

4K60 JPEG2000 AV over IP System Controller



The AVO-IPCTL-JP2K is a dedicated hardware controller for managing KanexPro JPEG2000 AV over IP systems. It provides a web-based GUI for matrix switching, 9×9 video wall configuration, KVM roaming, and Dante AV-A management across all connected AVO-IPJP2K encoders and decoders. Dual 1G network ports isolate AV multicast traffic from the IT control network.

Surge Protection Recommended — Use surge protection systems to protect sensitive components from electrical spikes, surges, and lightning.

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2. FEATURES

- ✓ Easy project creation, system control and management via web GUI with drag-and-drop operations
- ✓ Matrix switching, 9×9 video wall configuration, and KVM roaming for AVO-IPJP2K systems
- ✓ Dual 1G network ports — VIDEO LAN (PoE) for AV endpoints, CONTROL LAN for IT network isolation
- ✓ Auto, DHCP, and static IP configuration modes for Video LAN network
- ✓ MJPEG sub-stream image preview of all encoder feeds from the web GUI
- ✓ Video, audio, RS-232, IR, and USB control and management of the distributed system
- ✓ Dante AV-A routing and device management for all licensed JPEG2000 endpoints
- ✓ HTTPS, SSH, SFTP security support with role-based user management
- ✓ LAN/RS-232 control for third-party control systems (Crestron, AMX, QSC)
- ✓ IR signal receiving and loop output (3.5mm audio jack, 12V level)
- ✓ 4-channel GPIO control ports (5V/12V selectable via DIP switch)
- ✓ 7×24-hour reliable operation design; ESD and lightning protection

3. PACKAGE CONTENTS

1× AVO-IPCTL-JP2K Controller • 1× IR Receiver Cable 20kHz–60kHz 12V (1.5m) • 1× IR Blaster Cable (1.5m) • 2× 3-pin 3.81mm Phoenix Connectors • 1× 6-pin 3.81mm Phoenix Connector • 2× Mounting Ears • 4× Machine Screws (KM3×4) • 1× DC 12V/1A Locking Power Adapter • 1× User Manual



4. Specifications

TECHNICAL	
Network Bandwidth	100M/1G
Transmission Distance	Up to 100m via CAT5E/6/6A/7
Control Methods	Web GUI, TCP/IP, RS-232, IR, SSH, SFTP, HTTPS
Supported Systems	KanexPro AVO-IPJP2K JPEG2000 AV over IP family
Default Control LAN IP	192.168.6.100 (DHCP fallback)
Default Video LAN IP	169.254.8.100 (auto-managed)
Web GUI URL	http://controller.local
Default Login	admin / admin (change on first login)
ESD Protection	IEC 61000-4-2: ±8kV (air-gap) / ±4kV (contact)

CONNECTION	
LAN Ports	2× 1G RJ45 — VIDEO LAN (PoE PD) + CONTROL LAN (TCP/IP)
RS-232	2× 3-pin 3.81mm Phoenix connector
Digital I/O	1× 6-pin 3.81mm Phoenix — 4-ch GPIO, GND, VOUT (5V/12V via DIP)
IR IN	1× 3.5mm audio jack (12V level, 20kHz–60kHz wideband)
IR OUT	1× 3.5mm audio jack
Firmware Update	1× Micro USB (UPDATE port — disconnect during normal use)

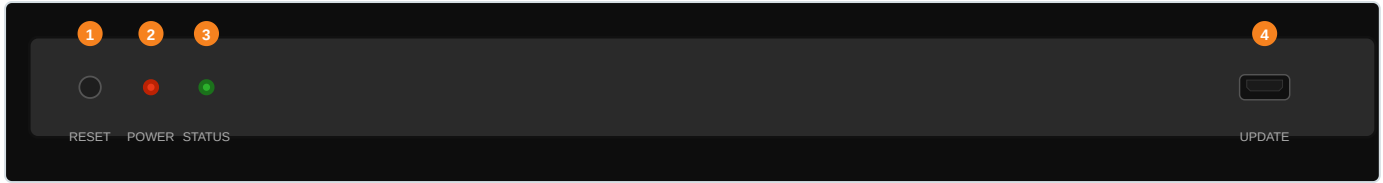
PHYSICAL	
Housing	Metal enclosure, Black
Dimensions (W×D×H)	8.03" × 3.88" × 0.85" (204 × 98.5 × 21.5mm)
Net Weight	1.12 lbs (508g)
Power Supply	DC 12V/1A locking adapter or PoE via VIDEO LAN port
Power Consumption	1.8W max
Operating Temperature	32–104°F (0–40°C)
Storage Temperature	–4–140°F (–20–60°C)
Operating Humidity	20–80% RH (non-condensing)
Storage Humidity	10–90% RH (non-condensing)

