SCIENCE IMAGE®

Make better



USER MANUAL

NDI HD / HDMI / SDI MINI

SCIENCE IMAGE®

READING BEFORE USE

If you find that some functions are unavailable in future use, you need to check the following to find out whether it is caused by improper operation or settings:

- 1 Please use the officially designated adapter.
- If you cannot log in to the WebUI, please check whether the device's IP is in the same network segment as the computer's IP address, and whether the device's IP address conflicts with the IP addresses of other devices in the network segment.
- If the IP address of the device is found to be "192.168.8.8", please log in to the WebUI to set the IP address mode in the I network settings to manual and fill in the IP address, subnet mask and gateway you need.
- If a blank screen appears in the decoding, please check the decoding settings in the WebUI, and whether the NDI source is selected, please try to click Refresh the list and select again.
- If the login fails due to the upgrade, please clear the browser cache and refresh the page and log in again.
- If the video freezes during use, please check whether the CPU temperature of the device is too high, generally should not exceed 70°C; check whether the device is connected to a Gigabit Ethernet port; or try to close the multicast mode in the WebUI.
- If the video output from the device to the display device has abnormal colors, sounds, or images, please try to restart the device in the Web UI system
- If you find that the video stream is not detected in NDI Studio Monitor, please check whether the encoder stream name conflicts within the network segment, whether the NDI group or discovery server settings have been set to the NDI Access Manager on the device or PC, and try to change the settings back. , Close
- 9 NDI Studio Monitor and reopen the search.

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1. NDI HD mini Application Topology



NDI Encoder Application Topology

NDI Decoder Application Topology



2. NDI HD mini interface and indicator introduction



1 SDI input:SDI signal input interface (NDI HDMI mini does not have this interface)

2 SDI output:Encoder is looped out picture, decoder is decoded output picture (NDI HDMI mini does not have this interface)

- B HDMI input:HDMI input signal (NDI SDI mini does not have this interface)
- 4 HDMI output: The picture is looped out in the encoding state, and the output picture is decoded in the decoding state (NDI SDI mini does not have this interface)
- 5 Network port/POE:Network connection / PoE (Power Over Ethernet) switch can be connected to the LAN and powered on at the same time
- 6 Tally indicator:Real-time display of the two states of the current broadcast video: green/pre-monitor, red/program
- 7 12V DC-IN:12V DC power input
- 8 Reset:Long press for 5 seconds to restore factory settings
- 9 LINE IN:3.5mm audio input port for external analog audio embedding
- 10 Headset or Mic:Headphone jack, adopts American standard; at the same time can be used as Mic
- USB/PTZ:support all-round (up and down, left and right) movement of the pan/tilt, zoom lens, zoom control camera connection
- 1 / 4 inch screw hole:Fixed connection hole with imaging equipment
- 13 Power LED

3. Three ways to power on and connect to LAN

For NDI HD mini series, you can choose two power supply modes: DC input \sim POE and USB

1. DC-12V Input

Power on with the SCIENCE IMAGE original standard 12V power supply



Always use genuine SCIENCE IMAGE power adapters, 3rd party products perhaps can cause permanent damage.

2. POE Power supplier

Power up through the network cable connecting the POE (power over Ethernet) with Gigabit network switch.



PoE Power over Ethernet(802.11af/at) support

Always use a certified 802.11 af/at with minimum 10W port power capacity and it's a gigabit network switch.

3. Power on the USB port

Use USB to power on the device, and connect it to the LAN with a network cable.



After startup, you will find that the character SCIENCE IMAGE Tech begins to appear on the OLED screen, and the power light on the right starts to light up.

At this time, the device is powered up successfully.



4. OLED screen display instructions

In the coding status, the current status and parameters will be displayed alternately on lines 2, 3 and 4 of the screen



It takes about 30 seconds from power on to NDI working nomarly. It takes time for linux system to start and please wait patiently.



default initialization encoding state each time it is first powered on, and it will resume displaying the currently set decoding state after waiting for about 10 seconds.

5. Login Web UI

Method 1:Open the computer or mobile browser, enter the IP address displayed on the fourth line of the OLED screen of the device in the address bar, and press Enter to enter the login page, as shown below:

The PC or mobile phone must be in the same routing network as the NDI® Studio 4K device.



