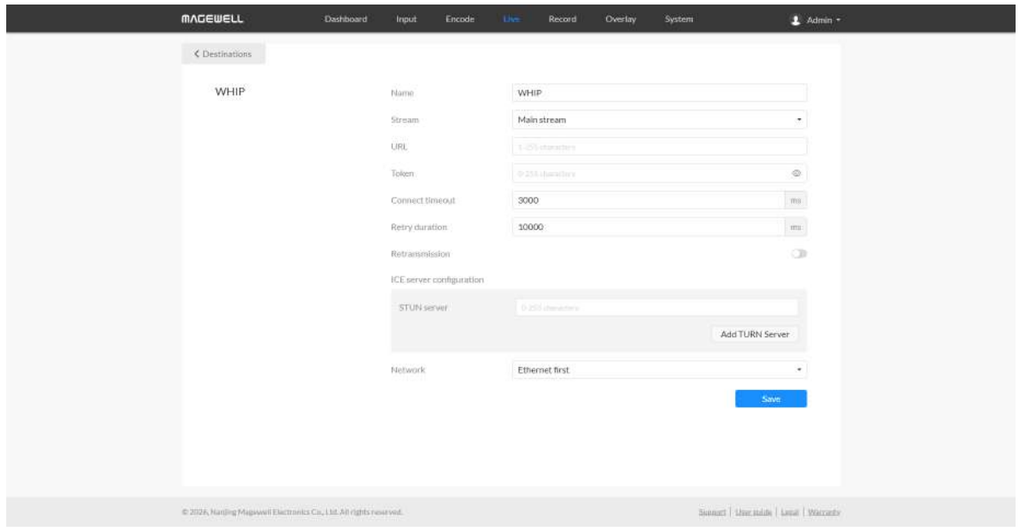


RIST Listener

- **Name:** specify a name for current task to facilitate server management, which will be displayed in server list. The name can be 1~30 character.
- **Stream:** choose to stream main or sub stream, which can be customized in Encode tab.
- **Audio Stream:** check multiple boxes to choose from Audio stream 1 ~ 8. Each stream will be sent as one track. Audio stream parameters can be set in "Encode > Audio Stream".
- **Service name:** 0–31 characters. Used as the textual identifier for an audio/video Service in an MPEG-TS transport stream.
- **Custom PID:** PID stands for packet ID. Toggle it on to set the PIDs. PMT PID (program map table) should be different from Video PID, Audio PID and PCR (program clock reference) PID.
  - PMT PID: the default value is 256. The value ranges from 32 to 8190.
  - Video PID: the default value is 257. The value ranges from 32 to 8190.
  - Audio PID: the default value is 258 to 265 for channel 1 to channel 8. The value ranges from 32 to 8190.
  - PCR PID: it is used to sync the audio and video. The default value is 45. The value ranges from 32 to 8190.
- **Port:** specify the service port of the encoder, ranging from 8000, and 5000 to 65535. The default value is 6000.
- **Buffer:** options are 20 ~ 8000ms and the default value is 120ms. We recommend that you set the same latency for caller and listener.
- **Bandwidth retry:** indicate the portion of the total bandwidth of a stream required for the exchange of control and recovered packets. Available values are 5 ~ 100% and the default value is 25%. A worse network condition requires more

bandwidth for overhead to ensure normal transmission.

- **MTU:** specify maximum transmission unit (MTU) in bytes, ranging from 228 to 1500. The default size is 1432.
- **Connections:** 8 connections at most.
- **Encryption:** specify encryption algorithm for stream data security. Options are not used (default), AES-128/256.
- **Passphrase:** specify stream key of 6 to 127 characters, which is the same as the SRT caller.
- **Save:** save current configuration.
- The encoder can stream up to 6 sessions simultaneously, containing one RIST Listener session at most.
- After configuration, the play URL and passphase are shown in the page below.
- After configuration, the stream URLs display at the end of the page. If you have multiple network connections, there would be multiple stream URLs.



WHIP

WHIP (WebRTC-HTTP Ingestion Protocol) is a standard protocol used to push (ingest) live media from an encoder or browser to a media server using WebRTC. It uses a simple HTTP POST request to exchange SDP (Session Description Protocol) offers and answers.

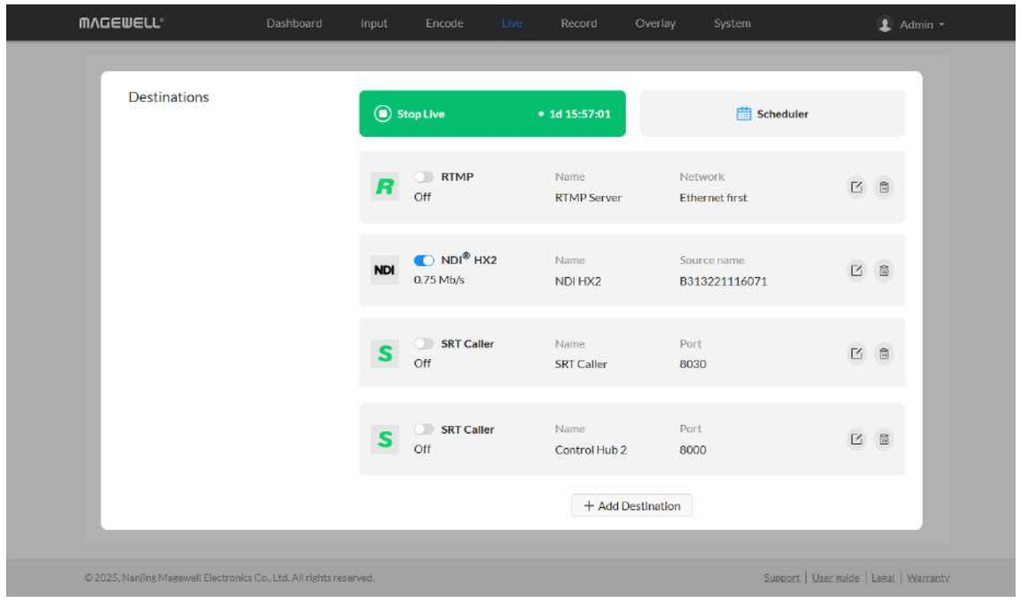
- **Name**: A descriptive label for this specific configuration profile. It just identifies the protocol being used.
- **Stream**: Selects which local video/audio source or encoding pipeline (e.g., Main stream, Sub stream) will be pushed to the server.
- **URL**: The endpoint of the WHIP server.

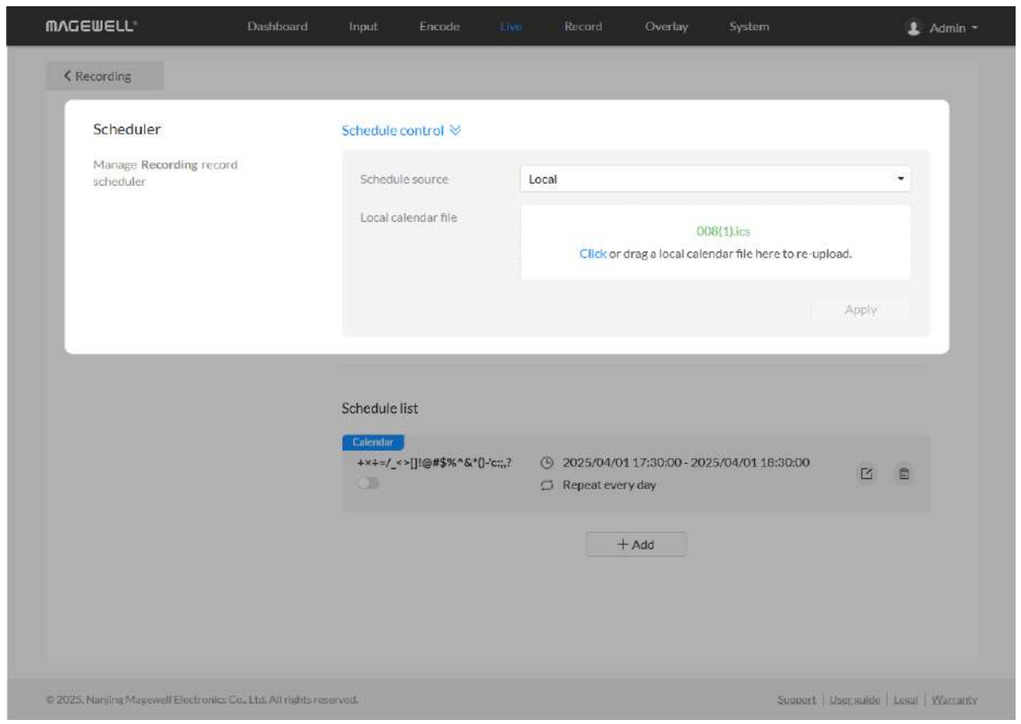
- **Token**: 0-255 characters . An authentication token (often a Bearer token or JWT). If the WHIP server requires authentication, this token is sent in the HTTP Authorization header to authorize the ingestion session.
- **Connect timeout**: 1000-30000(ms), 3000 by default . The maximum time (in milliseconds) the client will wait for the HTTP POST request (the SDP offer) to successfully connect to the WHIP server before timing out and aborting the attempt.
- **Retry duration**: 0-10000 (ms). The interval (in milliseconds) between reconnection attempts if the WHIP connection drops or fails initially. In this case, it will wait 10 seconds before trying to reconnect.
- **Retransmission**: Off by default. Determines whether RTP retransmission (RTX) is enabled. If enabled, the receiver can request lost packets to be resent, which can improve reliability on lossy networks. If off, it relies solely on standard WebRTC NACK/PLI mechanisms.
- **ICE server configuration**: ICE (Interactive Connectivity Establishment) is used to establish the connection path.
  - **STUN server**: 0-255 characters . A Session Traversal Utilities for NAT server. It helps the client discover its public IP address and port so it can communicate with the WHIP server.
  - **Add TURN Server**: Click to add a TURN (Traversal Using Relays around NAT) server. Up to 2 servers are supported. Specify the server/username/password. TURN servers act as relays. If a direct connection between the client and server cannot be established (e.g., due to strict firewalls or symmetric NAT), the media will be routed through a TURN server.
- **Network:** The device scans for the available network according to the connection priority and connect to it for streaming. If the current network is disconnected, the unit automatically re-scans according to the priority.

By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.

Plug a USB modem into your encoder while using mobile network to stream.

- **Save**: Click to save the current configuration.
- **Delete**: Click to delete this profile.





Live Schedule

In everyday terms, a schedule will help you keep on top of other tasks and are less likely to procrastinate, whilst still being able to stream on a regular basis. For a streamer, a schedule will also mean that your viewers, followers, and subscribers will know exactly when you will be live and on which days, which is possibly the biggest reason for creating a schedule and sticking to it. Imagine having no clue when the next episode of your favorite TV show airs. By creating a stream schedule, viewers will know when to expect you and are therefore more likely to tune in. Scheduling your stream is easy with the scheduler we provide. Here's a quick tutorial on how to set it up:

1. Click on the schedule icon.
    - You can add up to 16 scheduling schemes.
2. On the "Scheduling" page, set up scheduling control.
    - Schedule source
        - None (default).
        - Local: You can add a local ICS or VCS file, and click "Apply". After the schedule is added successfully, it will be automatically added to the "Schedule List".
        - Remote: Enter the Remote Calendar URL, and click "Apply". And the device will automatically retrieve the calendar file. After the schedule is added successfully, it will be automatically added to the "Schedule List". The device defaults to automatically synchronizing the remote calendar file every 10 minutes. You can also click "Sync Now" to manually update the calendar file.
3. Click **Add** in the window, and specify parameters of the schedule. You can add up to 16 scheduling schemes.
    - **Description**: 1 to 64 characters, including chinese, english, numbers, and

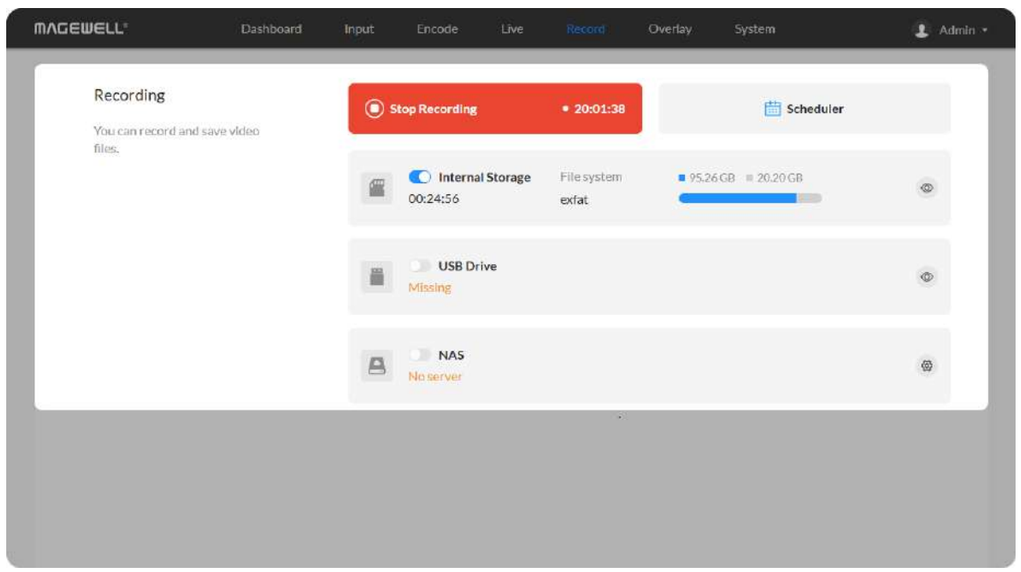
special characters, among which one chinese word occupy three characters in length.

- **Details**: 0 to 64 characters, specifying the scheduling task information
- **Begin**: Select the start date and specific time of this live broadcast task, or check the **Full day**.
- **End**: Select the end date and specific time of this live broadcast task, or check the **Full day**.
  - **Advanced Settings**: Recurring by minutes, off by default. Turn it on to generate series of repeating or recurring time intervals and durations from the specified begin and end tiem for your sessions.
    - **Interval**: 5 to 240 min, 5min by default.
    - **Duration**: 5 to 240 min, 5min by default.
- **Repeat event**: Support no-repeat (default), daily, weekly, monthly, yearly.
  - **Daily**: The repeat mode can be repeated every N days, or every workday, and the number of repetitions can be set to
    - No end date - default,
    - After N occurrences - where **Begin** and **End** indicate the first-repeat,
    - End by specified date YYYY-MM-DD - the session will not repeat on the end day.
  - **Weekly**: The repeat mode can be Repeat every 1 week next days: multiple choices are available, and the number of repetitions can be set to
    - No end date - default,
    - After N occurrences - where **Begin** and **End** indicate the first-repeat,
    - End by specified date YYYY-MM-DD - the session will not repeat on the end day.

- **Monthly**: The repeating pattern may be repeat N days every N month, or on weekday every N month. And you can set the number of repetitions to
  - No end date - default,
  - After N occurrences - where **Begin** and **End** indicate the first-repeat,
  - End by specified date YYYY-MM-DD - the session will not repeat on the end day.
- **Yearly**: The repeating pattern can be every N day N month, or on N weekday of N month. And you can set the number of repetitions to
  - No end date - default,
  - After N occurrences - where **Begin** and **End** indicate the first-repeat,
  - End by specified date YYYY-MM-DD - the session will not repeat on the end day.

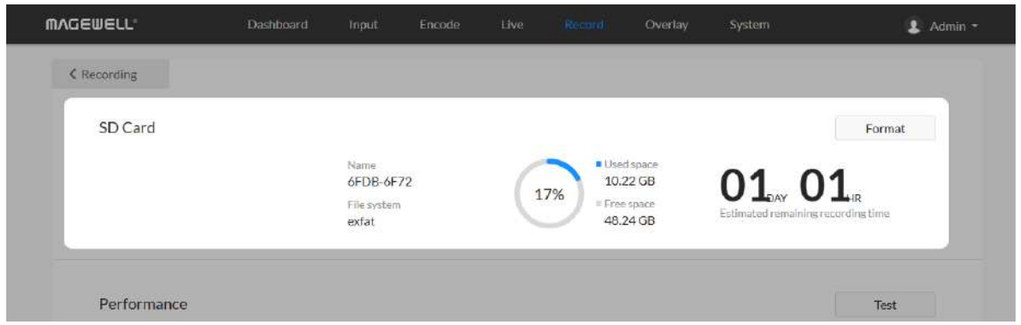
4. **Save**: Click to save the current configuration.
5. Turn on the switch to make your schedule work.

Record



Start/Stop Recording

- To start recording immediately: you need to turn on the switch of one seesion and the **Recording** function switch.
- To start recording automatically: you need to turn on the Auto-recording and the **Recording** function switch.
- To schedule a recording: you need to turn on the switches of the specified seesion(s) and scheduler(s). Use the schedule function for your live stream, which will be triggered, ended, repeated automatically on a chosen day and time.
- To stop recording immediately:
  - Turn off the **Recording** switch to end this round of scheduled recording.
  - Turn off the switch of recording session to stop it permanently.

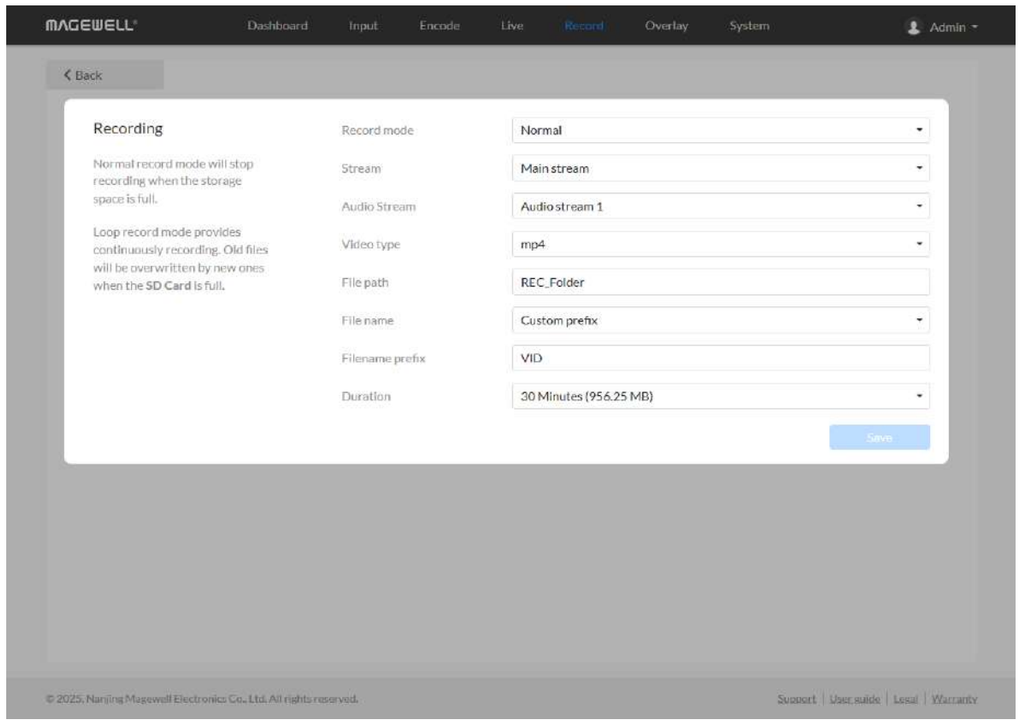




Manage SD card

Click and enter **SD Card** tab, then you can check and manage your SD card.

