

! WyreStorm recommends reading through this document in its entirety to become familiar with the product's features prior to starting the installation process.

NETWORK HD POE

! IMPORTANT! Installation Requirements

Download the following items from the product page on WyreStorm.com. They are essential for accurate configuration and use of the NetworkHD system.

- Latest NetworkHD Firmware
- Management Suite v1.1.0 or Higher
- NetworkHD Installation Guide
- NetworkHD Switch Recommendations
- NetworkHD Switch Configuration Guides
- NetworkHD Switch Mapping Worksheet
- NetworkHD Touch Installation Guide
- NetworkHD Touch User Guide
- 3rd Party Control System Drivers

Default Settings

| | |
|-------------------|---|
| IP Address: | CTL Port: 192.168.11.243 AV Port: 169.254.1.1 |
| Default User: | admin |
| Default Password: | admin |

In The Box

- 1x NHD-000-CTL Controller
- 1x 12VDC 1A Power Supply
- 1x Detachable Plug
- 1x Phoenix Connector (Male 3.5 mm: 6 pin)
- 2x Mounting brackets
- 5x Label Card (49mm x 15mm)
- 1x Quickstart Guide (This Document)

Network Switch Requirements

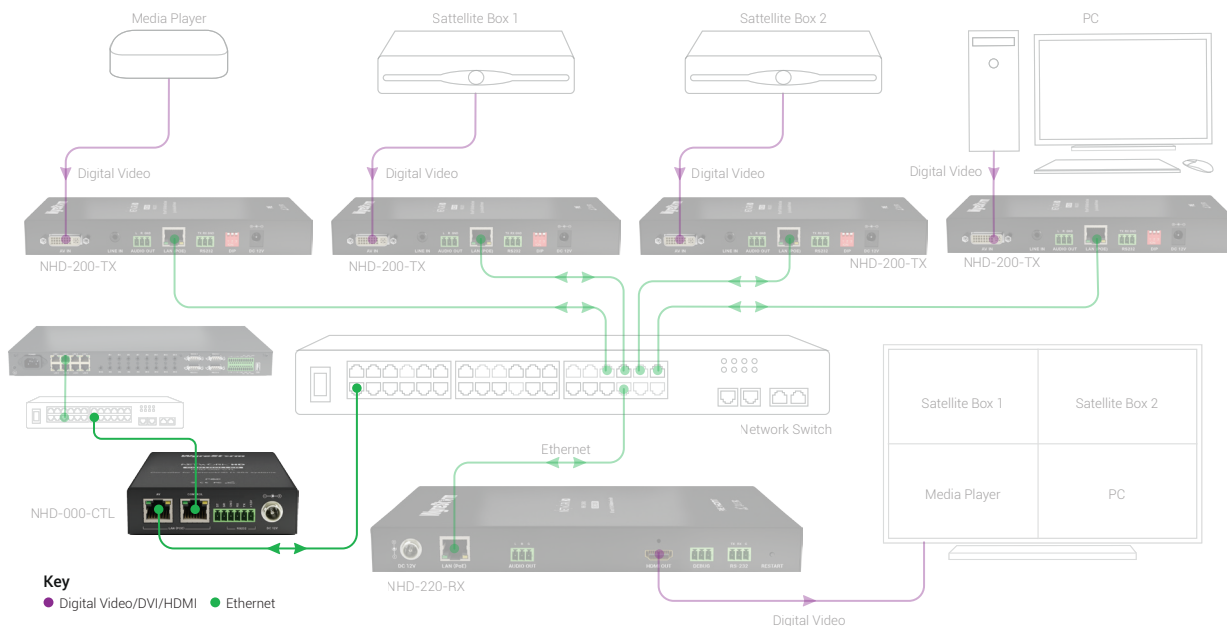
- WyreStorm highly recommends the use of switches listed in the [NetworkHD Switch Recommendation Guide](#). These switches have been verified by WyreStorm to meet the requirements of a NetworkHD system.
- NetworkHD requires a Layer 2 managed switch network with support for Multicast & IGMP snooping enabled. Ensure that the switch being used supports these features and that they are configured prior to connecting the NetworkHD system.
- Configure all network switches to the exact specifications contained in the WyreStorm Switch Configurations Guides prior to connecting the NetworkHD system. This will ensure proper operation from startup.

