

## Ross CX Panel

A Ross CX Panel must be connected to the same network as a OverDrive system Caprica Server computer in order to control devices. After connecting a CX Panel to your network, use DashBoard to configure the panel on the Caprica Server.

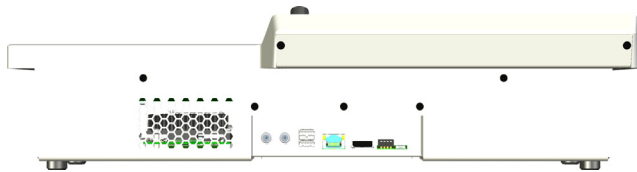
### For More Information on...

- configuring a CX Panel, refer to the *Caprica User Guide*.
- using a CX Panel, refer to the *OverDrive User Guide*.

### Cable Connections

In an OverDrive system, a CX Panel connects to the system through your local area network. You can connect up to 15 CX Panels to an OverDrive system.

Each CX Panel has connectors for a primary (PWR 1) and a secondary (PWR 2) power supply, two USB ports, an Ethernet port, and a DisplayPort output on the back of the panel.



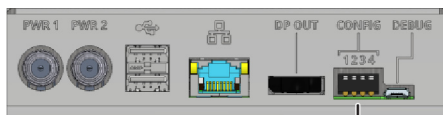
CX Panel Cable Connections

### To cable a CX Panel

1. Connect and secure one of the supplied 12V DC power supplies to the **PWR 1** connector on the back of the CX Panel before connecting the power supply to the AC mains power.
- \* Connecting the power supply to the AC mains power before connecting to the CX Panel could damage the panel.
2. Connect the power supply to the AC mains power.
3. Use an **Ethernet** cable to connect the CX Panel **Ethernet** port to your local area network.

### Setting the DIP Switches

On the back of your CX panel, place DIP switch **1** and **2** in the **UP** position. The figure below shows DIP switches **1** and **2** in the **UP** position.



DIP Switches

DIP Switches 1 and 2 in the UP Position

### Compatibility

Automation	
OverDrive	22.2
Caprica Server	22.2

### 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](mailto:techsupport@rossvideo.com)

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

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