- To check SD card, such as **File system**, **Free space**, and **Estimated remaining recording time**. Check remaining time for normal recording, and total recording time for loop recording.
- To format SD card: click to start **Format**.
  After formatting, the file system of USB will be changed to exfat.
- To download video clips: move the cursor to a specified clip and click the icon to download the chosen one.
- To choose a specific video: move the cursur to a video clip and click .
- To delete videos: choose one or more, or all clips to delete.



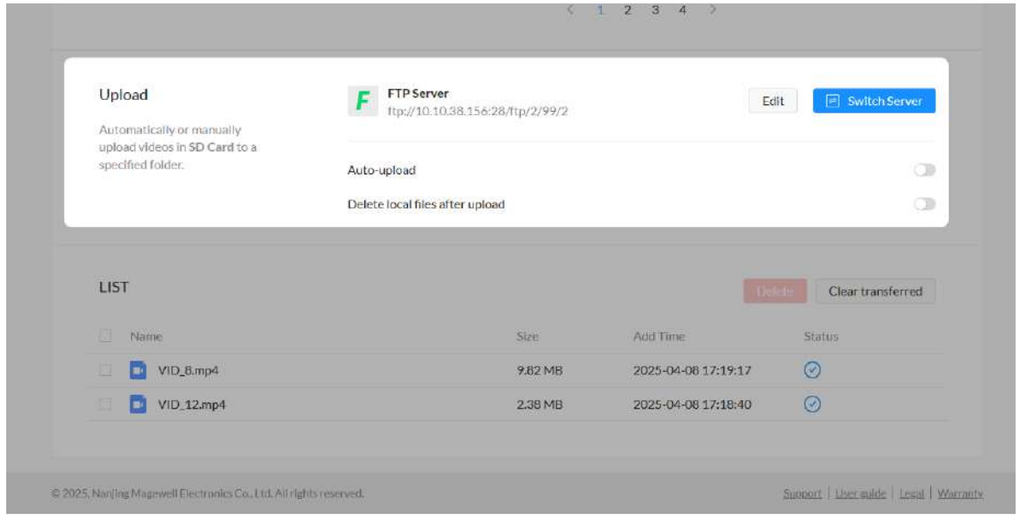
Record to External SD Card

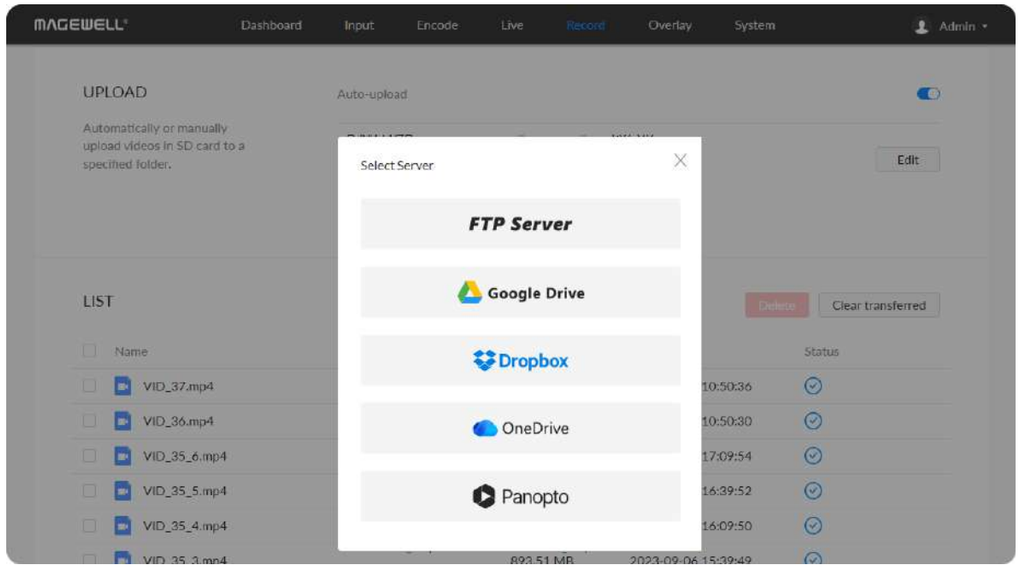
The device supports external SD card in exfat, ntfs, and vfat formats, up to 2T. And a vfat file should be less than 4G. Before recording, please insert the SD Card.

Configure recording parameters

Click Configure button in the "Recording > Videos" secion and set recording parameters in the pop-up page.

- **Record mode**: Options are normal (default) and loop. In normal record mode, the encoder will stop recording when the storage space is full. However, loop record mode provides continuously recording which means that old files will be overwritten by new ones when the storage is full.
- **Stream**: Options are main (default) and sub stream.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Video type**: Options are mp4 (default), mov, and ts.
- **File path**: REC_Folder by default, and 1 to 255 characters.
- **File name**: Options are custom prefix (default, from 1 to 32 characters), and creation time.
  - **Filename prefix**: VID by default, 1 to 32 characters.
- **Duration**: from 5 to 240 minutes. That is, a new file is generated for each specified duration. A new file is generated every time the specified duration is recorded. The file size generated by different recording durations is automatically calculated according to the stream format and is for reference only. Duration can be set to **No limit** for normal (Record mode) recording in ts (Video type) format.





Upload

- **Auto-upload:** off by default. Files recorded to the SD card with the switch on will be automatically uploaded to the specified upload server.
- **Delete local files after upload:** successfully uploaded files will be automatically deleted when turning on the switch. By default, it is off.
- **Upload server:** Click "+Add Server" and select your target server.
  - **FTP Server**
    - **Protocol:** options are FTP-File Transfer Protocol, SFTP-SSH File Transfer Protocol.
    - **Host:** IP address or domain name of the host.
    - **Port:** specify port number between 1 and 65535.
    - **Directory:** specify a fold for saving uploaded files between 0 and 63 characters.
    - **Encryption:** options are Only use plain FTP (insecure), Require explicit FTP over TLS and Require implicit FTP over TLS. Available when **Protocol** is FTP-File Transfer Protocol.
    - **Transfer mode:** Active or Passive.
    - **Authentication:** turn it on if your service provider requires. Type in your user name and password for the streaming service.
    - **Network:** By default, the network connection priority is: Mobile Broadband > Ethernet > Wi-Fi.
    - **Test:** check the connection between the server and encoder.
    - **Save:** save current configuration.
  - **Google Drive**

    Follow the prompts to get the verification code, connect the device, and set the network (the default network connection priority is: Mobile Broadband >

Ethernet > Wi-Fi).

- **Dropbox**

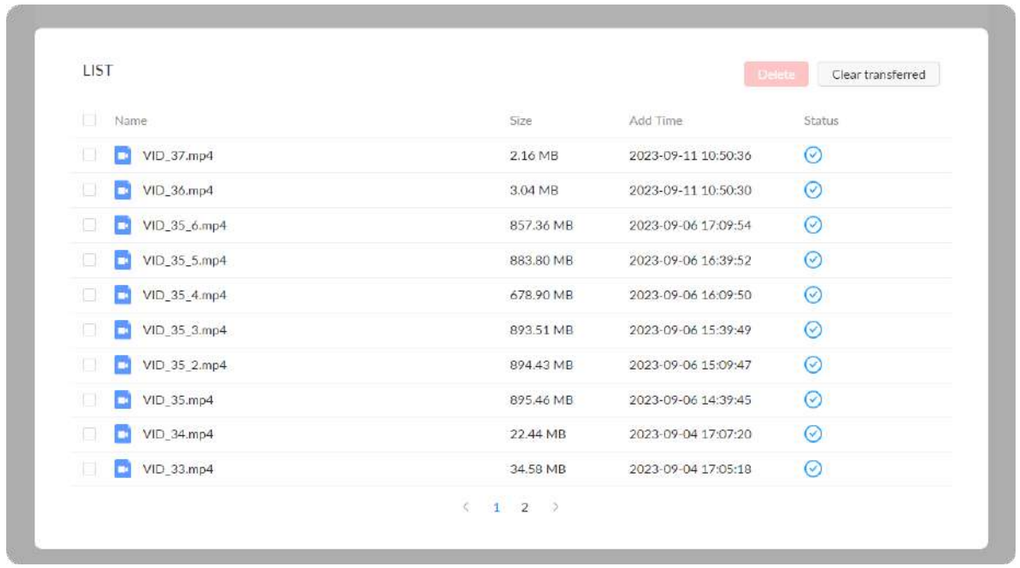
  Follow the prompts to log-into Dropbox, and set the network (the default network connection priority is: Mobile Broadband > Ethernet > Wi-Fi).

- **OneDrive**

  Follow the prompts to log-into OneDrive, and set the network (the default network connection priority is: Mobile Broadband > Ethernet > Wi-Fi).

- **Panopto**

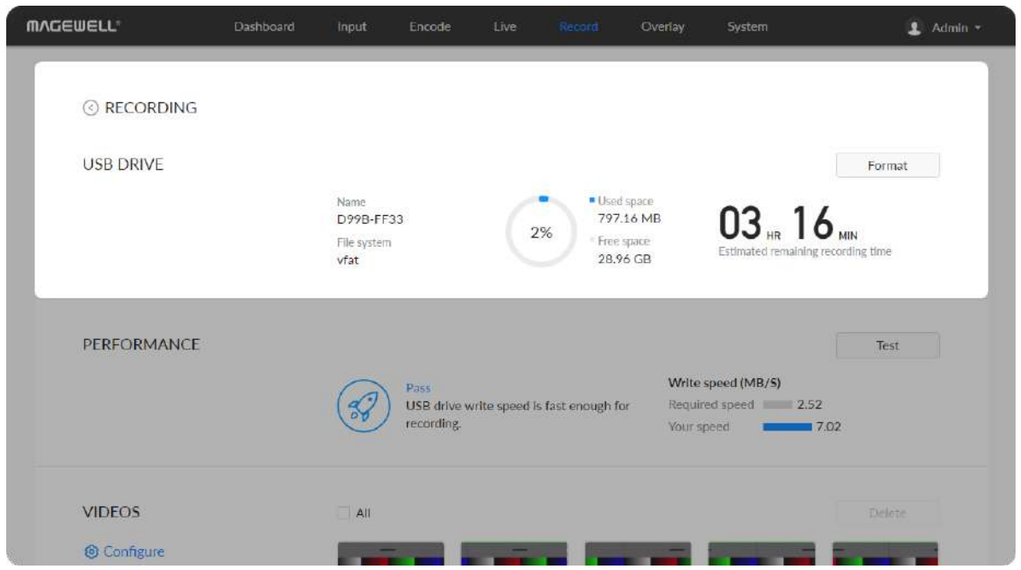
  Click and switch to Panopto tab to set it.

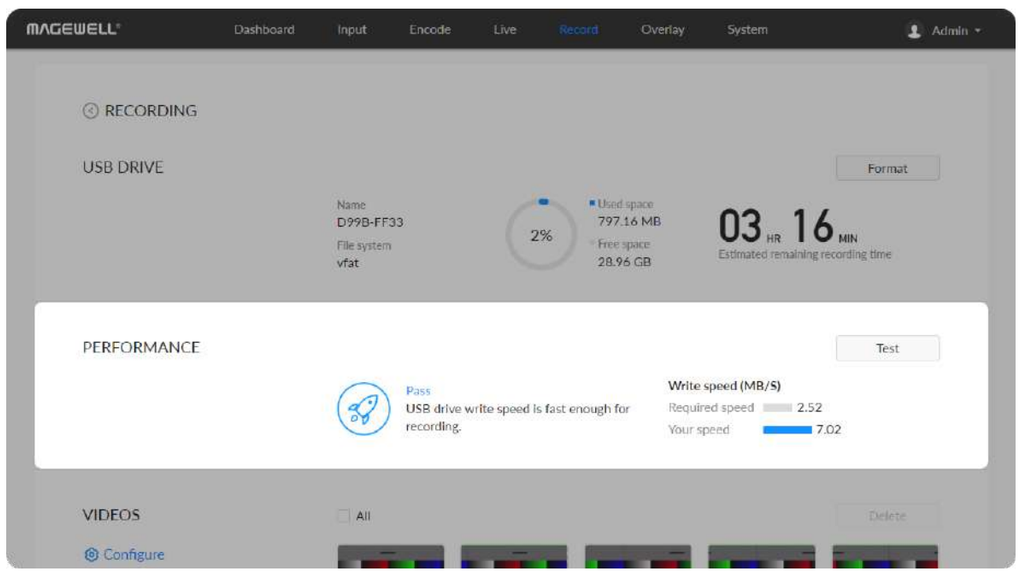


List

The list shows all the recorded files in SD card. You can check transfer status of them.

- **"Delete"** select one or more files to delete from the file list.
- **"Clear transferred"** click on "Clear transferred", the system will automatically delete the files with transfer status from the list.





Manage USB Flash Drive

Manage the USB and files stored in the **USB Flash Drive** page.

- Check USB Info, such as **File system**, **Free space**, and **Estimated remaining recording time**. Check remaining time for normal recording, and total recording time for loop recording.

  We recommend that you use a USB with FAT32/VFAT file system.

- To format USB: click to start **Format**. When prompted, click **YES**.

  The USB Flash Drive data cannot be recovered after formatting. Please be cautious.

  After formatting, the file system of USB will be changed to VFAT.

- To test USB Performance

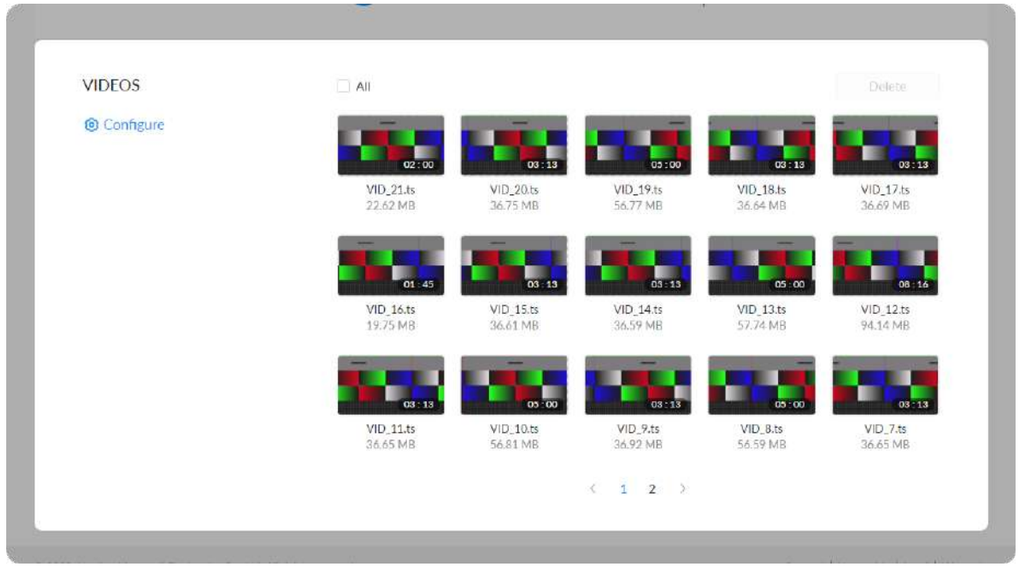
  Click **Test** to start **Performance Test**.

  Test whether the write speed of USB flash drive meets the requirements before recording. If the USB fails the test, please change another one, or the recording may stop automatically.

- To download a clip: move the cursor to a specified clip and click the icon to download the chosen one.

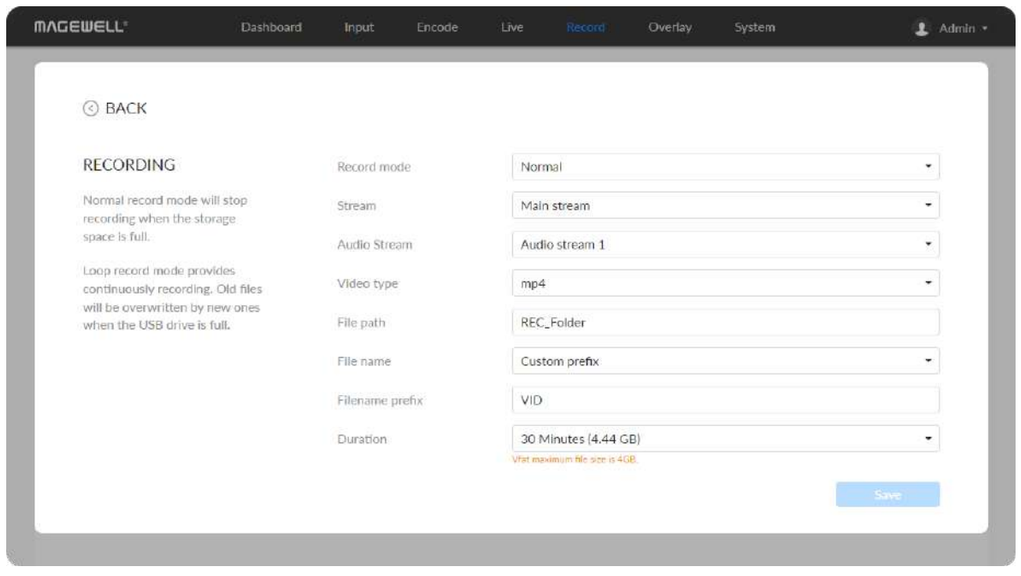
- To choose a specific video: move the cursur to a video and click to download the clip.

- To delete videos: choose one or more, or all clips to delete.



Manage Video Clips in USB

- To download: move the cursor to a specified clip and click the icon to download the chosen one.
- To choose a specific video: move the cursur to a video and click .
- To delete videos: choose one or more, or all clips to delete.



