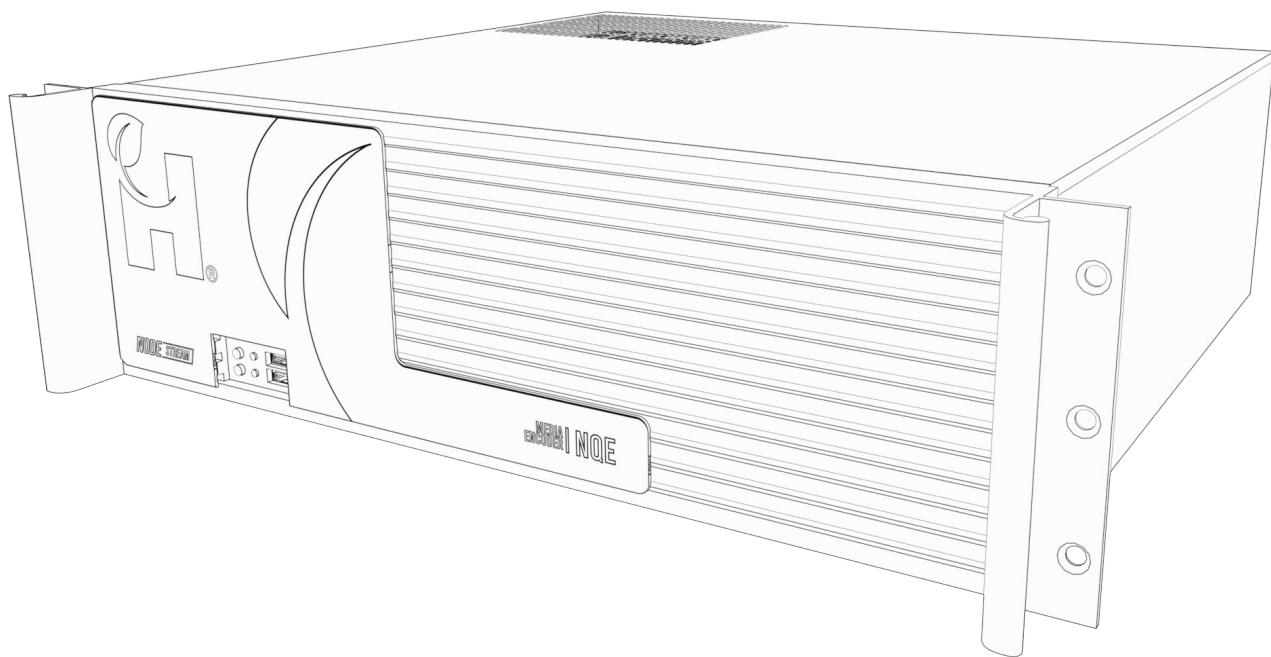


# MEDIA ENCODER | NQE

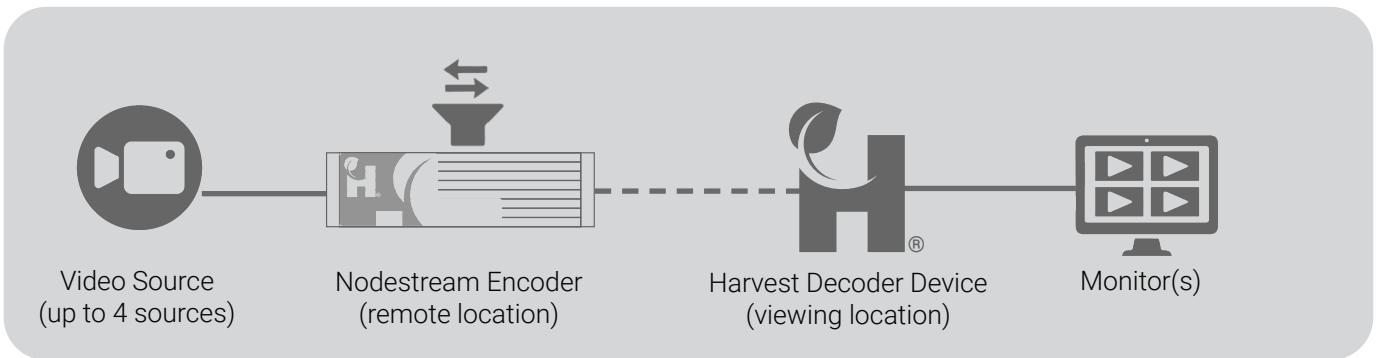
## Quick Start Guide



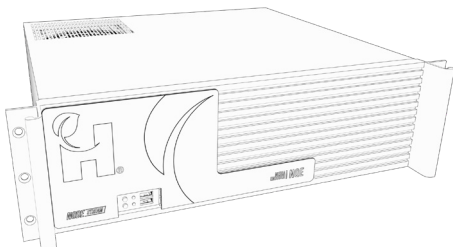
## Welcome to the Nodestream Quad Encoder (NQE)

Please read these instructions carefully before using this product and save this quick start guide for future reference. See the User Manual for full details via the QR code on the back page.

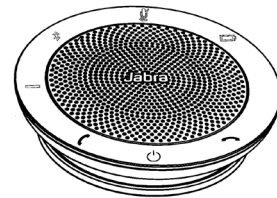
### Video and two-way audio streaming solution