Associated Products

The NHD-00-CTL is the controller for the NetworkHD system and the configuration varies based on the NHD components being used. Refer to the [NetworkHD Installation Guide](#) for details on installing and configuring the NHD-000-CTL.

- NHD-100-TX/RX
- NHD-200-TX/RX
- NHD-210-RX
- NHD-220-RX
- NHD-400-TX/RX


Basic Wiring Diagram



Specifications

| Communication and Control | |
|------------------------------|---|
| Inputs/Outputs | 1x LAN AV - 8-pin RJ-45 female 1x LAN Control - 8-pin RJ-45 female |
| Ethernet | 1x LAN AV - 8-pin RJ-45 female 1x LAN Control - 8-pin RJ-45 female 10/100 Mbps auto-negotiating |
| RS-232 | 1x RS-232 6-pin Phoenix Connector |
| Power | |
| Power Supply | Input: 100~240V AC 50/60Hz Output: 12V DC 1A |
| PoE | <15.4W 802.3af |
| Max Power Consumption | 1.6W |
| Environmental | |
| Operating Temperature | 32°F ~ 113°F (0°C ~ 45°C) 10% ~ 90%, non-condensing |
| Storage Temperature | -4°F to ~ 158°F (-20°C ~ +70°C) 10% ~ 90%, non-condensing |
| Maximum BTU | 5.45 BTU/hr |
| Dimensions and Weight | |
| Rack Units/Wall Box | 0.58U |
| Height | 26mm/1.1in |
| Width | 93.2mm/3.67in |
| Depth | 138.7mm/5.47in |
| Weight | 0.4kg/0.88lbs |
| Regulatory | |
| Safety and Emission | CE FCC RoHS |

Troubleshooting

 Verify that all NHD devices contain the latest version of firmware. This will ensure that all devices are up to date and working at their highest performance level.

NetworkHD Software fails to locate TX/RX/CTL Devices

- Verify that all NHD and Network devices are powered On.
- Adjust Windows Firewall Settings – Create an exception for Configuration Tool for WyreStorm NetworkHD 000 Series or disable completely.
- Verify that the PC, the CTL, and NHD encoders and decoders are on the same LAN/VLAN.
- Verify that all network switches share the same VLAN configuration.
- Reboot all system components including the NHD-000-CTL and the PC/Mac.
- Ensure that only one CTL port is connected per LAN/VLAN. If only one LAN/VLAN exists only use the AV port.
- Ensure the network switch is fully configured per the appropriate switch configuration guide.

Failure to Connect to CTL Controller

- Follow the previous steps for failing to connect to devices. If these are unsuccessful, press and Hold the reset button on the front of the CTL for 5 seconds.
- After a reboot the CTL will be returned to the default IP address of 192.168.11.243 for the control port and 169.254.1.1 for the AV port.

No Image Appearing on Displays

- Verify that all NHD, Network, Source, and Display devices are powered On.
- Test sources and displays by connecting them directly together.
- Swap out the HDMI cable
- Connect the power supply to the component rather than using PoE.
- If the display is only HDMI 1.4/HDCP 1.4 – Ensure the decoder is set to HDCP 1.x by right clicking the unit in the NetworkHD Console and opening the video settings option.

Warranty Information

This product is covered by a 3 year limited parts and labor warranty. During this period there will be no charge for unit repair, component replacement or complete product replacement in the event of malfunction. The decision to repair or replace will be made by the manufacturer. This limited warranty only covers defects in materials or workmanship and excludes normal wear and tear or cosmetic damage. Visit the product page located at wyrestorm.com for additional information on this product including important technical information not provided in this document and warranty terms & conditions.