Open the IE browser, enter the IP address on the OLED screen and enter the Web UI home page Default user name: admin Password: admin

Method 2: Open the login page through NDI Studio Monitor

SCIENCEIMAGE MyNDI-34 None MyNDI-35 Settings	- 🗆 X	NDI - SCIENCEIMAGE (MyNDI-34) (1080/29.97p)	×
	®	SCIENCE IMAGE Voire 3 define verte	

The first step: Download and install the free NDI® tool–NDI Studio Monitor on NewTek'sofficial website. Download link: "https://ndi.tv/tools"

The second step: After the installation is complete, open the "NDI Studio Monitor" program.

The third step:Click the menu icon in the upper left corner or right-click anywhere, select"SCIENCEIM-AGE"-click to find an item consistent with the NDI stream name of the device. As shown in the left picture

above.

The fourth step: On the opened Studio Monitor page, click the gear icon in the lower right corner. As shown in the above right picture.

6. Device Information



This page is the NDI® HD mini device information page, which contains the following information:

Device running time (since power-on), HDMI source and SDI source of input (or the format of the decoded NDI), CPU temperature.

2 The device information includes:

Device name (can display the current codec mode of the device), device serial number, hardware version, firmware version (can be upgraded on the system page with the version update), MAC address (unique and unmodifiable), device IP address (can be Modify at any time on the web page), local IP address (the IP address of the local PC or mobile phone), and disk space (usage of hardware flash disk space).

7. Network settings

7.1 Modify IP

Click [Network] to enter the network setting page

← → C [Mttp://192.168.110/	* :
© SCIENCE IMAGE	
	NDI ENCODER 🛔 🗕
Detboard Network NDI net setting	
Fixede IP address setting NDI multicast setting	
Auto(DHCP) or Manual Multicast: Close Open	
\$ystem 192.168.1.11 239.255.0.0	
B Control Multicalt netmask 02525250 2552550 2552550	
192.168.1.1 Transfer mode setting	
NDI discovery server setting Apply	
Discovery Server: Close Open	
Server address VOJ group setting 102 for 112 This can be comma-separated groups	
public	
Convints © 2011-2021 Science Insore All Rints Reserved	
and the second	

IP address setting Auto(DHCP) or Manual:
IP address
192.168.1.11 Netmask
255.255.255.0
Gateway 192.168.1.1

There are two modes for device IP address setting: DHCP and manual.

7.1.1 DHCP mode

Automatic mode (DHCP) needs to be used in the link connecting to the router. The router dynamically assigns the IP address to the device in real time. An IP address will be randomly assigned to the device every time the power is turned on. You can log in to the webpage according to the IP address assigned by the router and modify the corresponding information (if there is no IP address assigned by the router in the link, the default IP of the device is 192.168.8.8). When the pattern is selected There is no need to fill in the IP address information on the page, just click the "Apply" button below, and then the device willautomatically restart and get the IP address assigned by the router in the link (this process is long)(30 seconds), to be displayed on the screen of the device after the newIP address in the browser input IP login can be.

7.1.2 Manual mode

If this mode is selected, the user needs to set the IP address information of the device to be in the same network segment as the IP address information of the local PC or mobile phone. For example: View the local computer's Ethernet IPv4 information as "IP address: 192.168.1.144 Subnet mask: 255.255.255.0 Default gateway: 192.168.1.1", then you can set the device IP address as: "IP address: 192.168.1.142 gateway: 192.168.1.1 Subnet mask: 255.255.255.0 "The gateway and subnet mask are the same as the local computer or mobilephone, and the IP address does not conflict with other addresses in this network segment

Q 以太网 P	Properties X	Internet 协议版本 4 (TCP/IPv4) Prope	erties	×
Networking	Sharing	General		
Connect usi	ing: tek PCIe GbE Family Controller	You can get IP settings assigned autor this capability. Otherwise, you need to for the appropriate IP settings.	matically if your network supports o ask your network administrator	
This connec 「	Configure ction uses the following items: crosoft 网络客户端 crosoft 网络客户端 Sy 指理包计划程序 emet 协议版本 4 (TCP/IPv4) crosoft LLOP 协议驱动程序 emet 协议版本 6 (TCP/IPv6) II Uninstal Properties n III Uninstal Properties II III IIII III	 Obtain an IP address automatical Use the following IP address: IP address: Subnet mask: Default gateway: Obtain DNS server address autom Obtain DNS server address autom Use the following DNS server add Preferred DNS server: Alternate DNS server: Validate settings upon exit 	lly 192.168.1.144 255.255.255.0 192.168.1.1 matically tresses: Advanced	
	OK Cancel		OK Cancel	

After filling in the IP address, click the [apply] button below, and then the system willcomplete the modification of the IP address and automatically restart the equipment. The network page will also automatically enter the modified IP address page (there isno need to enter the new IP again). This process takes about 30s.