Record to External USB Drive

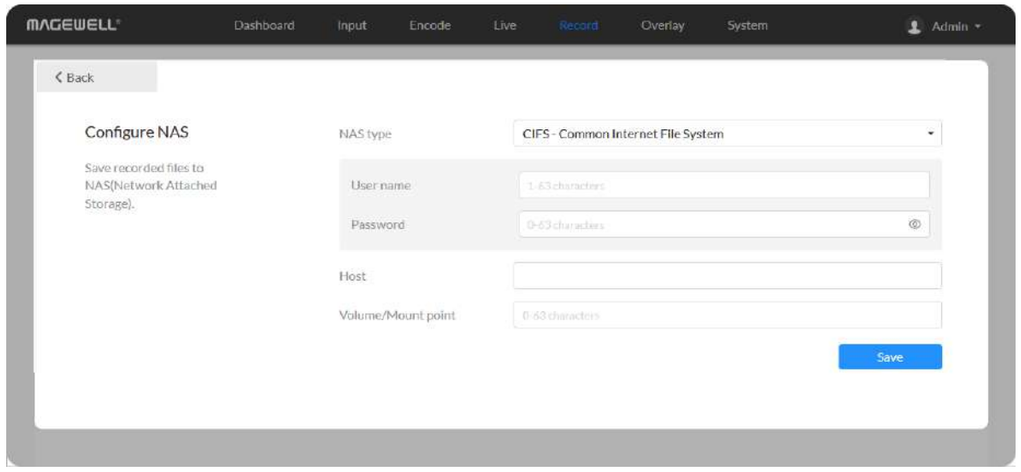
The device supports external USB flash drive in exfat, ntfs, and vfat formats, up to 2T. And a vfat file should be less than 4G. Before recording, please insert the USB.

Configure recording parameters

Click Configure button in the "Recording > Videos" secion and set recording parameters in the pop-up page.

- **Record mode**: Options are normal (default) and loop. In normal record mode, the encoder will stop recording when the storage space is full. However, loop record mode provides continuously recording which means that old files will be overwritten by new ones when the storage is full.
- **Stream**: Options are main (default) and sub stream.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Video type**: Options are mp4 (default), mov, and ts.
- **File path**: REC_Folder by default, and 1 to 255 characters.

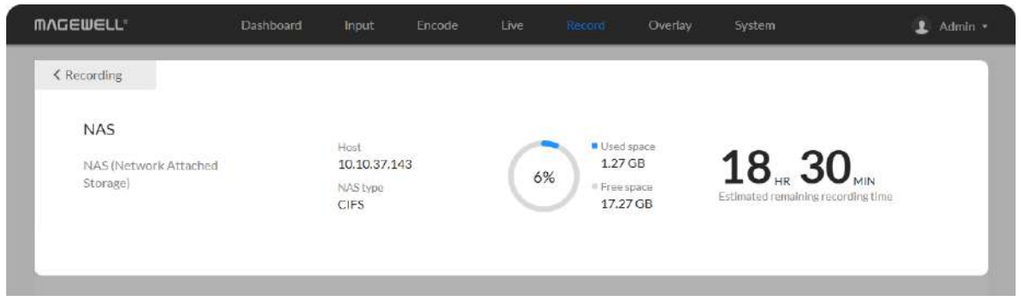
- **File name**: Options are custom prefix (default, from 1 to 32 characters), and creation time.
  - **Filename prefix**: VID by default, 1 to 32 characters.
- **Duration**: from 5 to 240 minutes. That is, a new file is generated for each specified duration. A new file is generated every time the specified duration is recorded. The file size generated by different recording durations is automatically calculated according to the stream format and is for reference only. Duration can be set to **No limit** for normal (Record mode) recording in ts (Video type) format.

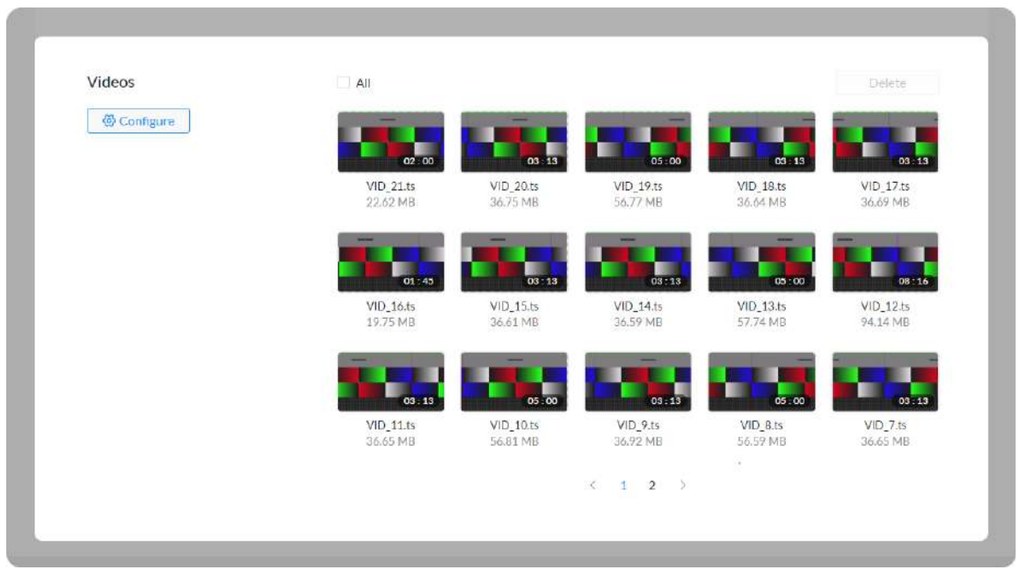


Record to NAS

Add a NAS

- **NAS type**: options are NFS- Network File System (default) and CIFS-Common Internet File System, which also requires User name and Password.
  - **User name**: 1 to 64 characters,
  - **Password**: 1 to 64 characters,
- **Host**: IP address of NAS.
- **Volume/Mount point**: 1 to 64 characters, and special characters \:"?<>| are not allowed. By using volume mount points, you can graft or mount a target partition onto a folder on another physical disk. You can also exceed the 26-letter limitation for drive letter references. Create a dependency in the mounted volume disk resource that specifies the disk that is hosting the mount point folder. This makes the mounted volume dependent on the host volume, and it makes sure that the host volume comes online.
- **Clear**: restore all parameters to defaults.

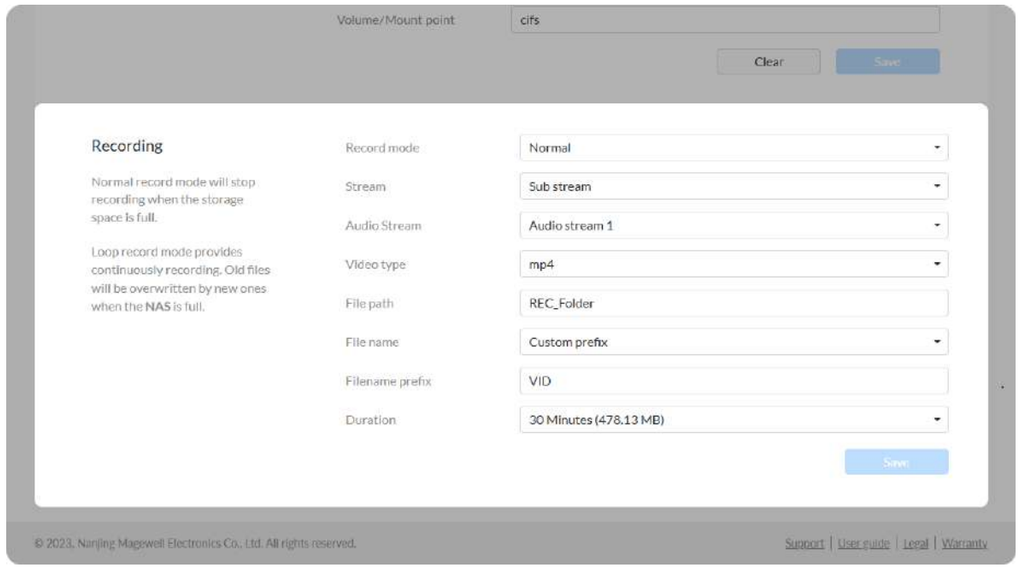




Manage NAS

Click and enter **NAS** tab, then you can check and manage your NAS storage.

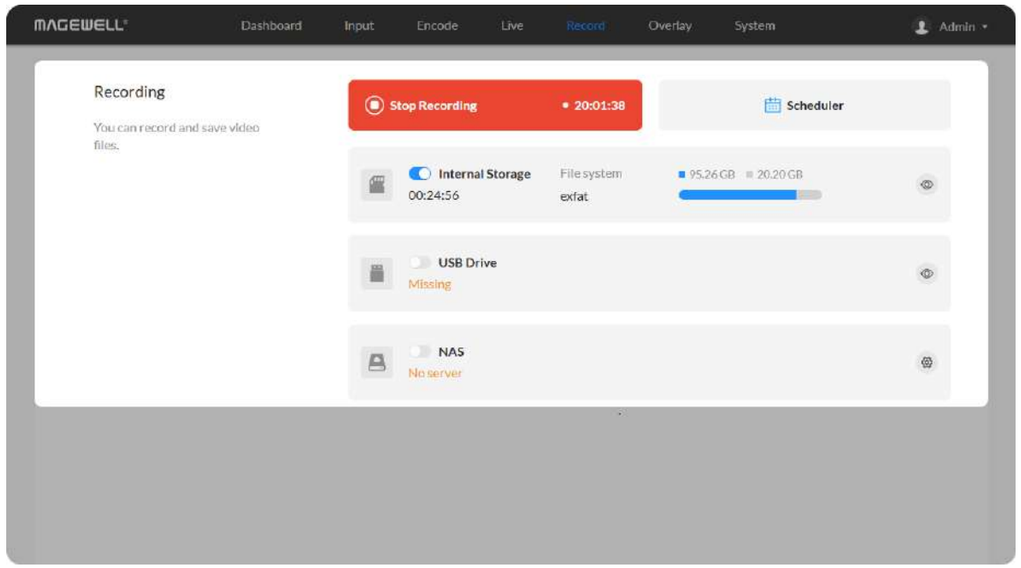
- Check NAS Info, such as NAS type, Free/total space. And check remaining time for normal recording, and total recording time for loop recording.
- To download a clip: move the cursor to a specified clip and click the icon to download the chosen one.
- To choose a specific video: move the cursur to a video and click .
- To delete videos: choose one or more, or all clips to delete.



Configure recording parameters

Click Configure button in the "Recording > Videos" secion and set recording parameters in the pop-up page.

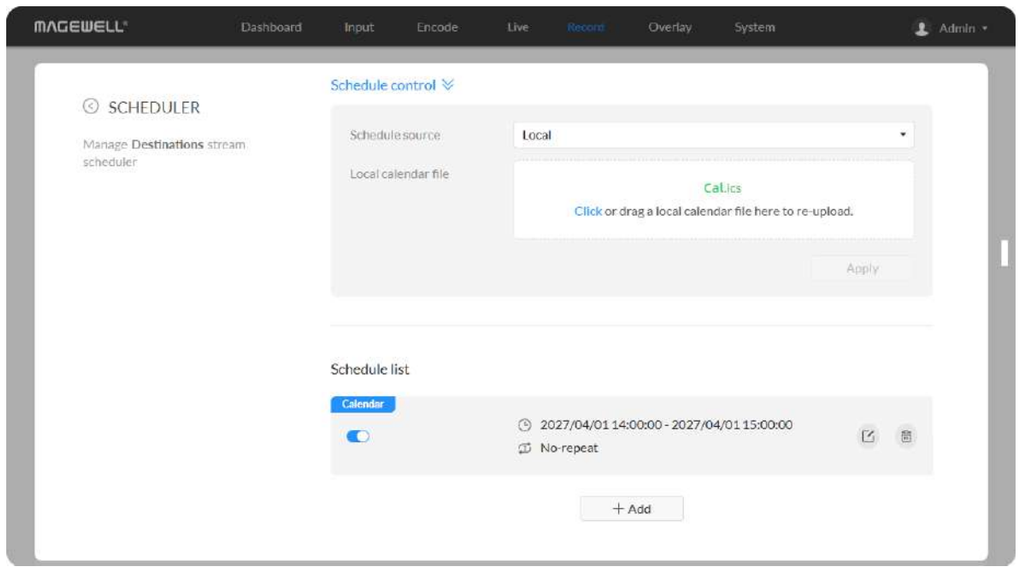
- **Record mode**: Options are normal (default) and loop. In normal record mode, the encoder will stop recording when the storage space is full. However, loop record mode provides continuously recording which means that old files will be overwritten by new ones when the storage is full.
- **Stream**: Options are main (default) and sub stream.
- **Audio Stream:** options are Audio stream 1 ~ 8, and the default is Audio stream 1. Audio stream parameters can be set in "Encode > Audio Stream".
- **Video type**: Options are mp4 (default), mov, and ts.
- **File path**: REC_Folder by default, and 1 to 255 characters.
- **File name**: Options are custom prefix (default, from 1 to 32 characters), and creation time.
  - **Filename prefix**: VID by default, 1 to 32 characters.
- **Duration**: from 5 to 240 minutes. That is, a new file is generated for each specified duration. A new file is generated every time the specified duration is recorded. The file size generated by different recording durations is automatically calculated according to the stream format and is for reference only. Duration can be set to **No limit** for normal (Record mode) recording in ts (Video type) format.



Delete the NAS

Go back to **Record** tab, you can delete the NAS in the following ways.

- Click the delete button behind the nas and confirm your delete in the pop up window.
- Click the edit button behind the nas and clear all NAS settings.



Record Schedule

Set schedule parameters. 16 schedules are supported for recording.

1. Click on the schedule icon.
   - You can add up to 16 scheduling schemes.
2. On the "Scheduling" page, set up scheduling control.
   - Schedule source
     - None (default).
     - Local: You can add a local ICS or VCS file, and click "Apply". After the schedule is added successfully, it will be automatically added to the "Schedule List".
     - Remote: Enter the Remote Calendar URL, and click "Apply". And the device will automatically retrieve the calendar file. After the schedule is added successfully, it will be automatically added to the "Schedule List". The device defaults to automatically synchronizing the remote calendar file every 10 minutes. You can also click "Sync Now" to manually update

the calendar file.

3. Click **Add** in the window, and specify parameters of the schedule. Each session can add up to 16 scheduling schemes.

    - **Description**: 1 to 64 characters, including chinese, english, numbers, and special characters, among which one chinese word occupy three characters in length.
    - **Details**: 0 to 64 characters, specifying the scheduling task information.
    - **Begin**: Select the start date and specific time of this recording task, or check the **Full day**.
    - **End**: Select the end date and specific time of this recording task, or check the **Full day**.
        - **Advanced Settings**: Recurring by minutes, off by default. Turn it on to generate series of repeating or recurring time intervals and durations from the specified begin and end tiem for your sessions.
            - **Interval**: 5 to 240 min, 5min by default.
            - **Duration**: 5 to 240 min, 5min by default.
    - **Repeat event**: Support no-repeat (default), daily, weekly, monthly, yearly.
        - **Daily**: The repeat mode can be repeated every N days, or every workday, and the number of repetitions can be set to
            - No end date - default,
            - After N occurrences - where **Begin** and **End** indicate the first-repeat,
            - End by specified date YYYY-MM-DD - the session will not repeat on the end day.
        - **Weekly**: The repeat mode can be Repeat every 1 week next days: multiple choices are available, and the number of repetitions can be set to

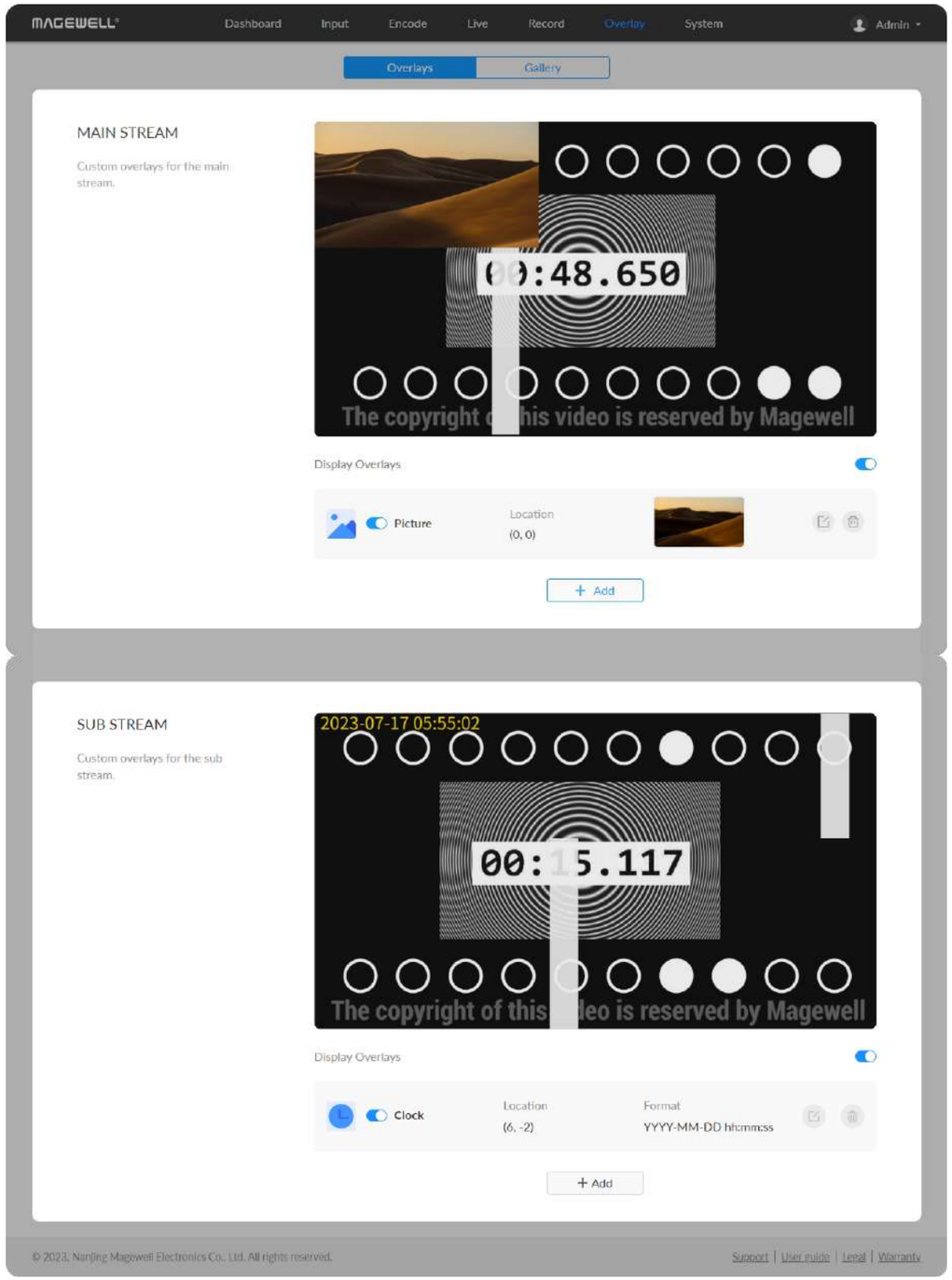
- No end date - default,
- After N occurrences - where **Begin** and **End** indicate the first-repeat,
- End by specified date YYYY-MM-DD - the session will not repeat on the end day.