PACKAGE CONTENTS	
1×	AVO-IPCTL-JP2K Controller
1×	IR Receiver Cable 12V 1.5m
1×	IR Blaster Cable 1.5m
2×	3-pin 3.81mm Phoenix Connector (male)
1×	6-pin 3.81mm Phoenix Connector (male)
2×	Mounting ears
4×	Machine screws KM3×4
1×	DC 12V/1A locking power adapter
1×	User manual



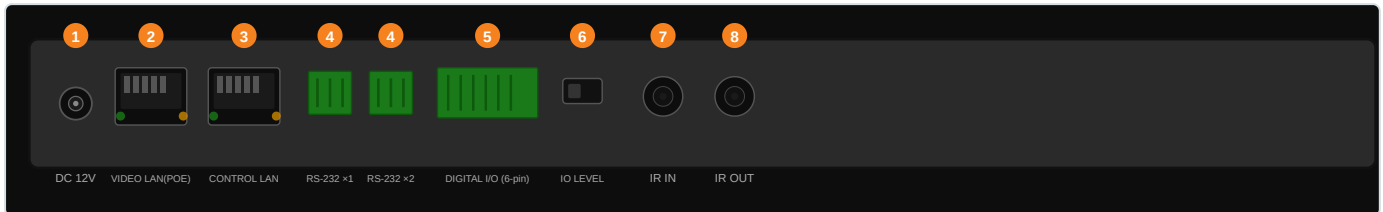
5. Operation Controls and Functions

5.1 FRONT PANEL



#	Name	Function Description
1	RESET Button	Press and hold approximately 10 seconds until the STATUS LED starts flashing. Controller resets to factory defaults automatically.
2	POWER LED (Red)	Lights on when the controller is powered via DC 12V adapter or PoE.
3	STATUS LED (Yellow-Green)	Flashes every 1 second during boot. Becomes solid when the Control LAN is ready and the controller has fully booted.
4	UPDATE Port (Micro USB)	Firmware update port. Must remain disconnected during normal operation.

5.2 REAR PANEL



#	Name	Function Description
1	DC 12V	DC 12V/1A locking power input. Also powered via PoE through VIDEO LAN port (DC adapter not required when PoE supplied).
2	VIDEO LAN (PoE)	1G RJ45. Connects to AV managed switch shared with all encoders and decoders. PoE 802.3af PD supported. Controller manages this port's IP settings automatically.
3	CONTROL LAN	1G RJ45. TCP/IP control network port. Connect to IT LAN or PC. Default: 192.168.6.100. URL: http://controller.local
4	RS-232 (x2)	Two independent 3-pin 3.81mm Phoenix serial ports for third-party device control and RS-232 command relay.
5	Digital I/O (6-pin)	6-pin Phoenix: IO1–IO4 (4-ch GPIO outputs), GND, VOUT (up to 12V/0.5A output). For relay triggers and automation.
6	IO LEVEL DIP Switch	Left = 5V I/O level and VOUT. Right = 12V I/O level and VOUT (default).
7	IR IN	3.5mm jack. 12V IR input (wideband 20kHz–60kHz). Connect included IR receiver cable.
8	IR OUT	3.5mm jack. IR blaster output. Connect included IR blaster cable to control source devices.

5.3 IR PIN DEFINITION

PIN	SIGNAL	DESCRIPTION
Tip (T)	Signal	IR signal line (carrier modulated, 12V level)
Ring (R)	GND	Ground reference
Sleeve (S)	GND	Shield / Ground

IR IN and IR OUT operate at 12V level, wideband 20kHz–60kHz. Use the included IR receiver cable (12V rated) for IR IN.



6. Rack Mounting Instruction

6.1 6U V2 RACK MOUNTING

The AVO-IPCTL-JP2K can be mounted in a standard 6U V2 rack (contact your supplier for 6U V2 rack availability). Up to 10 units can be installed vertically.