S Home X	
← → C http://192.168.1	10/
SCIENCE IMAGE	
🛿 Dashboard	Network NDI net setting
📥 Network	
III Encode	IP address setting
Decode	Auto(DHCP) or Manual: Auto Manual IP address
₩ System	192.168.1.11
Control	Netmask 255.255.255.0
	Gateway
	192.168.1.1

7.2 NDI discovery server settings

NDI discovery server can transfer video stream across network segments. To use this function, you need to use the official websiteof newtek (https://www.ndi.tv/sdk/ Download and install NDI SDK and NDI tools.)

Step 1: open NDI discovery service and record the IPv4 address of this computer (for example: 192.168.1.106).

NewTek NDI Discovery Service - 快捷方式	
NDI Discovery Service v4.5.3.0 Copyright (C)2014-2020, NewTek, inc.	
0:00:01 [laisteners.	-

Sources represents the number of encoders connected to the server, and listeners represents the number of decoders connected to the server.

Step 2: log in to the Web UI and find the NDI discovery server settings under the network, click open, fill in the IPv4 address (192.168.1.106) recorded in the first step for the server address, and click apply.

NDI discovery server setting	
Discovery Server: 💿 Close 🔿 Open	
Server address	
192.168.1.106	
Apply	

Step 3: NDI[®] HD mini decoding mode also needs to open NDI discovery server settings and fill in the same server address in order to find the signal source of NDI[®] HD mini in cross segment coding mode(for example: 192.168.1.191) click apply.

Step 4: To discover the source of NDI[®] HD mini in cross-segment coding mode, download and install the NDI Tools and turn on the NDI For Access Manager, type $\sqrt{}$ in front of Use Discovery Server under Advanced, and enter the IP of Server into the IPv4 address recorded in the first step (192.168.1.106), then click OK.

🚯 NDI Access Manager		_ ×
Receive Groups Remote Sources	Output Groups Advanced	
Receive Mode Prefer Multi-TCP		
Transmit Mode		
Multicast Sending Enabled		
Multicast IP 239,255.0.0	Mask 255.255.0.0	
✓ Use Discovery Server		
Server IP 192.168.1.106		
ndi.tv	ОК	Cancel

7.3 NDI multicast settings

When Multicast mode is turned on, which is the UDP (Multicast) delivery mode, it has a default Multicast address and a subnet mask. You can configure the address manually, and clicking Apply takes effect. Close the multicastThe transmission mode of TCP (Multi-Connection) is adopted. The default is to turn off multi-cast mode.

I	NDI multicast setting	
	Multicast: 💿 Close 🧿 Open	
	Multicast address	
	239.255.0.0	
	Multicast netmask	
	255.255.0.0	
	Apply	

7.4 NDI group settings

NDI defaults to public group. If you want to add a new group, separate it with comma ",". You can also create a separate privacy group, such as science image, so that only the device that also fills in the science image can obtain the video information.



8. Encoding settings

Encoder setting page can set the output format of video, stream name of video source, aspect ratio of picture, frame rate, code rate, tally light switch, NDI encoder volume and optical transceiver.