- **Monthly**: The repeating pattern may be repeat N days every N month, or on weekday every N month. And you can set the number of repetitions to
  - No end date - default,
  - After N occurrences - where **Begin** and **End** indicate the first-repeat,
  - End by specified date YYYY-MM-DD - the session will not repeat on the end day.
- **Yearly**: The repeating pattern can be every N day N month, or on N weekday of N month. And you can set the number of repetitions to
  - No end date - default,
  - After N occurrences - where **Begin** and **End** indicate the first-repeat,
  - End by specified date YYYY-MM-DD - the session will not repeat on the end day.

4. **Save**: Click to save the current configuration.
5. Turn on the switch to make your schedule work.

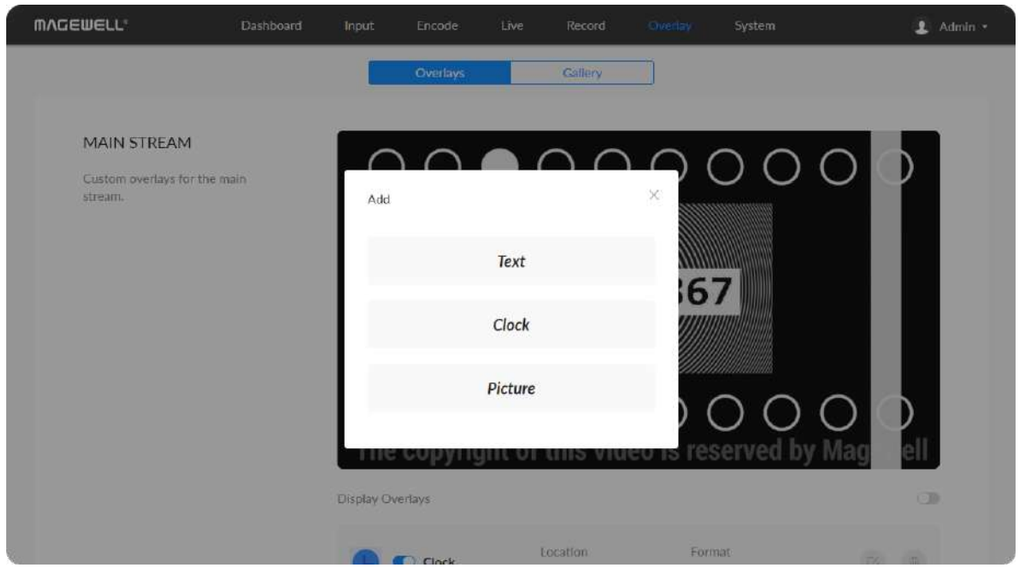
Overlay

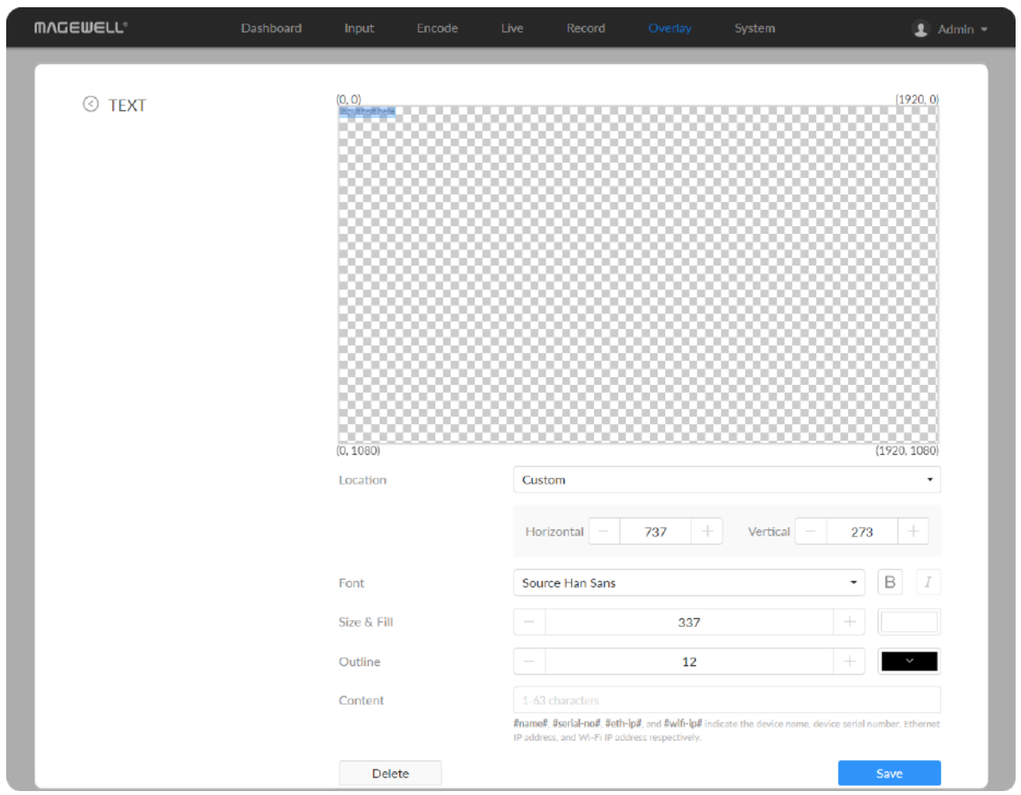
The overlay function is available when the resolutions of the input signal and the mainstream are no greater than 2048x1080, and image rotation of the output signal is 0°.



Setting Overlays for the Main and Sub Streams

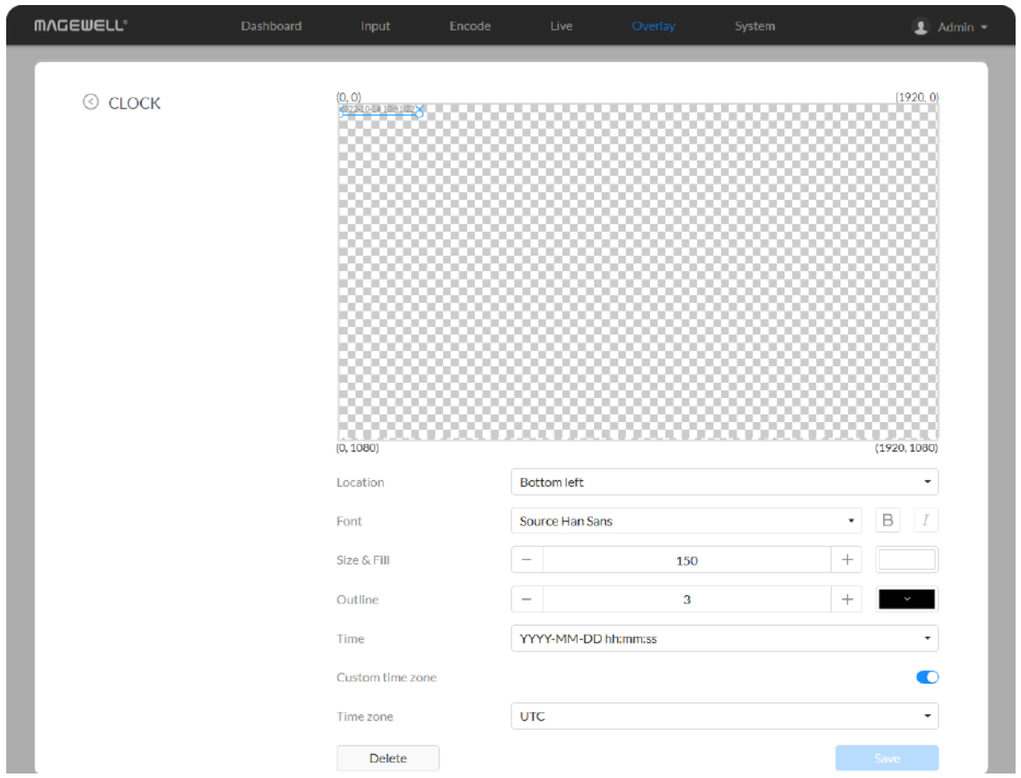
Display Overlays is off by default. You can preview thumbnails with overlays after turning it on.





Adding Text

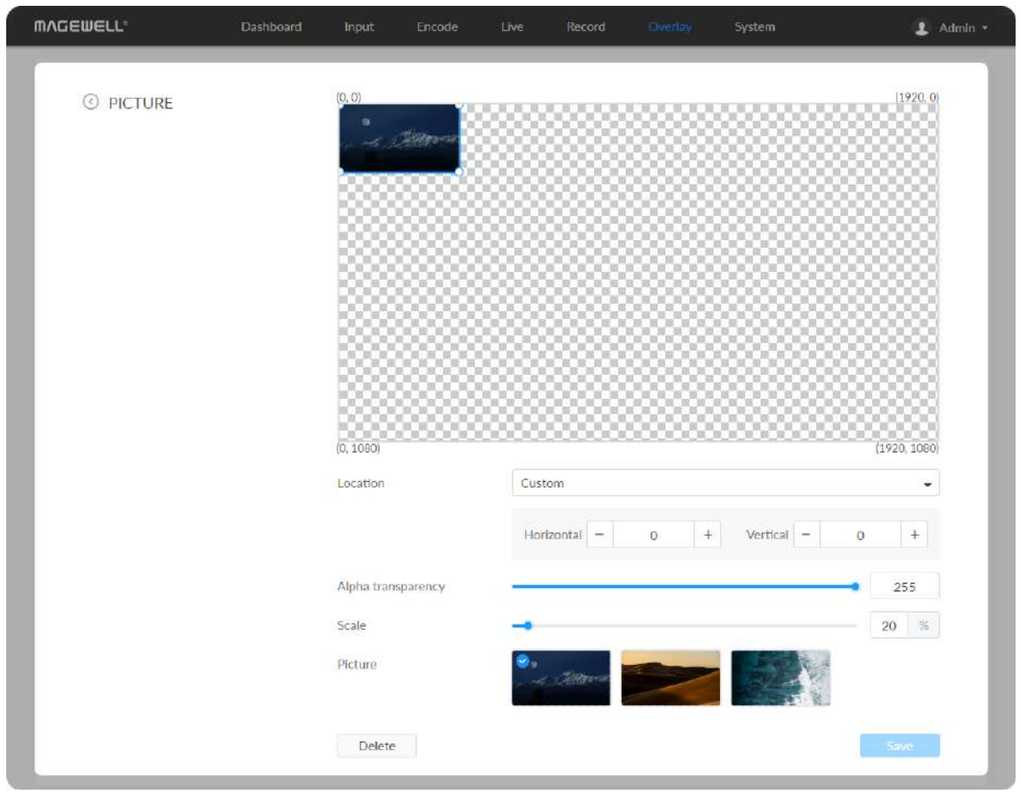
- **Location:** options are Custom(default), Top left, Top right, Top center, Bottom left, Bottom right, Bottom center, and Center. Or just drag the item on the 1920x1080 canvas and place it at your desired location.
- **Horizontal:** specify the horizontal coordinates manually when location is Custom.
- **Vertical:** specify the vertical coordinates manually when location is Custom.
- **Font:** options are Source Han Sans (default), and Lato. Bold and Tilt are also provided.
- **Size & Fill:** font size is 26px by default. You can set from 6 to 400px. The default fill color is rgba(255, 255, 255, 1), and you can click the color-picker to custom your desired color.
- **Outline:** the default width of outline is 1px. You can set from 0 to 100px. And the default outline color is rgba(0, 0, 0, 1), and you can click the color-picker to custom your desired color.



- **Content:** 1 to 63 characters are supported to display.
- **Save:** save current configuration.

Adding Clocks

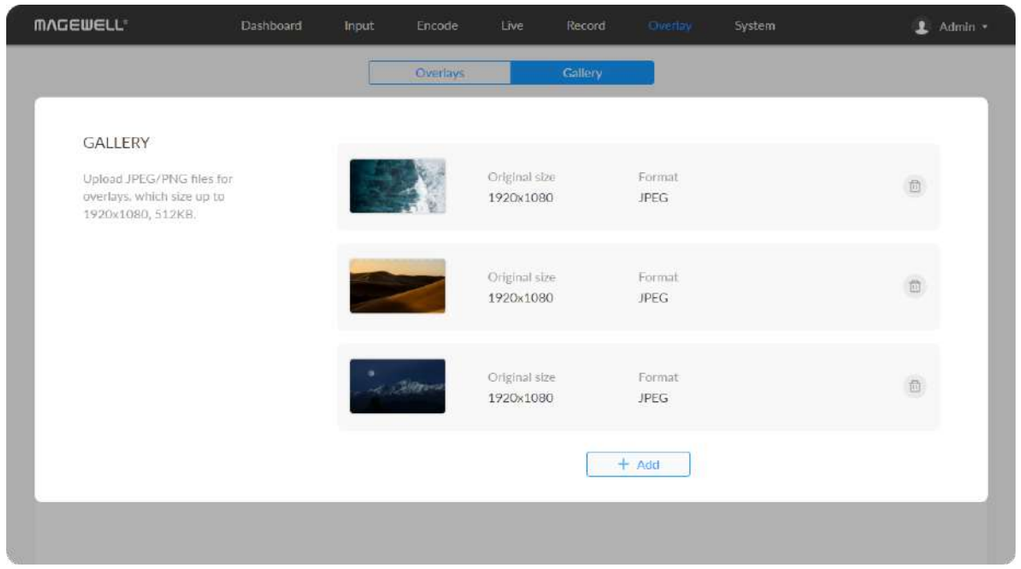
- **Location:** options are Custom(default), Top left, Top right, Top center, Bottom left, Bottom right, Bottom center, and Center. Or just drag the item on the 1920x1080 canvas and place it at your desired location.
- **Horizontal:** specify the horizontal coordinates manually when location is Custom.
- **Vertical:** specify the vertical coordinates manually when location is Custom.
- **Font:** options are Source Han Sans (default), and Lato. Bold and Tilt are also provided.
- **Size & Fill:** font size is 26px by default. You can set from 6 to 400px. The default fill color is rgba(255, 255, 255, 1), and you can click the color-picker to custom your desired color.
- **Outline:** the default width of outline is 1px. You can set from 0 to 100px. And the default outline color is rgba(0, 0, 0, 1), and you can click the color-picker to custom your desired color.
- **Time:** options are as follows.
  - YYYY-MM-DD hh:mm:ss
  - MM/DD/YYYY hh:mm:ss
  - DD/MM/YYYY hh:mm:ss
  - YYYY-MM-DD
  - MM/DD/YYYY
  - DD/MM/YYYY



  - hh:mm:ss
  - hh:mm
- **Custom time zone:** turn on the switch and select a time zone from the droplist.
- **Save:** save current configuration.

Adding Pictures

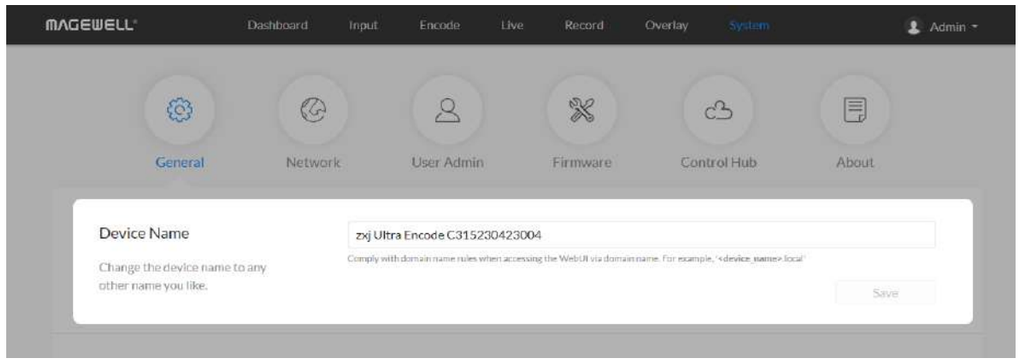
- **Location:** options are Custom(default), Top left, Top right, Top center, Bottom left, Bottom right, Bottom center, and Center. Or just drag the item on the 1920x1080 canvas and place it at your desired location.
- **Horizontal:** specify the horizontal coordinates manually when location is Custom.
- **Vertical:** specify the vertical coordinates manually when location is Custom.
- **Alpha transparency:** it can have a value from 0 (0%) to 255 (100%) in opacity.
- **Scale:** resize your picture between 1% and 400%. By default it is 100%.
- **Picture:** choose a picture from Overlay > Gallery. There is no picture by default.
- **Save:** save current configuration.



Gallery

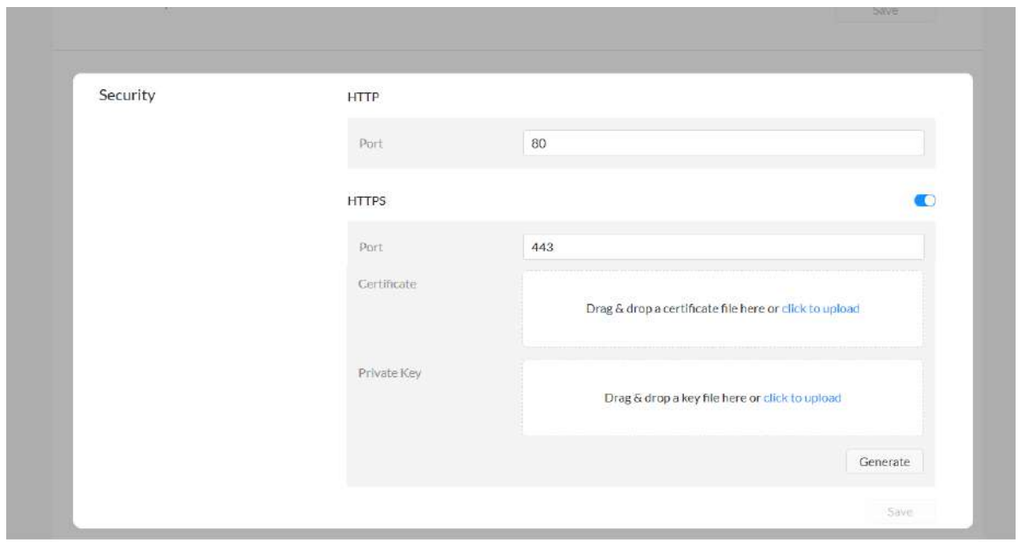
- Upload JPEG/PNG files for overlays, up to 1920x1080, 1 M. And you can add 8 pictures at most.
- You can choose the picture in Overlay > Picture after uploading successfully.
- Click delete button to delete current picture from your device.