STEP	INSTRUCTION
Step 1	Use the included machine screws (KM3×4) to attach the two mounting ears to the sides of the controller unit.
Step 2	Insert the controller with mounting ears into a 6U V2 rack slot. Units are installed vertically. Up to 10 units per rack.
Step 3	Use screws to secure the mounting ears to the rack frame to complete installation.

6.2 1U V2 RACK MOUNTING

The AVO-IPCTL-JP2K can also be mounted in a standard 1U V2 rack with two units installed horizontally. Requires 1U V2 rack panels (sold separately).

STEP	INSTRUCTION
Step 1	Use the included screws to fix a 1U V2 rack panel to each of the two controller units respectively.
Step 2	Fasten the two 1U V2 rack panels together so that both units are held side-by-side in a single assembly.
Step 3	Insert the combined assembly into a 1U rack slot and secure to the rack frame.

Note — Ensure adequate ventilation around mounted units. Operating temperature: 32–104°F (0–40°C). When powered via PoE, verify the switch PoE budget supports the controller and all connected AVO-IPJP2K endpoints simultaneously. When the switch does not support PoE, power the controller and all endpoints via included DC adapters.



7. Web GUI Operation Guide

7.1 PREPARATION BEFORE ENTERING THE SYSTEM

The AVO-IPCTL-JP2K web GUI provides centralized control of all connected AVO-IPJP2K encoders and decoders from any browser on the Control LAN network.

Step 1 — Access the Web GUI

DEFAULT ACCESS INFORMATION	
URL (mDNS)	http://controller.local
Control LAN IP (fallback)	192.168.6.100 (when no DHCP server present)
Video LAN IP	169.254.8.100 (auto-managed — do not configure manually)
Default Login	Username: admin • Password: admin

At first login you will be prompted to set a new password (6–8 alphanumeric characters, no special characters). The system redirects to the login page after the password is changed.

Step 2 — First-Time System Setup

After login, a setup wizard appears. Click **Next** to configure the system, or **Close** to load an existing saved configuration. Select the Video LAN IP mode for encoder/decoder discovery:

MODE	DESCRIPTION	WHEN TO USE
Mode 1 — Auto	Controller assigns IP addresses to VIDEO LAN port, encoders, and decoders automatically	Default — recommended for new installs. No router required on AV network.
Mode 2 — DHCP	IP addresses assigned by a router/DHCP server on the AV network	When a DHCP server is present on the AV switch.
Mode 3 — Static	IP addresses manually set by the user for VIDEO LAN, encoders, and decoders	Enterprise installs with fixed IP addressing requirements.

Step 3 — Device Discovery

After IP mode selection, click **Next** and wait for progress to complete. The controller scans the AV network for all connected AVO-IPJP2K units.

OPTION	BEHAVIOR
Automatically add Encoders and Decoders	All discovered devices are added automatically and appear in the Encoder/Decoder list immediately.
List all discovered devices	Discovered devices are listed for review. Click Add per device, or Add All Into System to add all at once.

*To change the IP mode or re-run discovery at any time, click **Search Device Via Wizard** on the Device page.*

Connection Notes

SCENARIO	NOTES
DHCP available	Set PC to "Obtain IP automatically." Access via http://controller.local or DHCP-assigned Control LAN IP.
No DHCP server	Control LAN defaults to 192.168.6.100. Set PC IP to same subnet (e.g., 192.168.6.88).
VIDEO LAN port	Do not manually configure — managed automatically by the controller in Auto/Mode 1.
Single-switch setup	Connect all encoders, decoders, and VIDEO LAN to one switch. Connect CONTROL LAN to PC or IT network. CONTROL LAN floating (unconnected) is not allowed.
No PoE switch	Power controller via DC 12V/1A adapter. Power encoders/decoders via their DC 12V/2.5A adapters.



7.2 Functions and Operation

7.2.1 DEVICE

The Device page shows all encoders and decoders in the system with their ID, type, name, MAC address, IP address, firmware version, online/offline status, uptime, RX link, and signal source. Click the drop-down icon left of the ID to expand and configure each device.

The controller can simultaneously manage two generations of encoders/decoders (Gen 1/2) within one system.