Control Contro Control Control Control Control Control Control Control Control Co	Home	×	x + • - • ×
C SCIENCE IMAGE Distance Distance </td <td>← → C []h</td> <td>ttp://192.168.1.10/</td> <td>* : </td>	← → C []h	ttp://192.168.1.10/	* :
 Instant <	Ø SCIENCI		NDI ENCODER 🔺 🗸
Introde	🖨 Dashboard	Fncode NDL encoder setting	
in code in book in book in system in code in system in code in code </td <td>A Network</td> <td></td> <td></td>	A Network		
N.3. Cores source: 1.04. System Cortrol Apper Ballo organi Apper Ballo organi Frame Balle organi rate: Appir Bit Balle Proceder volume! External addite order state 100 % Cortrol Office Cortrol Operation </td <td>🖬 Encode</td> <td>NDI stream name</td> <td>Input source preference choose</td>	🖬 Encode	NDI stream name	Input source preference choose
• yeter • Spein • Apper Datio • Apper Datio	🖵 Decode	NDI-X	Choose source: HDMI SDI
Apet Lalio inford	System		Intercom Switch
orginal Tally LED Switch France Rate orginal rate orginal rate orginal Bit Rate Present of normal code rate: 100 % Dite in audio volume[Mutet<>Mag): 0 Copyright 2 2011-2021 Science Image. All Rights Reserved.	E Control		Intercom state: Close Open
Assey Program Taly LD Frame Rate original rate original rate original rate External audio embedded setting Man audio volume(Mute <->Mag): 00 Bit Rate Percent of normal code rate: 100 % Copyright C 2011-2021 Solence Image: AI Rights Reserved.		original	Tally LED Switch
Frame Rate original rate Aced Ace		Арру	🖌 Program Tally LED 👻 Preview Tally LED
Line for a sudio volume (Mute <-> Max): 0 Difference Difference Difference Copyright © 2011-2221 Science Image: All Rights Reserved.			Apply
Bit Rate Percent of normal code rate: 100 % Line in audio volume(Mute <> Max): 0 Line in audio volume(Mute <> Max): 0 Line in audio volume(Mute <> Max): 0 Copyright © 2011-2221 Science Image: All Rights Reserved.		original rate	External audio embedded setting
Bit Balo Percent of normal code rate: 100 % Apply NDI encoder volume: Encoder volume:			
Arety NDI encoder volume Encoder volume(50Mute + 20Map): 8 dB Copyright © 2011-2021 Science Image: All Bights Reserved.			Line in audio volume(Mute<>Max): 0
NDI encoder volume Encoder volume(30Minte +20Mint): 8 dB Copyright © 2011-2021 Science Image: All Rights Reserved.			
ND/ encoder volume Encoder volume(400Mute +200Mac); 8 dB Copyright © 2011-2021 Science Image. All Rights Reserved.			
Encoder volumaj-dollviste = 20Mars): 8 dB			
Capyright & 2011-2021 Science Image. All Rights Reserved.			
Copyright © 2011-2021 Science Image. All Rights Reserved.			
		Copyright © 2011-2021 Science Image. All Rights Reserved.	

8.1 Modify the NDI stream name in the encoding state

If the device is used as an encoder, you need to modify the NDI stream name. The NDI stream name must be unique locally, otherwise software such as NDI Studio Monitor may not be recognized. After the modification, click the [Apply] button below to take effect in real time. You can see the modification result on the second line of the OLED screen of the device. The default is NDI-X, and the firmwareupgrade will restore the default.

NDI stream name		
MyNDI-142		
Apply		

8.2 Set screen aspect ratio

Supports five screen aspect ratio settings: source aspect ratio, 4:3, 16:9, 16:10, square.

Аѕрест капо	
original	~
original	
4:3	
16:9	
16:10	
square	

8.3 Set frame rate

Support 4 kinds of frame rate settings: source frame rate, 1/2 frame rate, 1/3 frame rate, 1/4 frame rate.

rame Rate	
original rate	
original rate	
1/2 rate	
1/3 rate	
1/4 rate	

8.4 Set bitrate (Bandwidth)

The adjustment of bit rate can be reduced to save network bandwidth when the requirement of image quality is not very high

Bit Rate	
Percent of normal code rate: 100 %	
Арріу	

8.5 Set up Tally lights

Program and preview are both started, and software with tally (such as vmix) is used to decode the signal source and broadcast theprogram. Tally lights up the red light, while pre monitoring lights up the green light. If the green light is on when pre monitoring is not needed, close preview and click apply; If you don't need tally function, you can turn it all off (note that if you turn off program, the green light will not be on when the pre monitor is turned on). The tally function is turned on by default.



8.6 Set NDI encoder volume

"Encoder volume" regulates the volume of the video source encoded by the encoder, such as the volume of the screen in NDI Studio monitor.



8.7 Intercom switch

Intercom switch, click on – Application to make a call with the supporting guide software Laudo, and click off – Application to turn Open the Intercom function.



9. Decoder settings

The decoder settings need to be changed in decoding mode. Please refer to page 12 for switching mode.