General



Devivce Name

- When used solely as a device name: valid characters are A-Z, a-z, 0-9, space, ., _, -, +, ', [([),] (]), (((),) ()). The first and last character cannot be a space.
- When used as a domain name for WebUI access: valid characters are a-z, 0-9, - (hyphen), and . (dot). Enter "device_name.local" in a web browser to access the Web UI within the same LAN as the device.
- **Save:** save current configuration.

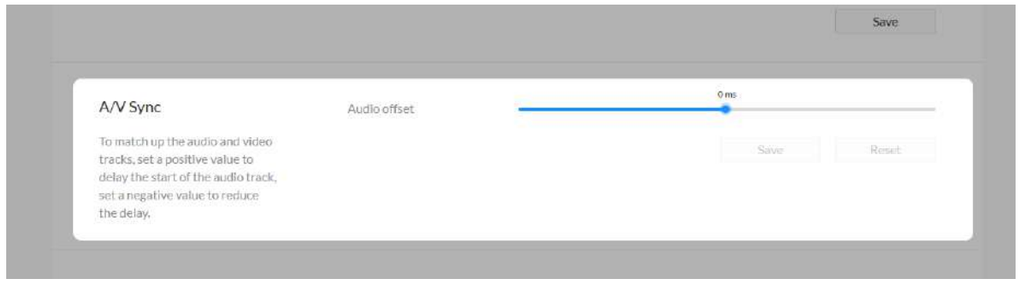


Modify HTTP/HTTPS settings

1. Modify HTTP port.
   The default port is 80. Modify the port number ranging from 1 to 65535, based on your network condition, then click **Save**.
2. Secure the Control Hub with HTTPS.
   Turn on HTTPS, then specify the port number ranging from 1 to 65535 for HTTPS. The default port is 443.
   - Modify HTTPS port.
     The default port is 443. Modify the port number ranging from 1 to 65535, based on your network condition, then click **Save**.
   - Import a CA certificate and private key into Control Hub.
     Renew certificates by uploading the new files that you want to, without removing existing ones. Then click **Save**.
3. Auto-Generate Certificate
   - Click "Auto Generate" and "Enable" the certificate. The HTTPS function will take effect after the device restarts.

- Upload a new certificate to cover the current one. The operation takes effect after the device restarts.
- Click "Disable" to disable HTTPS. The operation takes effect after the device restarts.

4. Re-log into Web UI.
   Open your Web browser and type https://IPaddress:new-port to access the SIGN IN page.



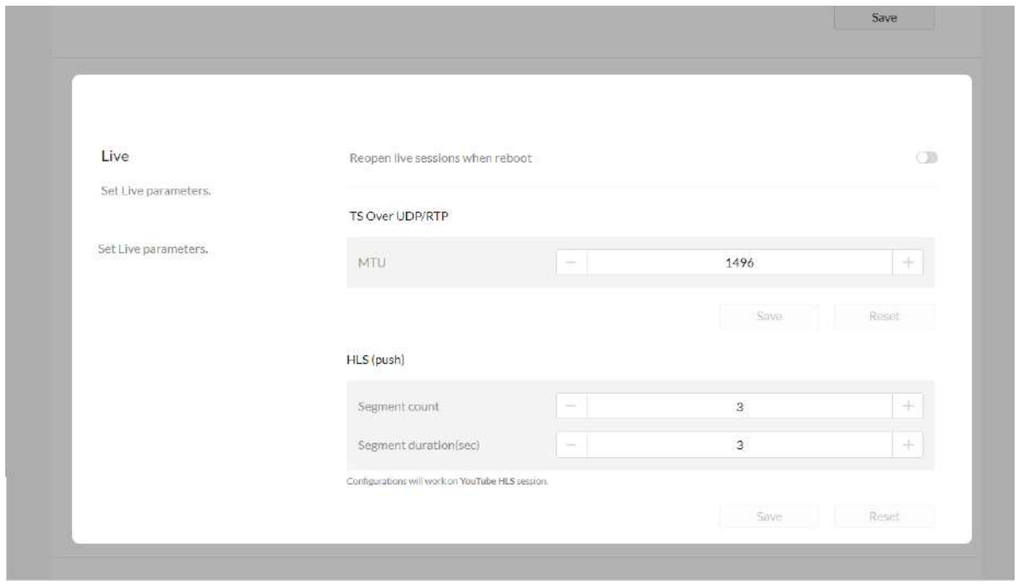
A/V Sync

- **Audio offset** ranges from -200 to 200ms.
  To match up the audio and video tracks, set a positive value to delay the start of the audio track, or set a negative value to reduce the delay.
  We recommend that you start your live after this configuration to enjoy the A/V sync adjustment.
- **Save:** save current configuration.
- **Reset:** reset parameters to default values.



RECORD

- **Auto-recording:** it is off by default. If you turn it on , options are Automatic - signal locked and Automatic - USB drive connected (recommended if you need to record to USB). You need to turn on the specified record task switch in the Record tab at the same time to make the auto-recording function work.
- **Save:** save current configuration.



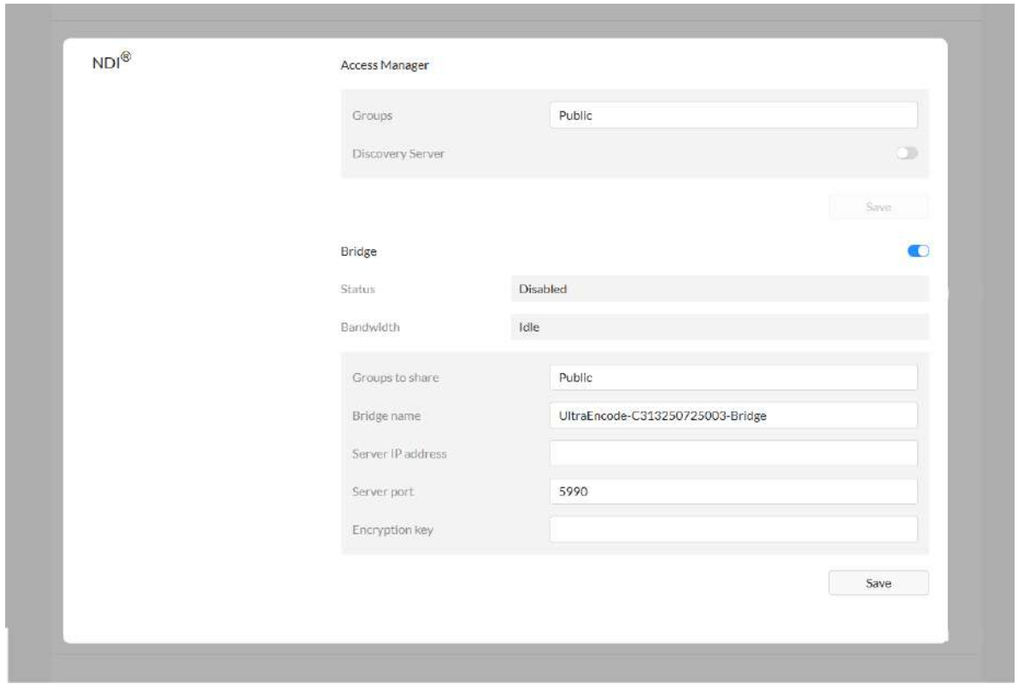
Live

- **Reopen live sessions when reboot** Enables resuming live work on your device from where you left off following a device restart. Enabled by default.
- **TS over UDP/RTP**
  - **MTU:** specify maximum transmission unit (MTU) in bytes, ranging from 228 to 1500. The default size is 1496.
  - **Save:** save current configuration.
  - **Reset:** reset parameters to default values.

HLS (push)

Configurations will work on both HLS and Youtobe HLS sessions.

- **Segment count:** between 1 and 5.
- **Segment duration(sec):** between 1 and 4. Lower value results in lower lantency.
- **Save:** save current configuration.



NDI®

Access Manager

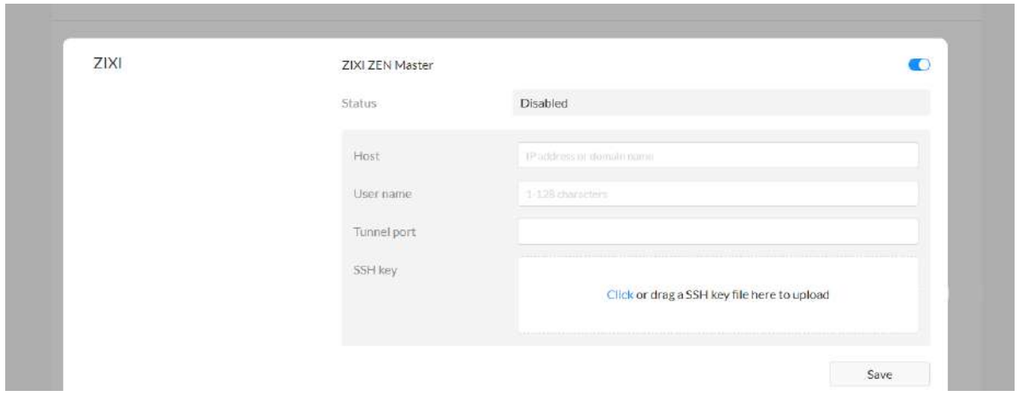
- **Group name:** specify the group which the source belongs to. 1 to 63 characters are supported. It is case-insensitive, and should be a combination of A to Z, a to z, 0 to 9 and special characters like _-. Multiple groups are supported, which should be comma-separated. By default, it is public.
- **Discovery Server:** turn on the switch to auto-detect a source sender in different network segment and ping the sender. And the **Server IP** should be the IP address of the server running discovery server software. By default, the switch is off.
- **Save:** save current configuration.

Bridge

- Enable NDI bridging service to access remote NDI sources on WAN network.
- **"Status":** Indicates the current running status of the NDI bridging service, including:
  - Connected: The bridging service has successfully established a connection with the server.
  - Disconnected: The connection between the bridging service and the server is interrupted.
  - Connecting: The bridging service is attempting to establish a connection with the server.
  - Disabled: The bridging service is in a closed state.
- **"Network Bandwidth":** Refers to the network resources occupied by the NDI bridge when transmitting video/audio streams, usually measured in Mbps (Megabits per second). Low bandwidth may cause video stuttering, delays, or quality degradation. The bandwidth value is determined by video resolution, frame rate, and compression algorithm. Ensure your network environment can

stably support the required bandwidth during use.

- **"Group Name":** Specify the group to join, default is Public. Used to identify logical groupings of NDI devices or streams, facilitating classified management of multiple NDI sources in large networks. Supports filtering visible NDI streams by group. Devices within the same group can achieve automatic discovery and communication.
- **"Bridge Name":** Custom identifier for the NDI bridging instance, default is "Device Name-Serial Number-Bridge". Can be modified as needed, supports 1-63 characters. Used to distinguish multiple bridging service instances in the same network and serves as an identification label displayed in NDI management software. Naming conventions are recommended.
- **"Server IP Address":** Specify the network address of the central server connected by the NDI bridging service, in IPv4 or domain name format. Ensure the bridging device and server are reachable on the same network and that firewalls have opened access to relevant ports.
- **"Server Port":** Default is 5990. Network port number used for NDI bridge communication. Must be consistent with the port configured on the server side. Different bridge instances can use different ports for parallel communication.
- **"Encryption key":** Encryption authentication information used for NDI stream transmission to improve security, supports 0-63 characters.
- **"Save":** Click to save current configuration. Note that saving is also required when closing.



ZIXI

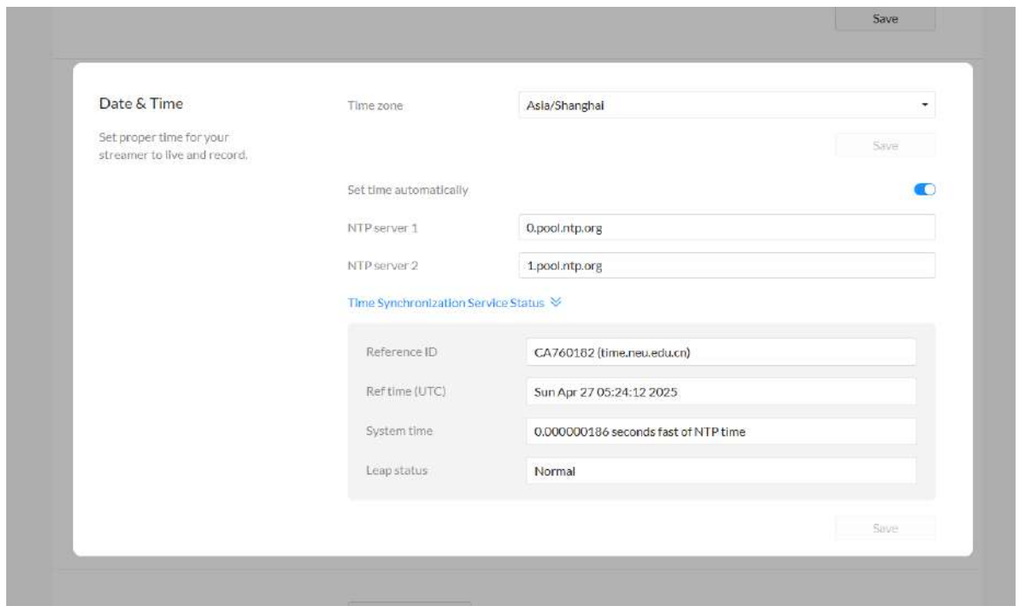
- **ZIXI ZEN Master** The core management tool in the ZIXI ecosystem for managing, monitoring and configuring audio and video (AV) transport nodes.
- **Status** Displays the real-time connection status between the current ZEN Master and remote ZIXI devices/servers (read-only item, cannot be manually modified).
- **Host:** The IP address (IPv4/IPv6 supported) or valid domain name of the target ZIXI server/device to be managed and controlled.
- **User name:** The authentication username for logging into the remote ZIXI device/server, with a length of 1-128 characters. It can contain letters, numbers and some compliant special characters, subject to the account rules of the ZIXI device.
- **Tunnel port** Specifies the network port number for establishing an SSH encrypted tunnel (a valid TCP port in the range of 1-65535; port 22 is the ZIXI default).
- **SSH key:** Click or drag the SSH key file (usually in .pem/.pub format) to this area for upload. It is used for passwordless identity authentication to replace password login, featuring higher security and avoiding the risk of password leakage, which is suitable for long-term operation and maintenance scenarios. Once the file is uploaded and verified, there is no need to enter the password repeatedly for subsequent connections to the target device.
- **Save:** Confirm and save all the configured parameters above; the system will automatically attempt to establish a connection with the remote ZIXI device/server based on the saved configuration after clicking.



Access Tokens Management

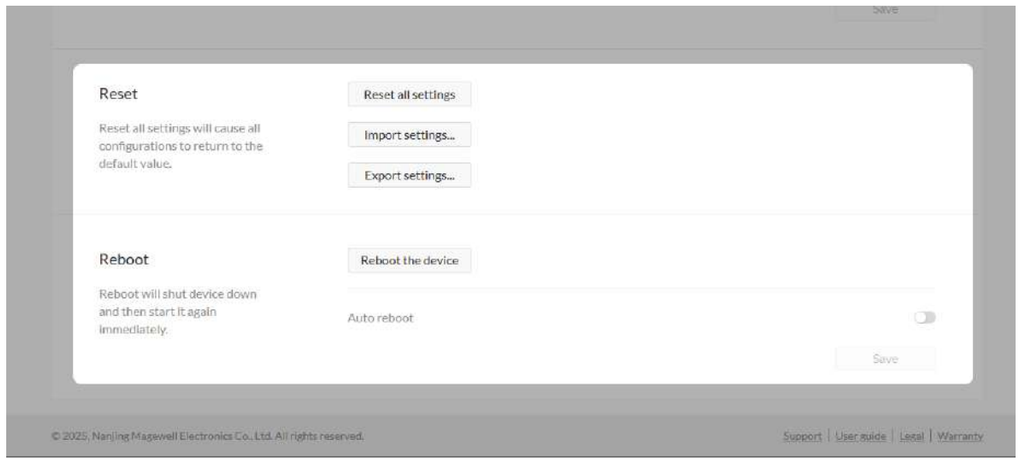
Tokens allow API access without logging in to the Web UI. Administrator tokens have full access, while user tokens have limited permissions.

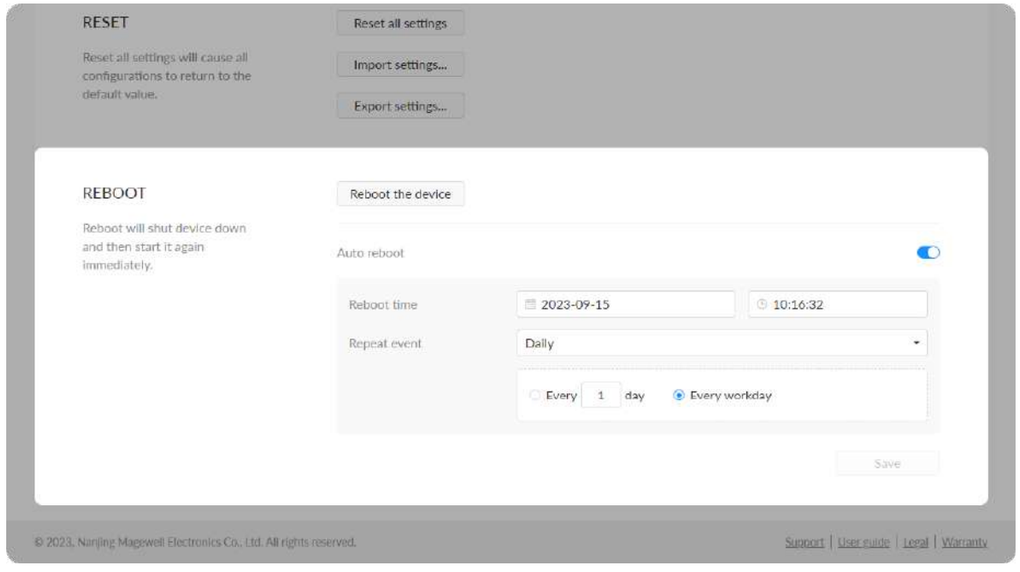
- Click **Add** to create a new token.
- Specify the user (default is Admin), token value (64 characters), and expiration time.
- Click the delete or copy icon to manage existing tokens.