Encoder Configuration

SETTING	DESCRIPTION
Name	Rename the encoder (max 16 characters, no special characters). Dante AV-A device names sync automatically to the Dante page; spaces, underscores, and apostrophes are replaced with hyphens.
Change ID	Set encoder ID (range: 1–762). IDs and names must be unique across the system.
Power LED Flashing	Off (steady on), Flashing, or Flashing 90s then off.
Preview	Live MJPEG sub-stream preview of the encoder's video output.
EDID	Select EDID mode from drop-down. Applies to encoder HDMI input.
Copy EDID	Copy EDID from a selected decoder's display to this encoder.
Audio Source	HDMI (default): uses HDMI input audio for encoder HDMI output and decoder audio output. Analogue: uses analog audio input instead.
Transmission Mode	Multicast or Unicast.
Dante Bridge	On: encoder receives audio from the Dante network and bridges it into the AV over IP system for decoders without Dante. The HDMI loop output is unaffected.
CEC Pin Usage	ARC / eARC / CEC / Off. Encoder reboots immediately on change.
ARC/eARC Return From	Select decoder for ARC/eARC audio return path. Available on ARC/eARC-capable encoders only.
Amplifier Capability	Indicates ARC capability of the amplifier connected to encoder HDMI IN. When amplifier is ARC-only and TV at decoder supports only eARC, enable "eARC Downgrade To ARC" on the decoder.
Network Interface	Fiber or Copper. Available on units with both ports only.
RS-232 Settings	RS-232 command relay on/off; parity, baud rate, data bits, stop bits. Click Apply to save.
Port Settings	IR voltage (5V/12V), IO voltage (5V/12V), IO 1–2 direction (Input/Output) and level (Low/High), Relay 1–2 (Open/Close).
IP Mode / Network	Static or DHCP. Apply triggers immediate reboot. Offline encoders with wrong IP can still have network settings corrected.
Dante VLAN	Configure Dante VLAN IP mode, address, subnet mask, gateway, VLAN on/off, VLAN Tag (1–4095).
Reboot	Reboots the selected encoder.
Replace	Swap an offline encoder for an online encoder not yet in the system: (1) Unplug offline encoder's network cable. (2) Connect replacement encoder. (3) Click Replace → Scan for Devices → select replacement → Replace.
Remove / Remove All	Remove selected encoder or all encoders from the system.
Factory Reset	Restores the encoder to factory default settings.

Device Page Actions

BUTTON	FUNCTION
Search Device	Scans for devices on the AV network that are not yet added to the system.
Search Device Via Wizard	Returns to the IP mode wizard to change Video LAN configuration.
Add All Into System	Adds all discovered devices into the system at once.



Decoder Configuration

SETTING	DESCRIPTION
Name / Change ID	Rename decoder (max 16 characters) or set ID (1–762). Names and IDs must be unique.
Power LED Flashing	Off (steady on), Flashing, or Flashing 90s then off.
Hotkey Setting	Configure up to 20 KVM hotkeys per decoder. Each hotkey defines: ID, function key, toggle key, action (Subscribe From / Share Source To), and signal or target. Example: Left Ctrl + 1 pressed 3 times in 1 second = subscribe Decoder 001 to Encoder 002. Toggle key must be a key in the numeric/function key zone. Available on USB KVM-capable units only.
Preview	Live MJPEG preview of the decoder's current output. The Source drop-down on the decoder list sets the signal source directly.
Video Output / Mute	On/Off to enable/disable video output; On/Off to mute/unmute.
Rotation & Flip	Rotate image 0°/90°/180°/270° or flip horizontally/vertically.
Scaling	Select output resolution from drop-down list.
Show ID OSD	On/Off — displays the decoder ID as an on-screen overlay.
Output Mode	Matrix or Video Wall (selectable in Video Wall mode only; not available in Matrix mode).
Transmission Mode	Multicast or Unicast.
Audio Source on Outputs	Native: uses AV over IP audio stream. Dante: uses Dante network audio (must be selected when configuring audio routing on the Dante page).
Dante Bridge	On: bridges AV over IP audio stream into the Dante network for Dante-enabled devices.
Locked Signal Routing	Route Video, Audio, IR, RS-232, USB, and CEC signals independently from different encoders. Select "Follow" to use the current encoder source. Locked decoders show a red frame on the Matrix page. USB Data On/Off can also be set here.
CEC Pin Usage	ARC / eARC / CEC / Off. Decoder reboots immediately on change.
Sink Capability	Displays ARC capability (eARC/ARC/None) of the connected TV. Read-only.
Audio Return Path	ARC or S/PDIF for audio return. Available on ARC/eARC-capable decoders only.
eARC Downgrade To ARC	On: forces eARC TV to use ARC for compatibility with an ARC-only amplifier on the encoder HDMI IN. This setting applies to all encoders that reference this decoder.
Network Interface	Fiber or Copper (units with both ports only).
RS-232 Settings	RS-232 relay on/off (note: enabling relay disables locked signal routing), parity, baud rate, data bits, stop bits. Click Apply to save.
Port Settings	IR voltage (5V/12V), IO voltage (5V/12V), IO 1–2 direction/level, Relay 1–2 (Open/Close).
IP Mode / Network	Static or DHCP. Dante VLAN settings same as encoder.
Reboot / Replace / Remove / Factory Reset	Same functions as encoder. Replacement procedure is identical to encoder replacement.



