

Media I/O Hardware Specifications

To ensure the proper function of Primestream Media IO systems, verify that the computers in your Primestream Media I/O system meet the hardware specifications in the Up to 1 UHD or 4 HD — Minimum System Requirements and Up to 2 UHD or 8 HD — Minimum System Requirements sections.

Hardware specifications are updated regularly with the latest information on processors, I/O boards, Hard Disk Drives, and more. Ross Video provides hardware specifications on a best-efforts basis and cannot guarantee specific hardware performance parameters. Hardware performance and functionality is the responsibility of the hardware vendor.

Hardware specifications subject to change.

Up to 1 UHD or 4 HD — Minimum System Requirements

Ross Video recommends the following minimum hardware specifications for a Primestream Media I/O Server:

Operating System	Windows Server 2019 64-bit
CPU	Dual Intel® Xeon® Silver 4314 2.4Ghz, 16C/32T
RAM	64GB
Graphics Card	No specific requirement
Video Card	Matrox DLE5L/4/100, Matrox DLE5L/8/100, Matrox DLE5D25L/100, AJA Kona 5, AJA Corvid 88
Storage	2x480GB SSD SATA (Must be able to sustain the required constant write speed for the selected number of streams, codec, and format.)

Up to 2 UHD or 8 HD — Minimum System Requirements

Ross Video recommends the following minimum hardware specifications for a Primestream Media I/O Server:

Operating System	Windows Server 2019 64-bit
CPU	Dual Intel® Xeon® Gold 5320 2.2Ghz, 26C/52T
RAM	64GB
Graphics Card	No specific requirement
Video Card	Matrox DLE5L/4/100, Matrox DLE5L/8/100, Matrox DLE5D25L/100, AJA Kona 5, AJA Corvid 88
Storage	2x480GB SSD SATA (Must be able to sustain the required constant write speed for the selected number of streams, codec, and format.)

Management and Control — Minimum System Requirements

Ross Video recommends the following minimum hardware specifications for a Primestream Media I/O Server:

Operating System	Windows Server 2019 64-bit
CPU	Intel® Core i5 4.3Ghz
RAM	16GB
Graphics Card	No specific requirement
Video Card	No specific requirement
Storage	512GB SATA SSD

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.

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 <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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