Date & Time

- **Time zone:** specify a time zone for your device.
- **Set time automatically:** turn on **Set Time Automatically**. Then the device's time will synchronized to the world-time servers depending on the timezone you set. Otherwise, you can set time manually.
- **NTP server 1:** the default server is 0.pool.ntp.org.
- **NTP server 2:** the default server is 1.pool.ntp.org.
- Check Time Synchronization Service Status, including Reference ID, Ref time (UTC), System time and Leap status.
- **Save:** save current configuration.





Resetting Your Device

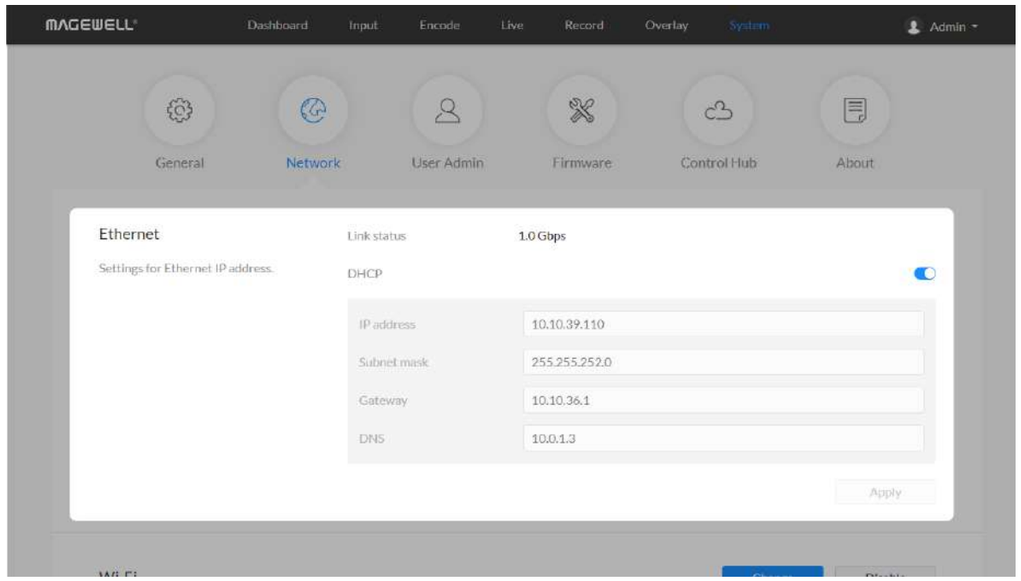
- **Reset all settings:** be cautious that resetting your device would restore configurations to defaults.
  - You can **Reset all settings** on the "SIGN IN" page, when the device is connected to PC via USB NET.
- **Import settings...** Click the button and select the target configuration file in the pop-up window, after importing the settings successfully, the device will be reconnected and you need to log in to the Web UI again.
- **Export settings...** Click the button, set the file name in the pop-up window, click "Export" to download the configuration file to the default path of your browser. The default file name is Settings_YYYY_MM_DD_HH_MM_SS.bin.

Reboot

- **Reboot the device:** power off the device and restart it when it does not work.
- **Auto reboot:** off by default. Turn it on to set Reboot time (YYYY-MM-DD HH-MM-SS), Reboot time, and click Save.
  - **Repeat event**: Support no-repeat (default), daily, weekly, monthly, yearly.
    - **Daily**: The repeat mode can be repeated every N days, or every workday.
    - **Weekly**: The repeat mode can be Repeat every 1 week next days: multiple choices are available.
    - **Monthly**: The repeating pattern may be repeat N days every N month, or on weekday every N month.
    - **Yearly**: The repeating pattern can be every N day N month, or on N weekday of N month.

Network

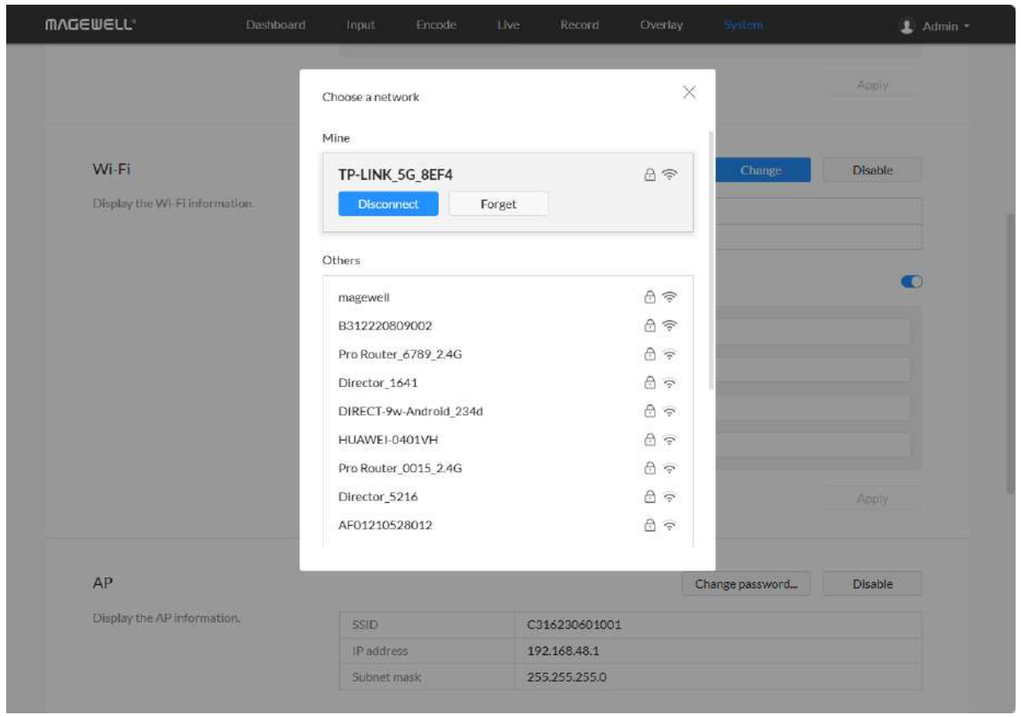
Networking information, including Ethernet, USB NET, mobile network, Wi-Fi and AP, can be set in the **Network** tab.

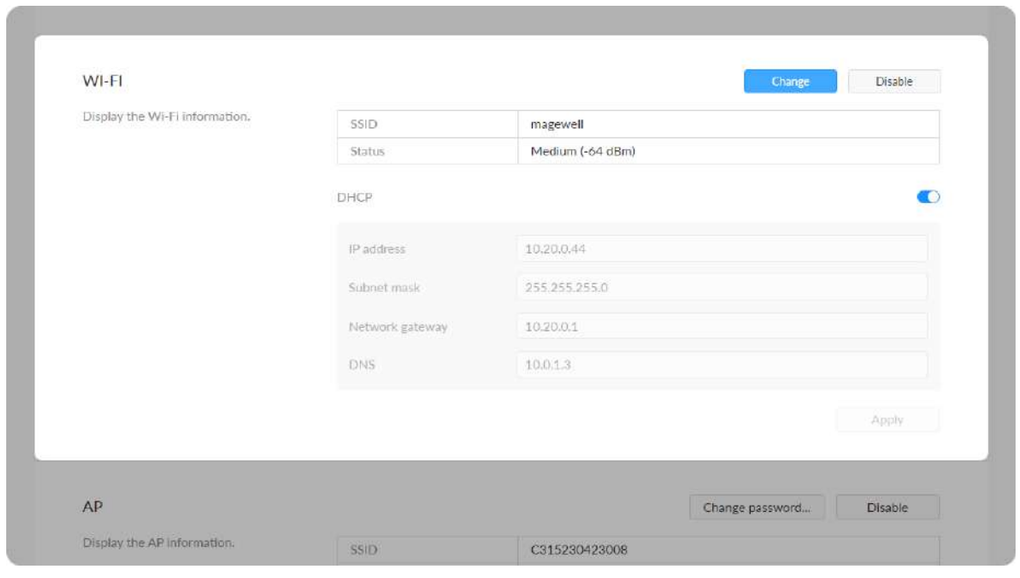


Setting ETHERNET

The device automatically detects and connects to the Ethernet when networking to a DHCP-enabled LAN. Or you can set the IP address manually for a fixed IP address or an auto-networking failure.

- **DHCP:** it is on by default. Turn off the switch to modify current network setting or when being connected to a non-DHCP network.
  - **IP address:** device IP address.
  - **Subnet mask:** device subnet mask.
  - **Network gateway:** device gateway.
  - **DNS:** DNS server IP address.
- **Apply:** make current configuration effective. When prompted, click **Yes**.
- Verify: input new IP address to open the Web UI.





Setting Wi-Fi

16 Wi-Fi network information can be saved for auto-detection.

- **Change...** click to choose a different WLAN to connect to.
- **Disable:** click to turn off Wi-Fi function. Then Wi-Fi will not be available.
- **Enable Wi-Fi:** click to turn on Wi-Fi function.
- **SSID:** named after device serial number.
- **Status:** Wi-Fi signal strength.
- **IP address:** WLAN IP address.
- **Subnet mask:** WLAN subnet mask.
- **Network gateway:** WLAN gateway.
- **DNS:** WLAN DNS server IP address.

Search Wi-Fi Network manually

1. Click **Change...** to choose a different WLAN to connect to, and **Enter the network security key**. If you select **Others...**, enter **Name** (1-63 characters) and choose a **Security** policy from **None**, **WEP**, **WPA/WPA2-PSK**, and **802.1x EAP**, and enter the **Password** (8 characters at least). Click **connect**.
2. (Optional) **Disconnect:** click to cut off current Wi-Fi network.
3. (Optional) **Forget:** click to delete current Wi-Fi network information.
4. (Optional) Check **Connect automatically**, then the Wi-Fi network will be joined automatically.

Setting Wi-Fi manually

- **Set IP address manually:** turn on the switch to modify current network setting or when being connected to a non-DHCP network.
- **IP address:** device IP address.
- **Subnet mask:** device subnet mask.

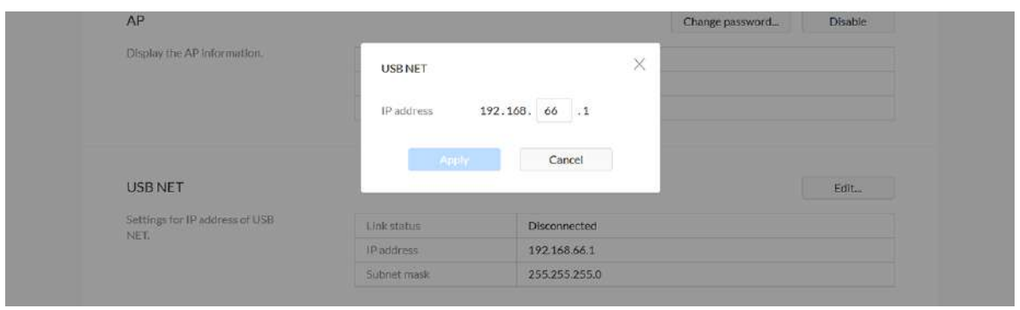
- **Network gateway:** device gateway.
- **DNS:** DNS server IP address.
- **Apply:** make current configuration effective. When prompted, click **Yes**.
- Verify: input new IP address to open the Web UI.



Setting AP

You device can work as an AP to be joined to for remote web control.

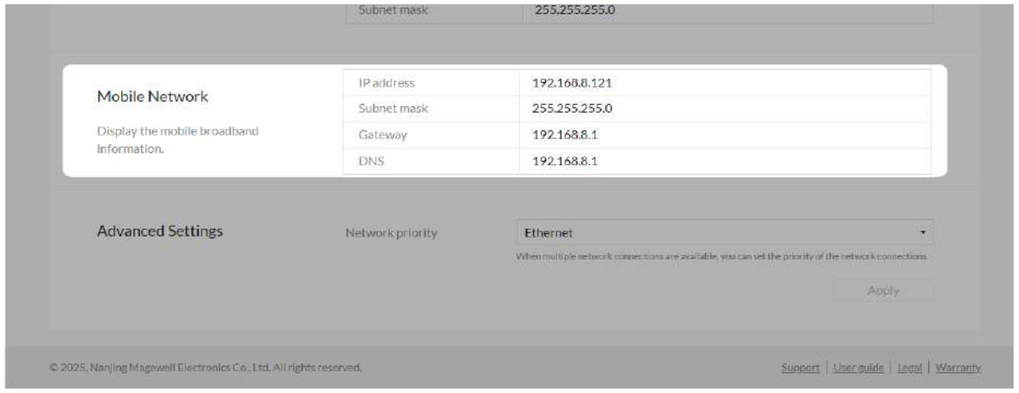
- **SSID:** by default, it is named after the device serial number.
- **IP address:** fixed as 192.168.48.1.
- **Subnet mask:** fixed as 255.255.255.0.
- **Change password...**
  - **AP password:** the default AP password is the last 8-number of the serial number. For example, a serial number 311210101001 indicates the initial AP password is 10101001. It ranges from 8 to 16 characters including A-Z, a-z, 0-9, space ._-+'[]() and cannot begin or end with a space.
- **Disable:** click to turn off AP mode. This renders you unable to manage the device over AP, which is not recommended, especially when you are using wireless network or linux/mac OS.

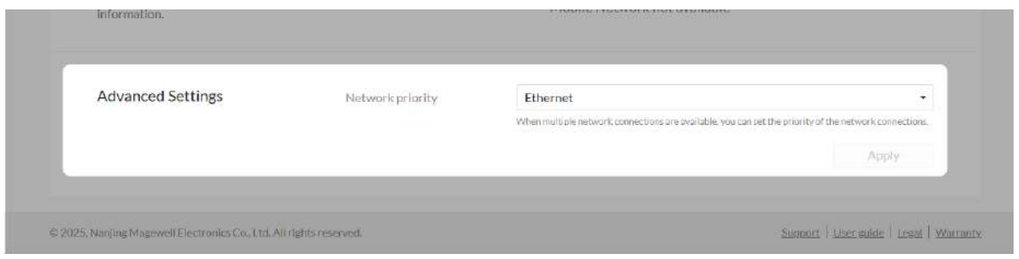


Setting USB NET

You can connect your device to a PC via USB NET for remote control.

- **Link status:** USB NET connction status.
- **IP address:** USB NET IP address, 192.168.66.1 by default. You can click **Edit...** to change it.





- **Subnet mask:** Subnet mask of USB NET.
- **Edit...:** enter a new address and click **Apply** in the prompt window. The **IP address** will show the changed IP address after modification.

Setting Mobile Network

The encoder supports streaming via a USB modem.

- **IP address:** IP address assigned by the USB modem.
- **Subnet mask:** subnet mask.
- **Network gateway:** gateway.
- **DNS:** DNS server IP address.

Advanced Settings

- **Network priority**

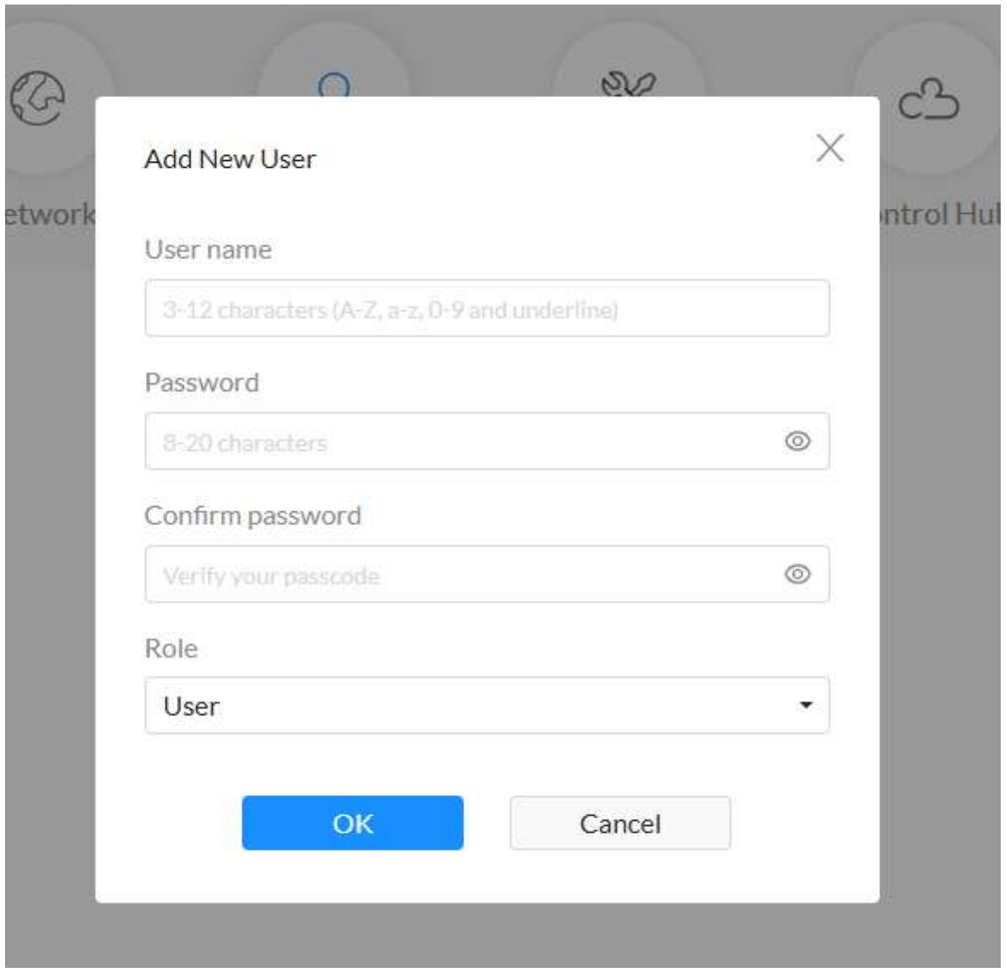
The default network priority is as follows: Ethernet > Wi-Fi > Mobile Broadband. This parameter does not impact the real-time transmission of video and audio data during live streaming. However, it may affect the quality of other network-related services, such as the ability to communicate with the Control Hub for device management and monitoring purposes.