7.2.2 MATRIX

The Matrix page provides drag-and-drop video routing between all encoders and decoders. Encoders can only be dragged to decoders of the same type.

OPERATION	DESCRIPTION
One-to-one switching	Left-click an encoder preview and drag to a decoder preview. Release to route.
One-to-all switching	Left-click an encoder and drag to the All Decoders area. Only same-type decoders receive the signal.
One-to-many switching	Left-click an encoder and drag to multiple decoder preview images sequentially.
Disconnect signal	Drag the No Source image to a decoder to disconnect it. Drag to "All Decoders" and type YES in the confirmation prompt to disconnect all decoders simultaneously.
Signal routing query	Double-click a decoder preview to inspect its current Video/Audio/IR/RS-232/USB routing assignments.

Decoders with locked signal routing (set on the Device page) display a red frame on the Matrix page.

7.2.3 VIDEO WALL

Create and manage up to 9 independent video walls, each configurable from 1x2 up to 9x9 (81 displays). Each system can contain multiple video walls with different sizes.

STEP / ACTION	DESCRIPTION
Step 1 — Create	Click Create . Set Video Wall ID, name, row count, and column count. Click Go . Up to 9 video walls per system. Video wall name can be changed after creation.
Step 2 — Assign Decoders	Select the video wall. Click Assign Decoder at the bottom of the Video Wall List. Click each screen position and select the corresponding decoder device. Click Apply . Each decoder can only be assigned to one video wall.
Step 3 — Class Preset	Click Class Preset . Click each screen to assign a class name (screens sharing the same class form a video wall group — regular or irregular). Click Apply . Up to 9 presets per video wall. Use Create Preset / Clear / Delete to manage. Preset names: letters or numbers, max 16 characters.
Step 4 — Border Adjustment	Click Border Adjustment . Set Base Width, Image Width, Base Height, Image Height per decoder. Click Apply (one decoder) or Apply All . Note: Base value cannot exceed 2x Image value.
Video Wall Source	On the Video Wall Source tab, drag encoders to the video wall to assign signal source. Use VW/Pre icons to switch between video walls and presets. Drag No Source to disconnect. Offline encoders cannot be dragged to video walls.
Remove Video Wall	Select video wall in Video Wall List. Click Remove . Confirm with Yes .

The controller provides API commands for third-party control systems (Crestron, AMX, QSC) to trigger video wall preset changes and source switching.



7.2.4 DANTE

The Dante page manages all Dante AV-A audio routing and device configuration for licensed AVO-IPJP2K endpoints in the system.

Routing

All Dante devices are displayed. Filter by device using the left-side checkboxes or the Filter Transmitters/Receivers input boxes. Click **Clear All** to reset filters. Expand devices with the + icons to set audio routing per channel.

After pairing Dante AV-ATM devices on the Routing page, video routing automatically refreshes on the Matrix page. USB, IR, RS-232, CEC, and audio routing also sync. Video routing changes on the Matrix page sync back to Dante routing. Video and Audio L/R channels can be routed independently.

Device Info

Displays all Dante devices: ID, name, model, product version, Dante version, primary/secondary addresses, and link speeds. Click the drop-down icon to expand and configure each device.