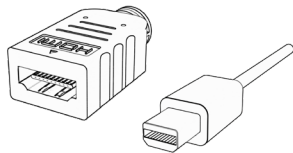
### In the Box



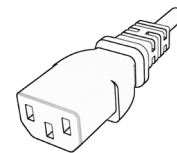
Nodestream Quad Encoder



USB speakerphone

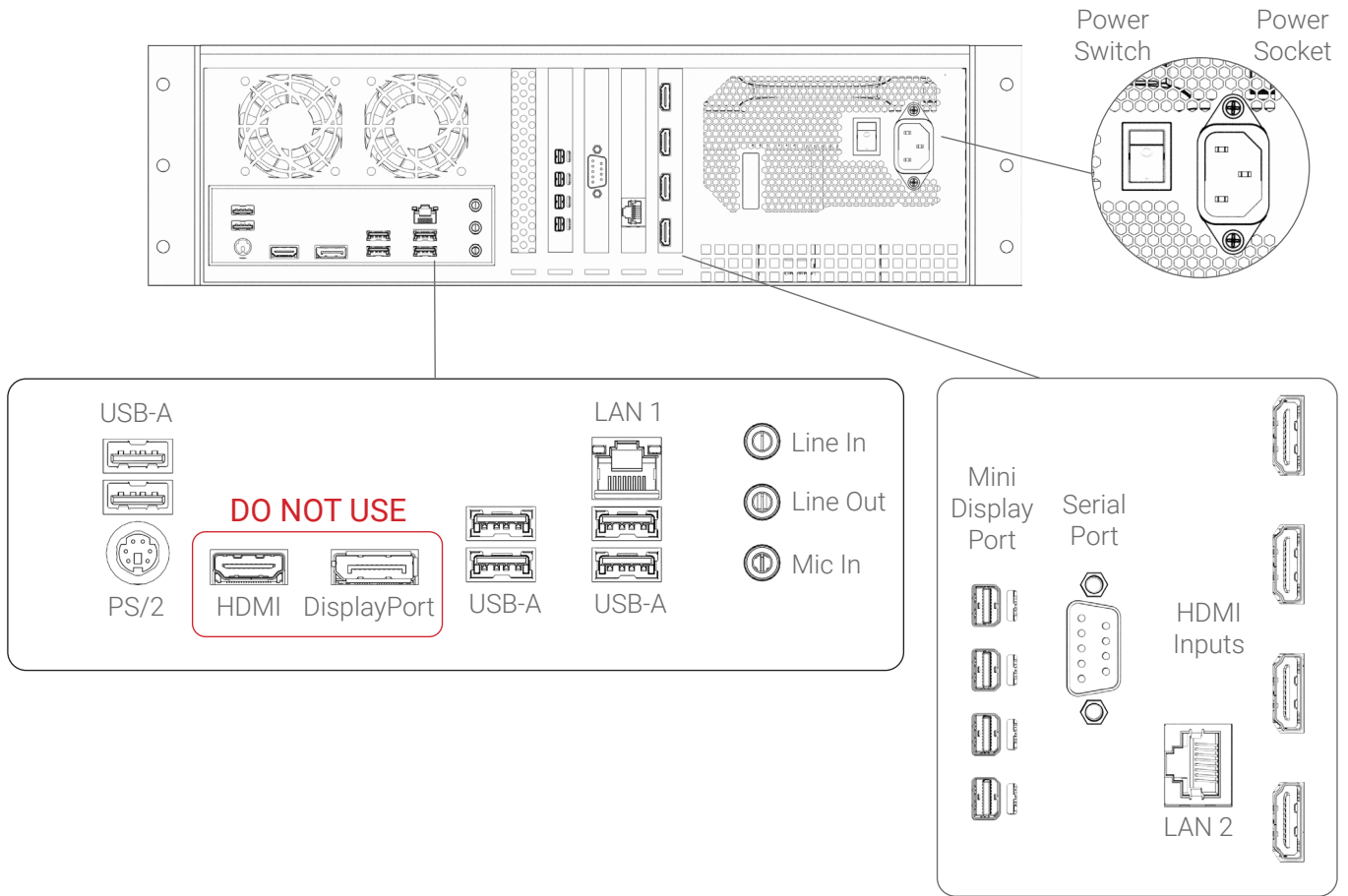


4 x mini Display Port  
to HDMI adaptor



Power cable  