🛛 Home 🗙					× +	ο - σ	×
← → C (http://192.168.1.10,							*)1
SCIENCE IMAGE						NDI ENCODER	••
Dashboard	D Decode NDI decoder setting						
A Network							
🖬 Encode							
Decode	Decoder volume(-80Mute +20Max): 20 d8						
III Sustem		сн	Device name	NDI name	IP addre	255	
Control		2		ov9734_azurewave_camera	192.168	3.108	
				MyNDI-52			
	Copyright © 2011-2021. ScienceImage All rights reserved.						

9.1 Set NDI decoder volume

In decoding state, this page displays "set NDI decoder volume", and "decoder volume" adjusts the volume of decoding output to display device, such as output to TV, etc.



9.2 Select NDI source to decode in decoding state

If this device is used as a decoder, you need to select an NDI source to decode and output. Setting steps:

- ① Log in to the WebUI of the decoder
- ② Click [Decode]
- ③ Click [Refresh List]
- ④ Click the number in front of the NDI source to be decoded (2 is the NDI source currently being decoded)



10. System settings

Home ×			+ ο - σ ×
← → C http://192.168.1.10/			* :
SCIENCE IMAGE			
Dashboard	System NDI system setting		
A Network			
Control			
		Working mode switch	
	Restore factory settings Divelog Recovery		
	Copyright © 2011-2021 Science Image. All Rights Reserved.		

10.1 Restore factory settings

Restoring factory settings can restore the device to its initial state, but the firmware version will not be restored (the factory default IP address of the device is DHCP manual mode. If there is no router that automatically assigns IP addresses in the LAN, the device IPwill change to 192.168.8.8).





The second is to restore all the settings on the firmware version and WebUI to the factory. To restore the factory settings, you need to power off the device, press and hold the reset key on the device from the small hole, and power on the device at the same time. Whenyou see system recover on the first line of the device screen, you can release the reset key. During the process of restoring the factory settings, tally lights up the red light and starts flashing, When "burning: 100" is displayed on the second line of the screen, tally always lights up in green, and the whole process takes about 20 minutes to complete. At this time, power on the equipment again.

The second way is to restore the factory settings. Once it starts, the original system will not start. Please use this function carefully.



10.1 Reset login password

Modify the login password and click apply. After the password is modified, it will take effect at the next login.

Reset login password	
Old nassword	
New password	
New password again	
Арріу	

10.3 Firmware upgrade

New firmware upgrades will be released regularly on the company's official website. Users can download the latest firmware to upgrade as needed. Download address:"http://www.science-image.com/EN-DOWN-LOAD/ "After downloading, you canclick the [open upgrade page] button on the [system] page to enter the upgrade page, orclick the figure icon in the upper right corner, and then click the [firmware upgrade] button Just push the button.

Firmware Upgrade	
Open upgrade page	

After entering the page, click the [select file] button at (1), select the firmware to be upgraded, such as siup-ndi-20201220b.si, and open it. At this time, there will be a progress prompt in the lower left corner of the browser. When the progress is completed, the uploaded file information will be displayed. The button at (2) will also change from red to green, and then click to start upgrading. As shown in the figure below:

NDI HD mini	
ScienceImage Firmware Upgrade Page	
Local upgrade file: 预度,并选择文件。	
Start Upgrade	
Copyright © 2011-2021 Science Image. All Rights Reserved.	,
NDI HD mini	
Sciencelmage Firmware Upgrade Page	
The upgrade file submitted: slup-ndhd-20211115a.si [File size: 9180.024]	
Good upgrade file. You can start upgrade now.	
 Local upgrade file: 阅愿 未选择文件。	
 Start Upgrade	
Copyright © 2011-2021 Science Image. All Rights Reserved.	

Don't be surprised when the progress bar reaches 10% and there is a long pause, just wait patiently.

NDI HD mini	
Sciencelmage Firmware Upgrade Page	
Important: don't cut off power during the upgradel	
Local upgrade file: 到资。 未选择文件。	
Start Upgrade	
Copyright © 2011-2021 Science Image. All Rights Reserved.	
Upgrading, please wat 10%	

After the progress bar reaches 100%, the upgrade page is closed and the device restarts. Then, log in to the WebUI again and check the firmware version to check whether the upgrade is successful.

During the upgrade, do not switch off the power supply or close the upgrade page. Otherwise, system files may be damaged and the system may fail to start.

10.4 Working mode switch

Click "encoder" or "decoder" button to switch to the corresponding mode, the default encoder mode.

The first line of the OLED screen of the product will display the working mode, "NDI encoder" is the encoder, and "NDI decoder" is the decoder, as shown in the figure below.