Device Configuration

TAB	DESCRIPTION
Receive	Shows current receiver channels and their routing assignments. Filter available channels using the input box.
Transmit	Shows transmit channels (renameable). Manage multicast flows: click + to add, Delete to remove a flow.
Status	View manufacturer info (model, manufacturer, product version), Dante software version, and network interfaces (IP address, MAC address).
Device Config	Set sample rate (44.1k/48k/88.2k/96k), encoding format (PCM 16/24/32), and latency (2/3/4/5/10 ms). Reboot device or clear device configuration. Third-party device renaming available here (not for Dante AV-ATM devices). Characters: spaces, underscores, and apostrophes are not allowed.
Network Config	View and set network configuration of the selected Dante device.
AES67 Config	View/set AES67 configuration for third-party Dante devices. Not available for Dante AV-ATM devices.

Clock Status

Displays clock synchronization status for all Dante devices: ID, name, Sync status (green = synchronized), mute status, clock source, primary/secondary multicast addresses, and preferred leader. When both Sync and mute lights are red, there is no audio signal output from that device.

Events

Displays the Dante event log for all devices in the system: event number, timestamp, device name, and event content. Useful for diagnosing audio routing and synchronization issues.

Update (Dante Devices)

STEP	INSTRUCTION
Step 1	Select third-party Dante device type (Ultimo/DEP) from the drop-down menu.
Step 2	Check the boxes next to the devices to be updated.
Step 3	Click Upload Dante Firmware to load the firmware file.
Step 4	Click Update All to update all selected devices, or Update to update a single device.



7.2.5 USER

Create individual user accounts with restricted access to specific encoders and decoders in the system.

STEP / ACTION	DESCRIPTION
Step 1 — Create	Click Create . Enter User Name (6–12 characters, no special characters), User Password and Confirm Password (6–8 characters, must match). Click Go .
Step 2 — Assign devices	Check individual encoders/decoders to grant access, or click Select All . Click Apply to save.
Change Password	Click Password next to the user to update their password.
Remove	Click Remove to permanently delete the user account.
Login as user	Click the logout icon (upper right corner of any Web GUI page) to log out, then log in with the user's credentials.

7.2.6 CONTROLLER SETTINGS

SETTING	DESCRIPTION
System Configurations	Save: export current configuration to a JSON file. Load: import a saved JSON configuration (save current config first). Clear: erase all system configurations — setup wizard will restart.
General	View Controller Version, GUI Version, Domain Name. Configure RS-232 Baud Rate, HTTPS (on/off), Telnet (on/off + port), SSH (on/off + port).
Control Network	CONTROL LAN IP configuration (DHCP on/off, IP address, subnet mask, gateway). In static mode, PC must be in the same subnet for web GUI access.
Video Network	VIDEO LAN IP configuration (DHCP on/off, IP address, subnet mask, gateway). In static mode, encoders/decoders must be in the same subnet. Offline units with incorrect IP segments can still have their network settings corrected from here.
Controller Reset	Settings Reset: resets all controller settings except network. Network Reset: resets network settings only. Reset All: resets all settings including network.

7.2.7 FIRMWARE UPDATE

ACTION	DESCRIPTION
Upload User EDID 1/2	Upload a custom EDID binary file to User EDID slot 1 or 2 for use with encoder EDID management.
Upload Decoder Logo Picture	Upload a JPG logo picture (>4kB, ≤512kB, ≤1920×1080px). Click Update All to apply to all decoders or Update for a single decoder.
Upload Controller Firmware	Upload firmware update file for the AVO-IPCTL-JP2K controller itself.
Upload Encoder/Decoder Firmware	Upload firmware for connected AVO-IPJP2K endpoints. Click Update All to update all at once, or Update for a single unit.

7.2.8 PASSWORD

Change the current user's login password for the Web GUI.