(region specific)

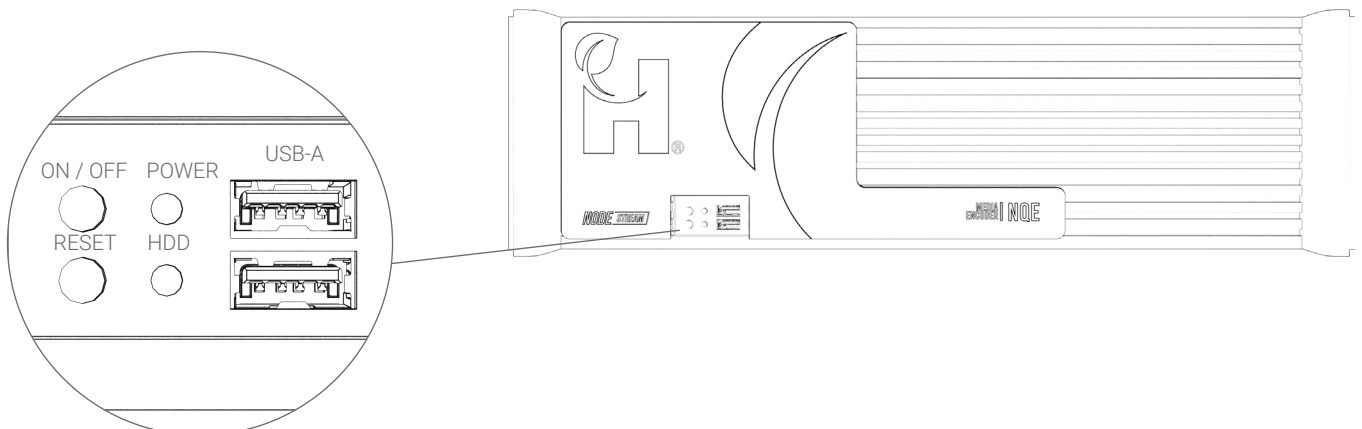
## Rear Connections



**IMPORTANT:** 100-240VAC 47/63HZ only (UPS recommended).

Do not use the Display Port or HDMI for output to a monitor (use the Mini-Display port only).

