

Nexio AMP®

Requirements

- Video Server Control software option
- If you are using multiple video channels on the Nexio AMP, each channel should be assigned to a separate **Remote Port**.
- Ethernet Cable

Port Connections

Communications		
Video Server Ethernet	>	Local Area Network Ethernet

Video		
Switcher Input BNC	>	Video Server Video Out BNC

For More Information on...

- configuring switcher inputs, refer to the *Caprica User Guide*.

Remote Device Port Configuration Settings

Use the following procedure to configure a remote device for your Nexio AMP on the Caprica Server:

1. Use the current version of **DashBoard** software to connect to your **Caprica Server**.
2. In the **DashBoard Tree View**, double-click the **Port Configuration** node of your Caprica Server.
3. In the **Port Configuration Summary** table, double-click a **REMOTE#** port in the **Port** column.
4. In the **Configure REMOTE#** panel, click **Server/VTR**.
5. Click **Nexio**.
6. Click **Network Settings**.
7. Use the following settings to configure the **Network Settings** for your Nexio AMP:
 - **Ethernet Role** — Client
 - **Remote IP Address** — IP address of your Nexio AMP
 - **Remote Port** — 557
 - **Local IP Address** — 0.0.0.0
 - **Local Port** — 0
 - **Protocol** — TCP

8. Click **Apply Changes** to save the device settings.
9. Click **Done** to close the Configure REMOTE# panel.

For More Information on...

- configuring remote devices for OverDrive systems that contain a Caprica Server, refer to the *Caprica User Guide*.

Device Setup

If the device is communicating properly, but you cannot gain control from the switcher, try cycling through different values for the SubAddress, and then the Channel. The most common settings are as follows:

- Channel set to the video channel number and SubAddress set to 0.
- Channel set to the video channel number and SubAddress set to the serial communications port on the video server.

Compatibility

Video Server	Version
Nexio® Native Control Protocol	8.2

Automation	Version
OverDrive	16.3 or higher
Caprica Server	3.4a or higher

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 833-859-0499

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: open a support request using the link <https://support.rossvideo.com/> to open a support request.

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