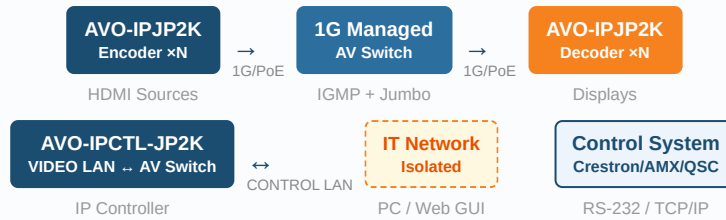
FIELD / RULE	DESCRIPTION
Old Password	Enter the current password to authenticate the change request.
New Password	6–8 characters, no special characters. Must differ from the old password.
Confirm Password	Must match New Password exactly. Click Apply to save. System redirects to the login page automatically.

A logout icon appears in the upper right corner of every Web GUI page. Click it to exit the current session and return to the login interface.



8. Application Example

JPEG2000 AV over IP System with Dual-Network Isolation



Dual-Network Isolation (Recommended): Connect VIDEO LAN and all AVO-IPJP2K encoders/decoders to one managed AV switch. Connect CONTROL LAN and PC to a separate switch or IT network. AV multicast traffic is completely isolated from the IT LAN. Controls from CONTROL LAN are bridged by the controller to the AV network without exposing AV traffic to IT.

Single-Switch Setup (Simplified): Connect all encoders, decoders, and the VIDEO LAN port to a single managed switch. Connect CONTROL LAN to a PC. Suitable for installs without IT network isolation requirements. CONTROL LAN floating (unconnected) is *not* allowed.

Default Access: <http://controller.local> (mDNS) or 192.168.6.100 (no DHCP). Log in with admin/admin and change the password on first login.

PoE: When the AV switch supports PoE, both the AVO-IPCTL-JP2K controller and AVO-IPJP2K endpoints can be powered via a single RJ45 cable from the switch — no DC adapters required.

Third-Party Control: Connect a Crestron, AMX, QSC, or other control processor to the RS-232 port or via TCP/IP for matrix switching, video wall preset recall, and GPIO automation through the controller API.



9. Troubleshooting

Q: Encoders and decoders are not discovered after initial setup?

A: Ensure the VIDEO LAN port is connected to the same managed switch as all encoders and decoders. Verify the switch has IGMP Snooping enabled. Use **Search Device Via Wizard** on the Device page to re-scan. If using static IP mode, confirm encoder/decoder IP ranges are within the configured Video LAN subnet.

Q: STATUS LED is not becoming solid after boot?

A: The STATUS LED flashes every 1 second during boot and becomes solid when the Control LAN is ready. If it continues flashing, verify the CONTROL LAN port has a valid network connection. Disconnect any cable from the UPDATE (Micro USB) port — it must remain disconnected during normal operation.

Q: Cannot access the Web GUI?

A: With a DHCP server present, set PC to auto-IP and navigate to **http://controller.local**. Without DHCP, controller defaults to **192.168.6.100** — set PC to same subnet (e.g. 192.168.6.88) and navigate to that address. Verify the CONTROL LAN port is connected to the same network as the PC.

Q: How do I reset the controller to factory defaults?

A: Press and hold the **RESET** button on the front panel for approximately 10 seconds until the STATUS LED starts flashing. Release — the controller resets and reboots automatically. All device lists, routing presets, and user accounts will be cleared.

Q: Encoders or decoders show as offline in the Device page?

A: Verify the endpoint has power and its LINK LED is active. Confirm it is connected to the same switch as the controller VIDEO LAN port. To swap a failed unit without losing routing configuration, use the **Replace** function on the Device page. Endpoints with incorrect IP settings can still be reconfigured via the web GUI while shown as offline.

Q: Video wall or matrix routing is not working as expected?

A: Confirm the switch has IGMP Snooping and 8K Jumbo Frames enabled. Verify all endpoints involved are online in the Device page. For video wall, confirm the correct layout is applied and all decoders are assigned. For matrix routing, verify encoder transmission mode (Multicast/Unicast) matches the intended configuration.

Q: Dante page is not showing any devices?

A: Dante AV-A requires factory license activation on each endpoint — unlicensed units will not appear. Contact sales@kanexpro.com with the unit's MAC address to obtain a license key. Once activated, ensure **Dante Bridge** is set to On for the encoder on the Device page.

Q: RS-232 commands are not reaching the connected device?

A: Verify RS-232 settings (baud rate, parity, data bits, stop bits) in the Device page match the target device requirements. Ensure **RS-232 Command Relay** is set to On. Check the 3-pin Phoenix connector wiring: TX, RX, and GND.