## Front Connections

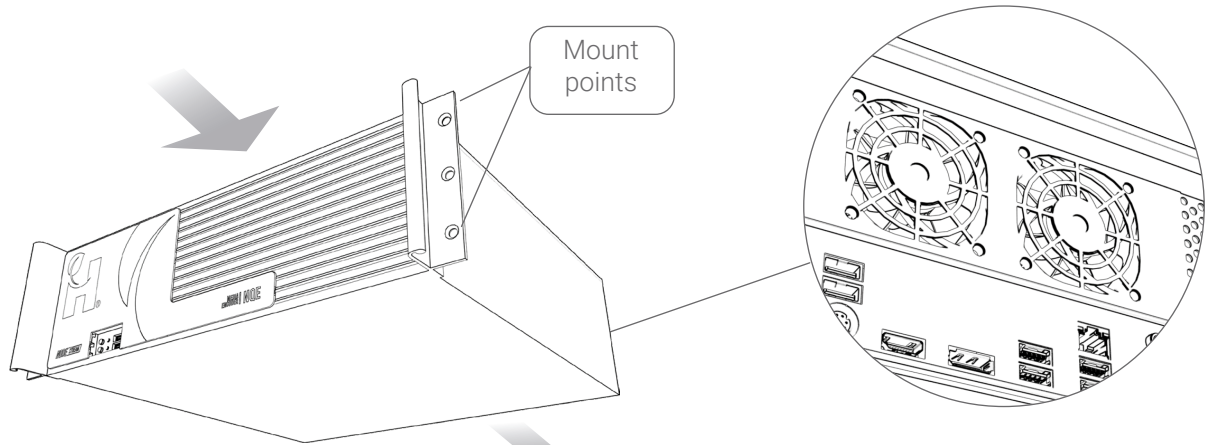


# Installation

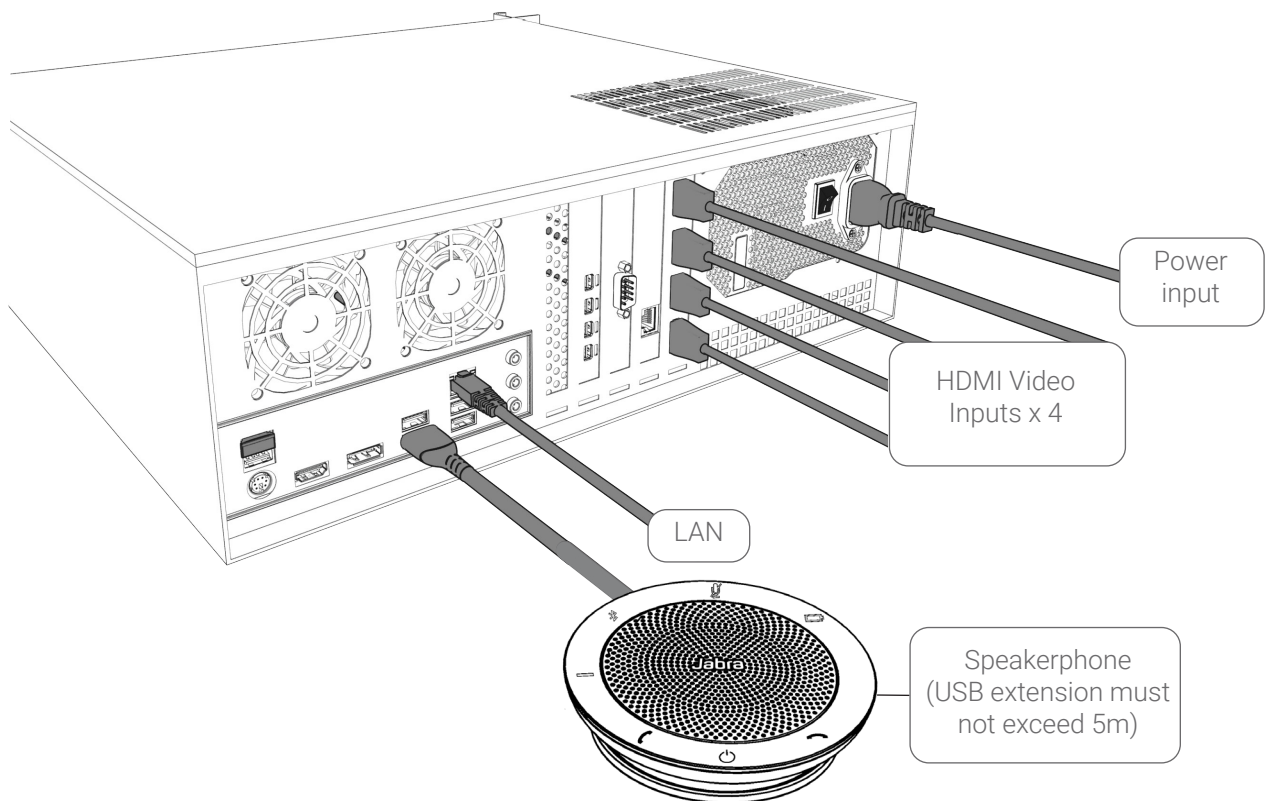


The NQE is designed to be mounted in a standard 19" Rack and occupies 3U of space

**Install** at 4 mount points



**Connect** devices as shown



Ensure there is adequate spacing around the NQE device for cooling. Cooling air travels in the direction as shown by the arrows.

No vertical loading on the NQE device.

## Accessing Web UI

Initial network configuration is required via Web UI to set as DHCP or static

1. Open Web UI

### Via a computer on the same network

Connect your device to your LAN and power it up

#### DHCP Enabled Network

From the web browser of a PC connected to the same LAN, navigate to:  
*device serial*.local - e.g. au2240nqex1a012.local, or the IP address of the device

#### Non DHCP Enabled Network

Configure the IPv4 network settings of a PC connected to the same LAN to:

|         |                 |
|---------|-----------------|
| IP      | 192.168.100.102 |
| Subnet  | 255.255.255.252 |
| Gateway | 192.168.100.100 |

From a web browser, navigate to: 192.168.100.101



- Device will “fall back” to a static IP address when not connected to a DHCP enabled network - approximately 30 seconds after boot
- Due to the possibility of conflicting IP addresses, only 1 device can be configured at a time. Once configured, the device can remain connected

### On the device

Connect the the device to your LAN, monitor, USB keyboard/mouse and power it up. Wait for boot to complete, then press alt+F1

2. Login in to Web UI:  
Default username = **admin**      Default password = **admin**