If the parameter is set to Mobile Broadband, please insert a USB mobile network card into the encoder.

User Admin

Administrator is allowed to perform the following tasks. The**User Admin** tab is invisible when you log in as a general user.

- Creating/Removing General User Accounts
- Modifying User Password

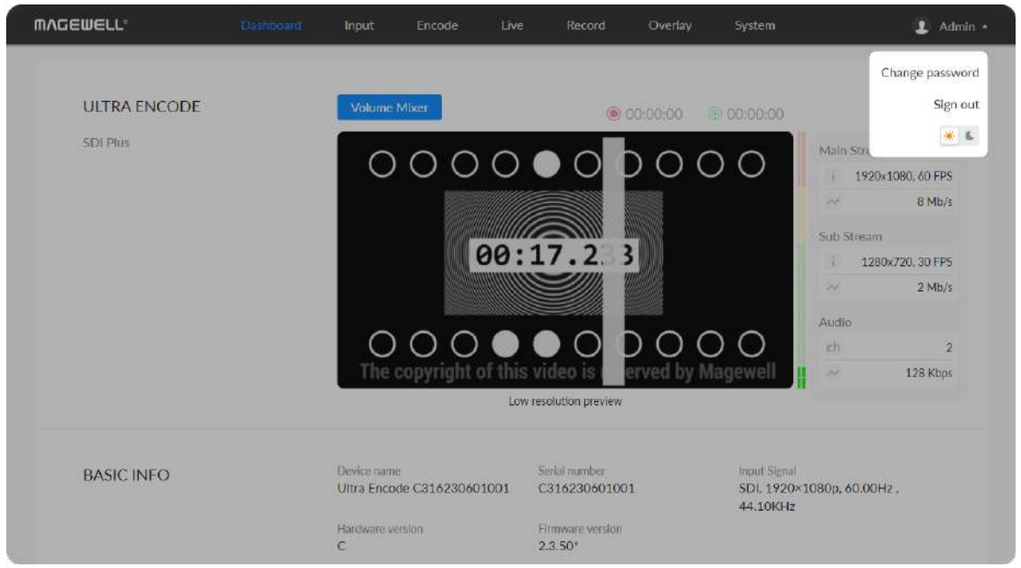


Creating/Removing General User Accounts

After signing in with default admin account, you may need to add general users to give them permissions to do basic operations, like monitoring the device, or setting some of the parameters.

1. Access the Web UI, and sign in as administrator.
2. Go to **User Admin** tab.
3. Click **Add user**.
4. Enter username, password, and confirm your password.
   - The username is a string of 3 to 12 characters, which contains the letters A-Z, a-z, numbers 0-9 and underline.
   - The password is a string of 1 to 32 characters, which contains the letters A-Z, a-z, numbers 0-9 and special characters _~!@#$%^&*-+=.
5. Assign the user to an Administrator role or general User role.
   - Administrators have the highest level of access to an account.
   - A general user will have limited access to the account as per the permissions given by the Admin. You may not get access to the "User Admin" function.
   - The user role can not be changed. You might need to recreate a new user.
6. Click **OK**.
7. Repeat step 3~5 to add multiple users. You can add up to 15 users.

8. To delete a user: Click **Delete** in the username card. When prompted, click **Yes**.



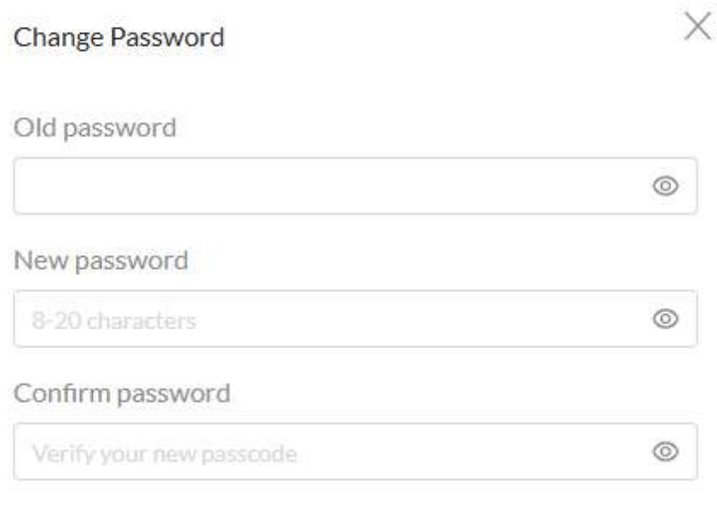
Modifying User Password

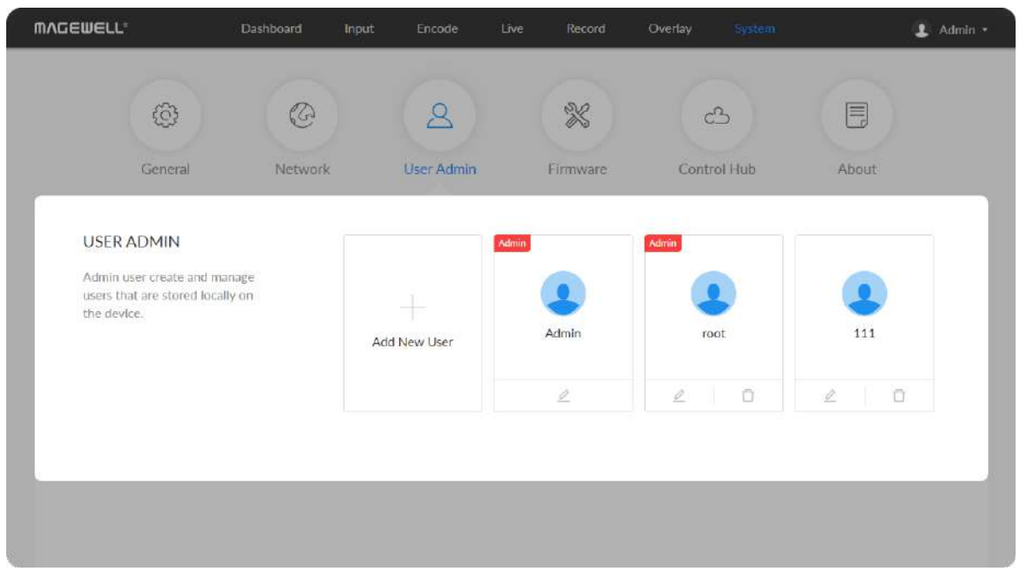
Set Password in the following ways.

1. Modify user password logged-in via drop-list beside your avatar at the top right
2. Modify a specified user password in **User Admin** tab with admin account

Modifying current logged-in user password

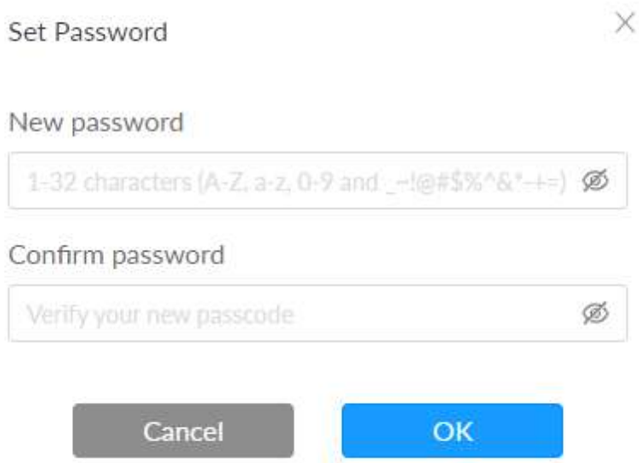
1. Log in Web UI.
2. Click the drop-list icon beside your avatar icon, and click **Change password**.
3. In the pop up window, type in your old password, the new password, and confirm your new password.
   The password is a string of 1 to 32 characters, which contains letters A-Z, a-z, numbers 0-9 and special characters _~!@#$%^&*-+=.
4. Click **OK**.





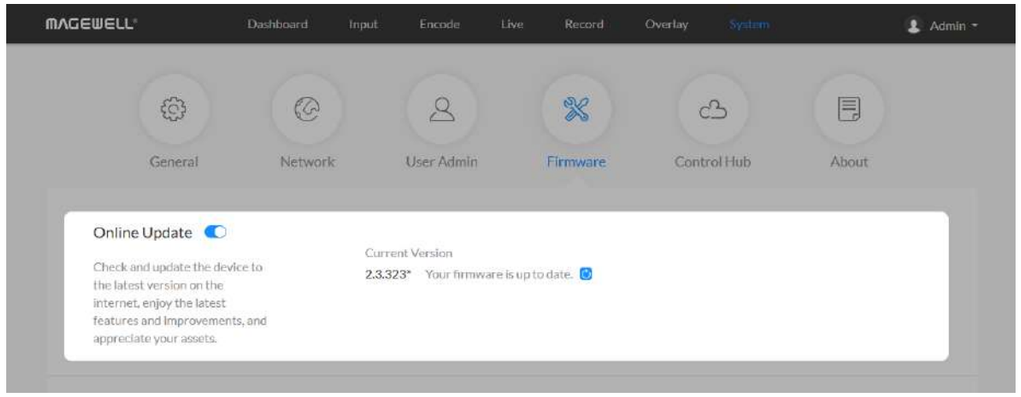
Modifying a specified user password

1. Access the Web UI and sign in with the administrator account.
2. Go to **User Admin** tab, then you can change any user's password.
3. Click the **Set password**.
4. In the pop up window, type in and confirm your new password.
   The password is a string of 1 to 32 characters, which contains letters A-Z, a-z, numbers 0-9 and special characters _~!@#$%^&*-+=.
5. Click **OK**.


Set Password
New password
1-32 characters (A-Z, a-z, 0-9 and _-!@#$%^&*-+=)
Confirm password
Verify your new passcode
Cancel
OK

Firmware

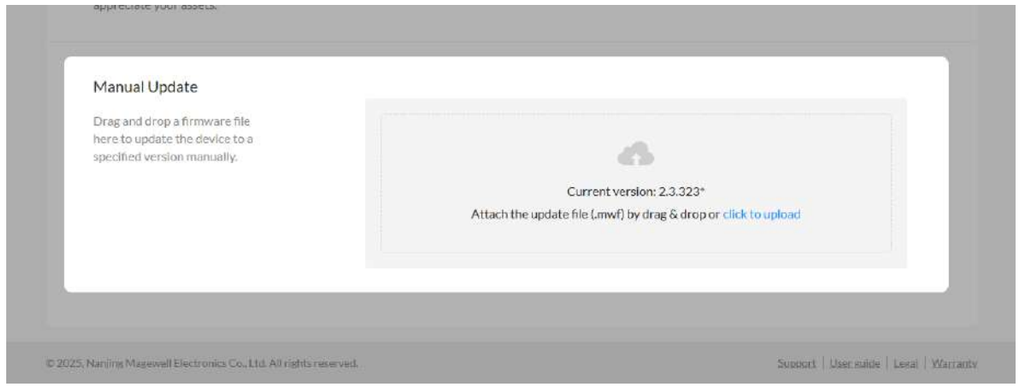
Detect and update firmware to the latest version online, or you can manually add a firmware file to update the unit to specified version.



Online Update

By default, the function is on. When a new version is detected, a Firmware icon will flow on the control pane.

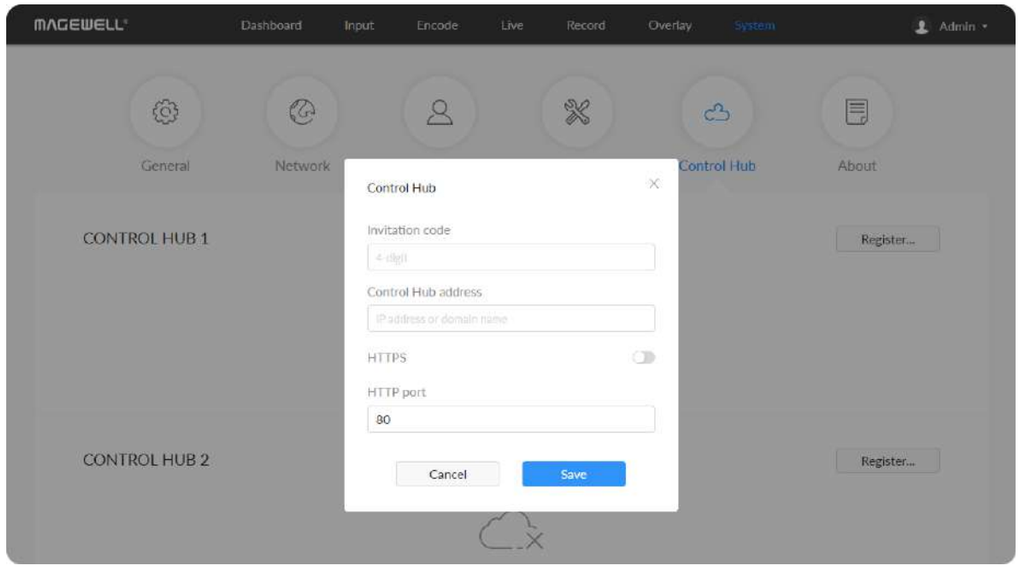
1. Turn on switch, and the online update function is on. The unit would detect the latest released firmware automatically when connecting to the Ethernet.
2. Click icon to check for the latest firmware manually.
3. Click **Update** button to download and install the new version file if any.
   Do not disconnect from the power source or perform any operation while updating the firmware as this could damage your gear.
   After a successful update, the device will restart automatically.
4. Verify: click checking for updates again.



Manual Update

1. Click on **click to update** to select the **.mwf** firmware update file from your local storage, or just drag and drop the file from your computer into the upload zone.
   Dowload firmware file from our official website.
   The device will automatically verify the update file and upload the file after the file verification is passed.
2. Click **Update** to download and install the new version file. Then the device will reboot to complete the update.
   Do not disconnect from the power source or perform any operation while updating the firmware as this could demage your gear.
3. Verify: check the **Firmware version** in **Dashboard** or **Firmware** tab. It should

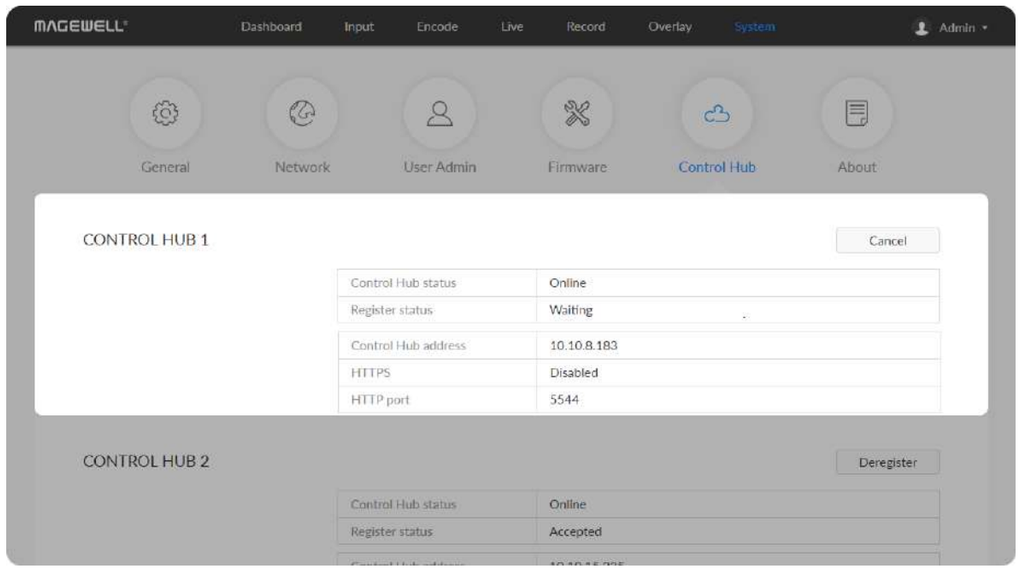
be the same as your target version number.



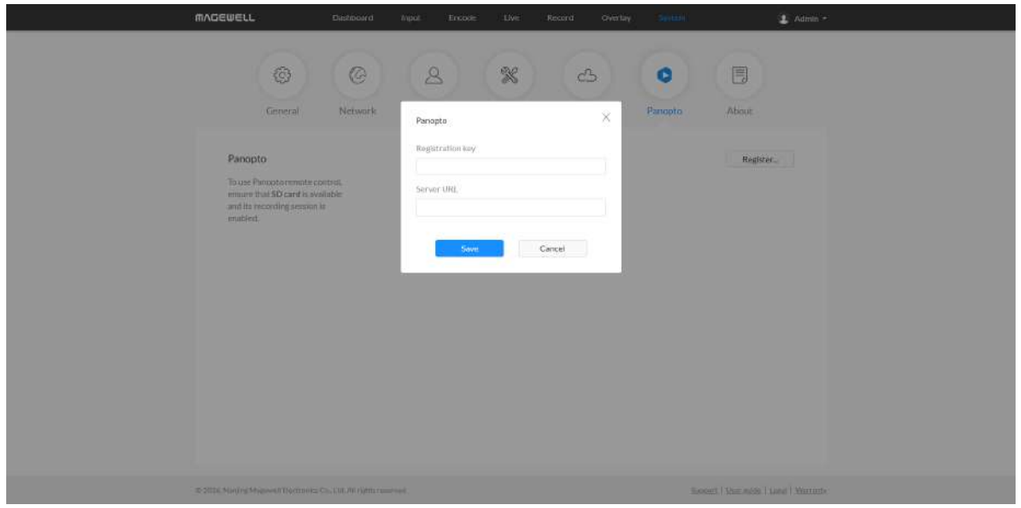
Control Hub

You can apply for remotely control using Control Hub. 2 platforms are supported simultaneously, Control Hub 1 and Control Hub 2.

- Click **Register...** and input parameters in the prompted window. And save after configuration.
  - **Invitation code:** a 4-digital numbers security code obtained from Control Hub. If not leave it empty.
  - **Control Hub address:** input IP address or domian name of Control Hub.
  - **HTTPS:** turn it on when data security matters, and Control Hub enables HTTPS at the same time. It is off by default.
    - **HTTPS port:** input HTTPS port number between 1 and 65535, which should be consist with that of Control Hub. Port 443 is used by default.
  - **HTTP port:** input HTTP port number between 1 and 65535, which should be consist with that of Control Hub. Port 80 is used by default.
- Click **Deregister** to stop the remote control from Control Hub.