10.5 Device restart

Click the restart device button under the box restart control to restart the controlled device.



11. Control



11.1 Camera settings

Camera type:Select the type of camera and click Connect.

Camera/Pan Setting	
Camera/Pan Type	
Pelco-D	~
Pelco-D	
Pelco-P	
Visca	

Serial port baud rate:Select the baud rate of the serial port and click Apply.

Serial Baudrate		
9600	-	-
2400		
4800		
9600		
19200		
38400		
57600		
115200		

Camera address : Select the camera address and click Apply.

Serial Baudrate	
9600	~ ~
2400	
4800	
9600	
19200	
38400	
57600	
115200	

11.2 PTZ Control Panel





12. Briefly introduce how to use vMix and Studio Monitor software to view NDI video stream

12.1 How to use vMix to add NDI video stream and view

vMix official download address: "https://www.vmix.com/software/download.aspx"Open the vMix software, click [Add Input] in the lower left corner in turn--->[NDI/Desktop Capture]---> double-click the video source you want to view

Pead New Opin - Save Lad		Fullsceen • Gaulok Play Blenk		Pause Inputs Basic Settings ?
Bank		Guick Play Blank		
		Qr		
		Fade •		
	Input Select		×	
	Vidao NDI Local Desktop	Capture		
			http://SUI_ResTek.com/	
	Caura SCIENCEIMAGE		· · ·	
	🛄 NII / Desktop Capture			
	*** Streen / SE			
	R Instant Baplay			
	Inage Sequence / Stinger			
	Video Delay: TSKA-BNQUD2			
	Image .			
	Photes 2 Postes			
	PererPoint	No Outrop 0	allin a fastant d	
	Colour Weix - Output 1	ara - output 2 wara - output 3	wax - output 4	
	And a second sec			
	T Title / Sum			(1) Audio Mixe
1 Blank 2 Blank	huffe złask			
	Virtual Sat Law Sandwidth Mode Andrie Only	z Audio - Maxter Pař 🗌 Insreaze Buffer Size		
	Nob Browner			
	(E) video Call	Number 1 🗸	OK Cancel	
Close Quick Flay Cut Loop Close Quick Flay Cut Loop				
1 2 3 4 Audio 🖵 🗭 1 2 3 4 Audio 🔽	•			
Add Input - 🏟 Record	🛱 External 😫 Stream 🗳 MultiCorder 🚦	PlayList		Overlay = 📶 📰 🚳 🖨

12.2 How to use Studio Monitor to view NDI video stream

Open the Studio Monitor software, click in the upper left corner or right-click anywhere---> [SCIENCEIM-AGE] ---> click the name of the NDI stream you want to view

NDI - SCIENCEIMAGE (My	NDI-34) (1080/29.97p)	- 0	×	
SCIENCEIMAGE None Settings http://ndi.tv Exit	 ➤ MyNDI-34 MyNDI-35 > 			
	SCIENCE IMAGE			

FAQ

Q. Why can't the device start?

A. Check whether the device power indicator (located on the right side of the chassis) and OLED screen are on, and restart again with the official power adapter;

Do not turn off the upgrade page and power during device upgrade!!

Q. Why not log in to the Web UI?

A. Check whether the IP address of the device and the IP address of the computer are in the same network segment, and whether the IP address of the device conflicts with the IP address of other devices in the network segment; Check whether the network environment is good; Attempt to power down and restart the device.

Q. Why does the device IP address display 192.168.8.8?

A. This is because the device is in the automatic IP acquisition mode in the network settings of the webui, but there is no router in the LAN connected to the device to assign an IP address to the device. At this time, change the computer IP to 192.168.8. * *, then log in to the Web UI, change the device to manually obtain the IP, fill in the address, subnet mask and gateway, and click [apply].

Q. Why is the image output from the device to the display device abnormal in color, sound or picture?

A. Try to restart the device in the Web UI system, or manually power off and restart.

Q. Why is the device output to the white screen of the display device in decoding mode?

A. This is because the decoding device does not select which NDI source to solve. Try to log in to the Web UI, check whether the correct coding source is selected under the decoding column, click refresh list and select again.

Q. NDI decoding is stuck and not smooth

If the NDI decoding picture is not smooth and jammed, please turn multicast on or off to test the fluency of NDI under the condition of ensuring a good network environment.

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