3. Configure device network settings as provided by your Network Administrator
4. If required, enter your Enterprise Server ID & key on the “System” page
5. Once configuration is complete, your device will show online in the Harvest Control application



### User Manual

Refer to the device User Manual for additional information.



Nodestream devices require specific firewall settings to be in place. Refer to the User Manual for further information



User Resources



Contact and Support  
[support@harvest-tech.com.au](mailto:support@harvest-tech.com.au)

## Troubleshooting

| Issue                               | Cause  | Resolution  |
|-------------------------------------|--|---|
| Device not powering                 | PSU switch is set to off position<br>AC not connected                          | Confirm AC connected and switch is in the on position   |
| Video sources not displaying        | Source(s) not connected or powered on  | Confirm video source(s) connected and powered on<br>Test source with alternate display  |
| No display output                   | Video output device not connected or powered on                                | Confirm video output device connected and powered on  |
| "Server connection error" displayed | Network not connected<br>Network settings incorrect<br>Firewall blocking comms | Check Ethernet cable plugged in<br>Check network settings, contact your network Administrator to diagnose network issues<br>Ensure firewall settings correct, see User Manual |
| Forgot login or network details     | N/A  | Factory reset to defaults<br>On a connected keyboard, press ctrl+alt+r while the device is on   |

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