- Check parameters related to Control Hub management.
  - **Control Hub status: Online** or **Offline**. Online indicates that the communication between device and Control Hub platform goes well. On the other hand, Offline indicates the communication is interrupted.
  - **Register status:** shows current status of Control-Hub-join permission, including
    - Incorrect invitation code: you need to change your registration with correct code.
    - Waiting: registration is successfully submitted to Control Hub plarform.
    - Approved: registration is approved. This device can be remotely controlled.
    - Rejected: Registration is denied.
    - Deleted: Registration is deleted, you can re-apply for joining the Control Hub.
  - **Control Hub address:** shows the IP address of Control Hub.
  - **HTTPS:** shows the enable status of HTTPS.
  - **HTTPS/HTTP port:** shows the HTTPS/HTTP port of device used to communicate with Control Hub.



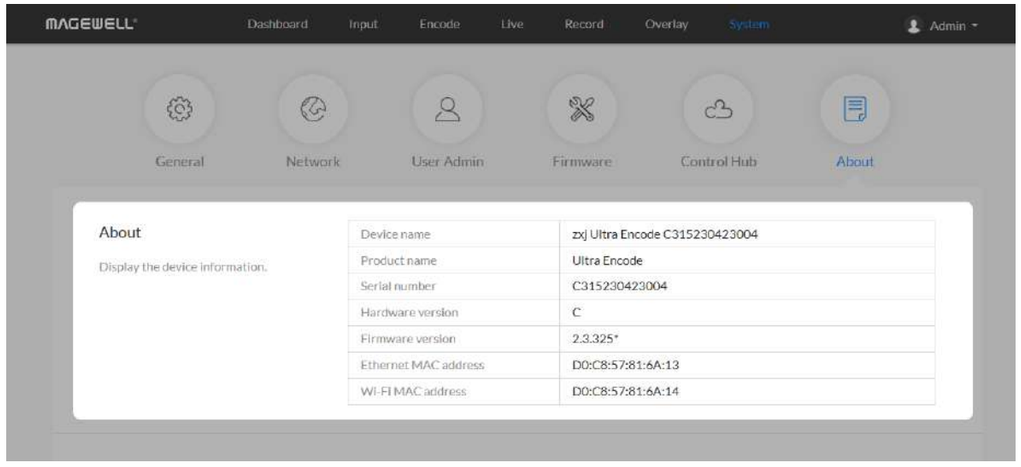
Panopto

We support to be remotely controlled by Panopto, and upload the recorded clips to your Panopto server. To use Panopto remote control, ensure that SD card is available, its recording session is enabled, and your Panopto seerver is available.

- Click **Register...** and input parameters in the prompted window. And save after configuration.
  - **Registration key:** enter the registration key for Panopto.
  - **Server URL:** enter your Panopto server address.
  - **Save:** click to save current configuration.

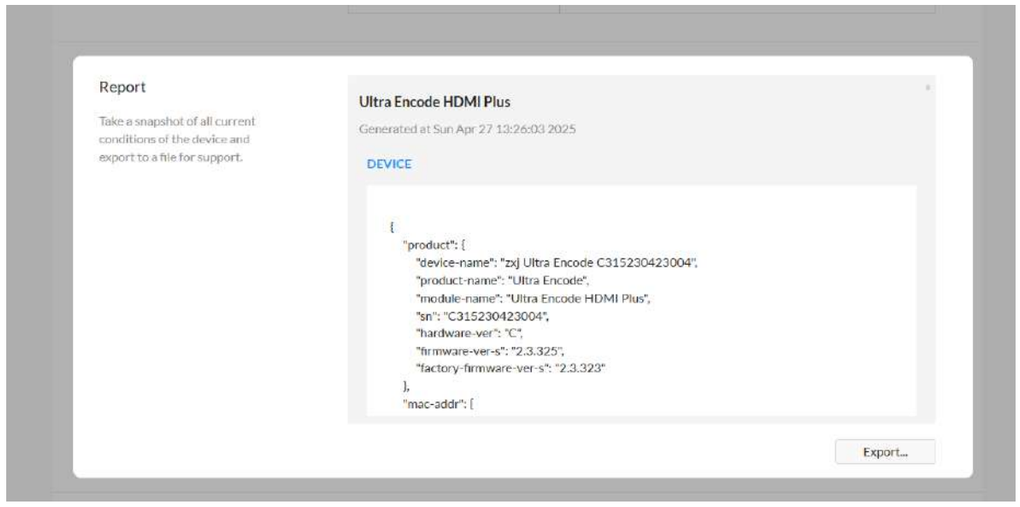
About

Obtain basic data for device maintenance in **About** tab.



Checking Device Information

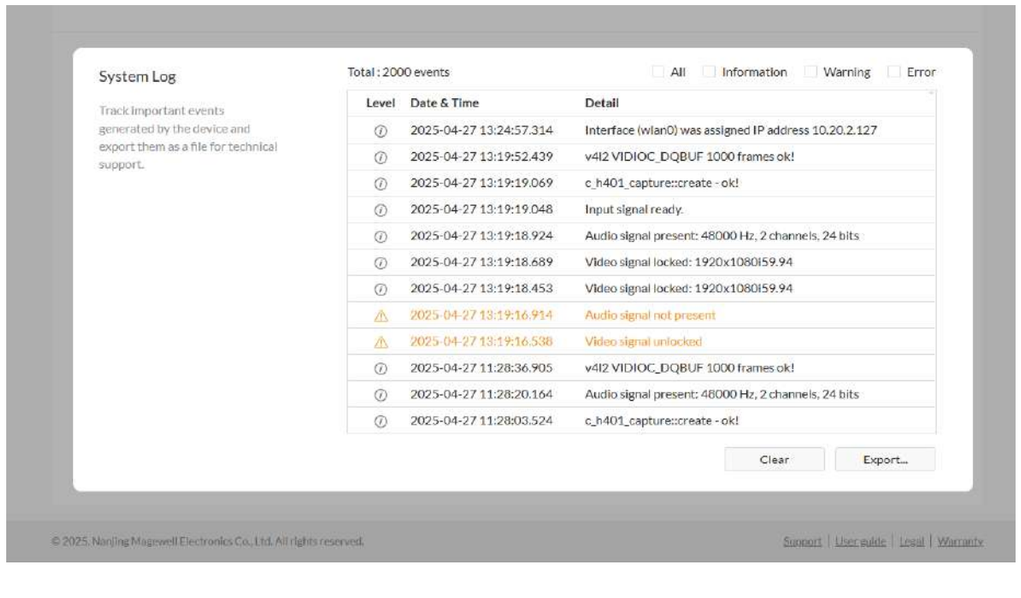
- **Device name:** device name, which can be modified in the System > General > Device name area.
- **Product name:** device family name.
- **Serial number:** device serial number.
- **Hardware version:** device hardware version.
- **Firmware version:** device firmware version, which can be update in the Firmware tab.
- **Ethernet MAC address:** device Ethernet MAC address.
- **Wi-Fi MAC address:** device Wi-Fi MAC address.



Exporting Reports

Export reports from your encoder when you want to get help from the Magewell Support team. These files will help our support engineers get a better understanding of your device status and other related information.

1. Go to **About > Report**.
2. Click **Export...** to generate a report file.
3. When prompted, click **Export**.



Clearing/Exporting All Logs

1. Access the Web UI and sign in.
2. Click and enter the **System** tab, then select **Log**.
3. (Optional) Filter current logs.

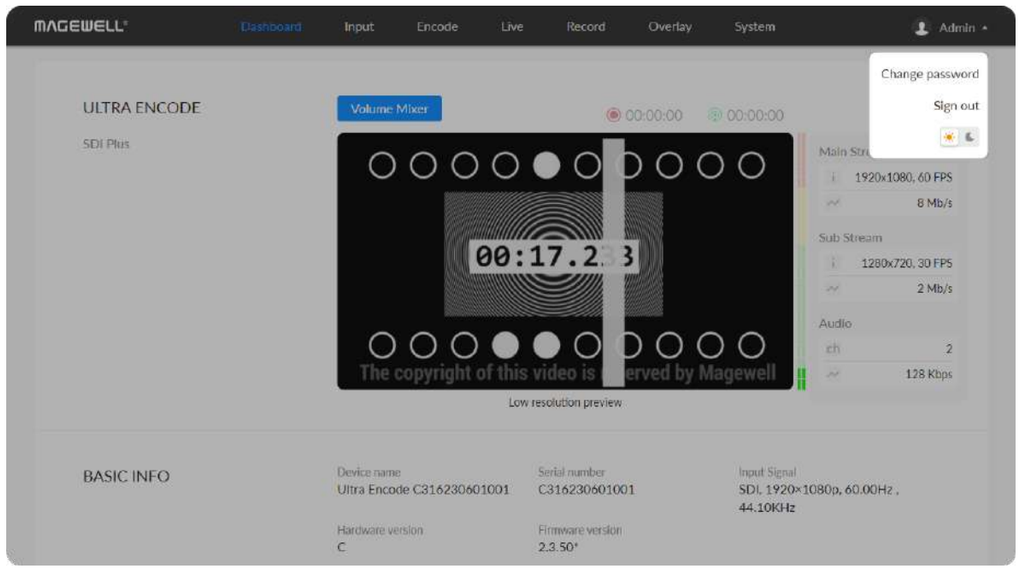
   By default, all logs are displayed in the table. Log entries can be categorized as "error", "warning", and "information".

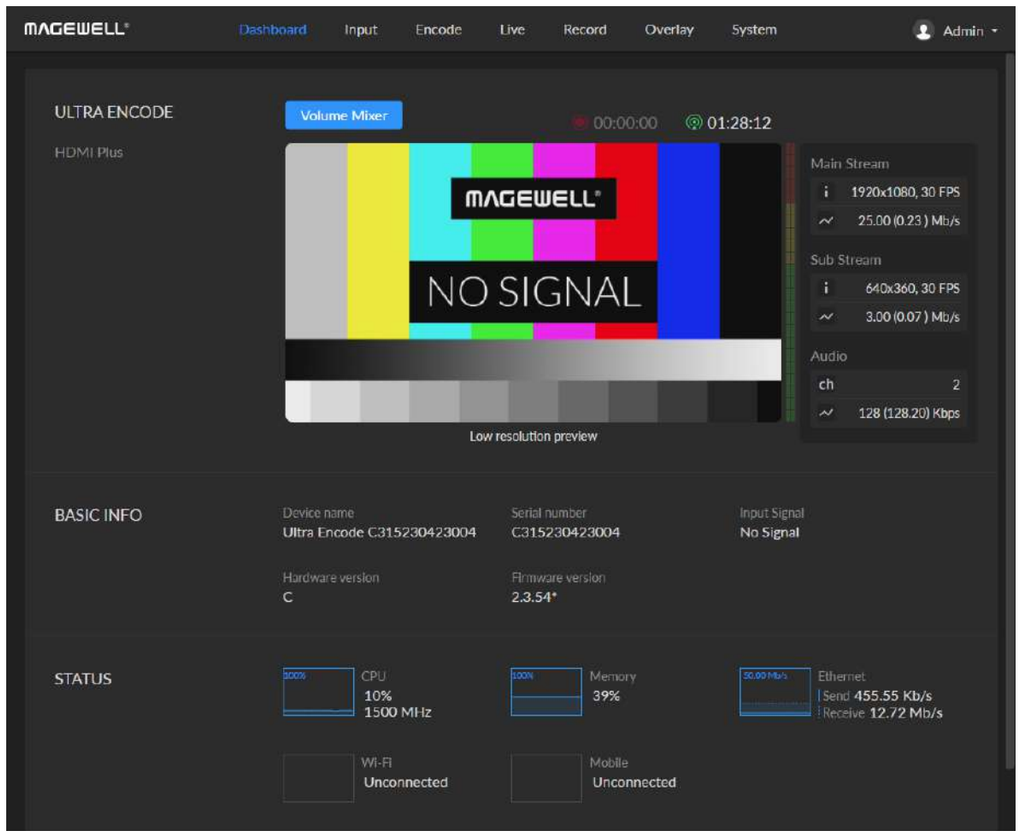
   - **Total** shows the total number of filtered events.
   - **All**: Check to show all logs.

     The device can store up to 1000 local log entries. After 1000 entries have been recorded, the oldest entry will be deleted before a new one can be added.
   - **Information**: Check to show information logs - which record user actions or significant system events, e.g. login and signal locked.
   - **Warning**: Check to show warning logs - which mean something has not worked as it should. e.g. Ethernet is disconnected or signal is unlocked.
   - **Error**: Check to show error logs - which mean some serious error has happened.
4. (Optional) Click **Export...** to get a .html file of all logs.

   When prompted in the window, click **Export**.
5. (Optional) Click **Clear** to delete all logs.

   When prompted in the window, click **Yes**.





Enable Dark Mode for Your Web UI

1. Log in Web UI.
2. Click the drop-list icon beside your avatar icon, and click to switch between day and night mode.

FAQ

How to turn on/off AP mode

AP mode is on by default. Administrator can go to**System > Network > AP** section to turn on/off the AP mode and change AP password.

Can I set one live stream server to use the main stream and the other to use the sub stream?

Yes. You can select the main stream or sub stream for each session.

Can Ultra Encode stream to multiple destinations at the same time?

- Supported streaming protocols: RTSP/RTMP/RTMPS/SRT Caller/SRT Listener/NDI®|HX2/NDI®|HX3/HLS/TS over UDP/TS over RTP/TVU ISSP/ZIXI/RIST/WHIP
- Allow simultaneous 6 sessions over multiple streaming protocols, containing 1 session of RTSP/SRT Listener/RIST Listener/HLS PULL/ISSP, or 2 NDI®|HX2 (if included)
- Specify main stream or sub stream for each streaming session
- Stream 1 NDI®|HX3 session, and they cannot stream simultaneously with other tasks

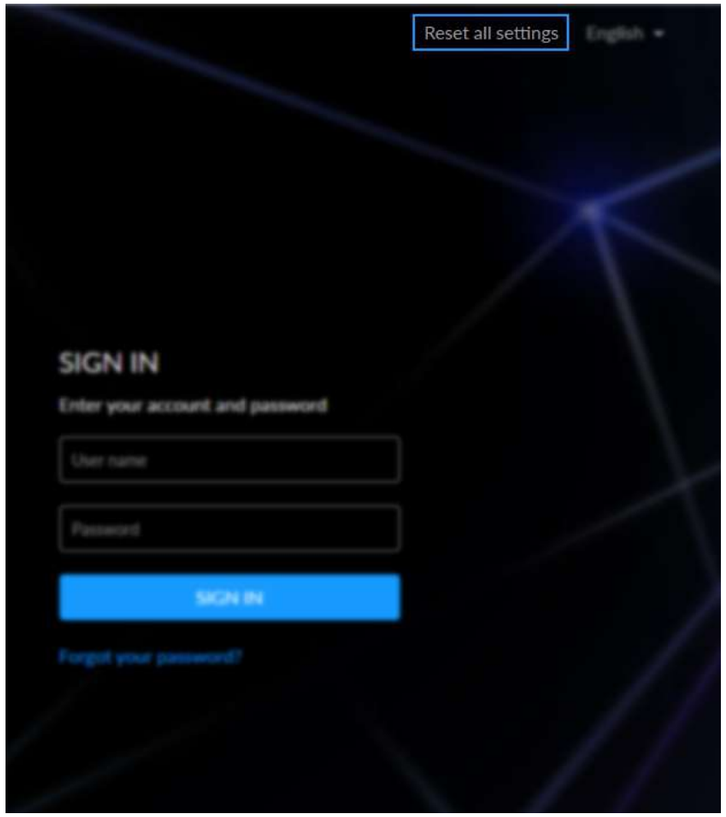
What to do if I forget the Web UI password?

- Forgot admin password:

  1. Connect the device to your computer using provided USB cable.
  2. Type the USB NET IP address 192.168.66.1 in your web browser to access the Web UI.

- At top right of the "SIGN IN" page, click "Reset all settings" to restore all configurations to defaults, and the "Admin" password will be "Admin" again. Be cautious that resetting your device would restore configurations to defaults.

- Forgot a general user's password:
  Sign in Web UI with the administrator account, then go to **System > User Admin** tab, then you can change the specific user's password.



Support

Get the Latest Information

If you have any problems using Magewell products or need more technical information, please visit the following.

- Tutorial video: Magewell TV
- YouTube channel: Magewell Video Capture Device
- Knowledge base: Ultra Encode Support

Technical Support

Ticket System: If you have any questions using Magewell products or need technical assistance, please submit and track your inquiries by clicking **here**.

Warranty

Limited Warranty

Except otherwise set between you and Magewell in advance in a written form, the free limited warranty service starts from the date on your proof of purchase. The proof can be: sales contract, formal sales receipt, invoice or delivery note. The earliest date of these proofs is the starting date of the free limited warranty.

The period of free limited warranty goes as below:

- Ultra Encode Family: two (2) years;
- The power adapter provided as accessories: one (1) year;

How to get the limited warranty

1. Please contact the Magewell support team by email (support@magewell.net) first, to determine whether your problem can only be solved by returning it to Magewell for repair. Magewell might ask you to take photos of the front and back of the defective products.
2. Magewell will issue an RMA letter to you if it is confirmed that you need to return the faulty product for further examination or repair. Please fill in the RMA with necessary information as required.
   If it is regular repair, you will be responsible for the shipping cost, duties and insurance cost (if applicable); if the product is DOA, Magewell will be responsible for the shipping cost.
3. If some components need to be replaced, Magewell will decide to repair, renovate or replace the components by itself. Magewell may use new or repaired component to repair the product. The repaired product can be expected to work normally and the performance to remain the same. Repaired products can work in a good working condition and at least function the same as the original unit. The original replaced component will become the property of Magewell and components which are replaced for the client will become his/her property.
4. If the product is within warranty, Magewell will repair or replace the faulty units at its own discretion. In circumstances where the faulty unit is replaced by another one, Magewell may use new, repaired or renovated units. The faulty unit will then become the property of Magewell while the replacement unit will become the property of the purchaser.
5. If the warranty expires, Magewell will inform the purchaser whether the products can be repaired and the maintenance costs they need to pay. If purchasers decide to repair, Magewell will repair, renovate, or replace the components after receiving the maintenance costs. If purchasers give up repairing, Magewell will dispose of the faulty unit if the purchaser chooses that option.

6. The repaired or replaced product assumes 1) the remaining term of the Warranty of the replaced unit or faulty unit; 2) ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. The extended warranty is only valid for repaired/replaced components.
7. The period of service depends on the client’s location (country and area) and the product.

To view the complete warranty policy, please visit www.magewell.com/quality-assurance.

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