### Troubleshooting

Use the following guidelines when troubleshooting your setup.

The N2510 is routed to a Decoder, but the Decoder is showing local play content.
- **Is Stream Output enabled on the N2510?**
- **Does the N2510 have a Control IP address?**
- **Did you verify that no other devices have the same Output Stream number as the N2510?**
- **Is the Decoder properly assigned to the output of the N2510?**
- **Is the network configured appropriately for N2000 video traffic?**

The N2510 is routed to a Decoder, but the Decoder only shows four AMX logos.
- **Are the source Encoders enabled?**
- **Are the video sources properly routed to windows of the N2510?**
- **Is the network configured appropriately for N2000 video traffic?**

You cannot access the unit properties after discovery.
- Verify that the host PC has an IP address in the same range as the N2510.
- Double-click the name of the unit to access its properties or use a web browser and access the unit via its IP address.

The web page is not loading or displaying correctly.
- Retry using Firefox or Chrome (some older versions of Internet Explorer are not supported).
- Contact technical support at svsisupport@harman.com or 256.461.7143 x9900 for any installation issues.

### Specifications

**PRODUCT SPECIFICATIONS**

<table>
<thead>
<tr>
<th>Specifications</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Power Requirements:</strong></td>
<td>Internal power supply: 1.0 Amp @ 120 Volts DC, 100-240 Volts AC power supply</td>
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<tr>
<td>Dimensions (HWD)</td>
<td>1.75” x 17.25” x 12” (4.5cm x 43.8cm x 30.3cm)</td>
</tr>
<tr>
<td>Weight</td>
<td>7.15 lbs (3.24kg)</td>
</tr>
<tr>
<td>Certifications</td>
<td>FCC, CE, and NRTL 121632</td>
</tr>
</tbody>
</table>
| Environmental        | Temperature: 32° to 104° F (0° to 40°C)  
                      | Humidity: 10% to 90% RH (non-condensing)   |

### Overview

The NMX-WP-N2510 4x1 Windowing Processor accepts up to four real-time HD streams and then allows you to combine and customize them into a single output stream. This 1RU rackmount appliance connects to the video over IP network and accepts video streams (from N2000 Series Encoders) via a single network port. Each input can be cropped, scaled, and positioned according to stored presets (such as quad, window-in-window, 3+1, etc.) or in any user-defined configuration. The combined output video stream can then be routed as a single, compressed stream to one or more displays via the same network port.

**NOTE:** For proper operation, all four U ports must be connected to active streams.

Connect N2000 streams to any of the PO-P2 ports. To achieve larger stacked configurations, additional Windowing Processors can be used as input streams (using any PO-P2 port).

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**AMX by HARMAN**

NMX-WP-N2510 N-Series Windowing Processor, 4x1
Establishing Connection

Before using your N2510 unit, it must be configured using the free N-Able device management software. However, you will not be able to configure units until they are in the same subnet as the host computer: N-Series devices are shipped in Auto-IP mode with a default IP address of 169.254.xxx.xxx. The sample steps below show how the required changes (to the host computer’s IP settings) are made in a Windows environment.

Steps for IP address configuration:
1. From the Control Panel > Network and Internet dialog box, select Network and Sharing Center.
2. Select Change adapter settings.
3. Select the wired interface connected to your AV network.
4. Click the Properties button.
5. Scroll down in the list to the Internet Protocol Version 4 (TCP/IPv4) option. Highlight it and click the Properties button.
6. Enable the Use the following IP address option, and enter the static IP address provided to you by your network administrator.

**FIG. 1 SETTING A STATIC IP ADDRESS**

**NOTE:** If the computer does not need Internet access, you can simply enter a unique 169.254.xxx.xxx IP address with a 255.255.0.0 subnet mask. Please contact your network administrator if you are unsure of how to configure the existing interface. If the computer has a statically-assigned IP address, click on the Advanced button. Then click Add to enter a unique 169.254.xxx.xxx address with a subnet of 255.255.0.0.

Steps for auto discovering devices on the network:
1. Use the host computer to download and install the latest version of N-Able:
2. Attach your N2510 unit(s) to the layer-3 network switch.
3. Disable the wireless adapter on your computer (it must be hard-wired to the switch).
4. Connect the host computer to the layer-3 network switch.
5. Open the N-Able application.

If all devices do not appear automatically in N-Able, click the Auto Discover button on the Unit Management tab. This issues a broadcast command that will discover all units even if they are not in the same IP subnet.

**NOTE:** A web server is built into the N2510 and can be accessed directly by typing the unit's IP address into your web browser (without the need for N-Able). Internet Explorer is not a supported web browser.

**FIG. 8 UNIT SETTINGS PAGE**

**Unit Settings Page**

The Unit Settings page (shown in FIG. 8) allows you to configure unit and network settings as well as import/export presets for your Windowing Processor. Available options include:

- **Device Name**: Configure a user-friendly name for your unit.
- **Stream Output**: Enable this option prior to viewing the output of the N2510 with a Decoder. When enabled, you can route video in N-Able (or your other configuration choice) to the four windows and route the output of the N2510 to an N2000 Decoder to verify operations.
- **Output Stream**: If desired, modify from the default stream number. N-Able (or your other configuration choice) may also prompt for this to be changed when the unit is first discovered.

In the Network Setup section on the Unit Settings page:

- **IP address**: is required, and will be used as the control IP address.
- **Configure the Netmask and default Gateway address** as needed or directed by IT personnel.

**NOTE:** If you do need to make changes to the Network Setup section, click Trial Save once changes are made. If the control IP address is different from the default, you will need to log in to the unit using its new IP address. Once re-logged back in, click Confirm to keep the changes. If the unit is power cycled before the changes are confirmed, it will revert to its original IP address.

Assign unique static IP addresses for each of the U ports. These must be in the same subnet as the rest of the system (i.e., host computer, Windowing Processor, Encoders, etc.).
**Crop/Pan/Zoom Page**

The Crop/Pan/Zoom page allows finer control of the individual windows. See FIG. 7.

**Logging in Using N-Able Software**

Once the units have been discovered in N-Able, view them on the Unit Management tab. N2510 units have Windowing Processor listed in their Type fields (as shown in FIG. 2).

Double-click any device to view its control page. If prompted, enter admin and password as the default username and password. This brings up the page shown in FIG. 3.

Click links at top of page to access the other configuration pages.
Arrangement Page

The Arrangement page (shown in FIG. 4) is the main control area. It is a combination of arrange, stretch, and skew options. The view in the top portion of the page represents the overall screen setup you are creating. From there, position and stretch windows by dragging-and-dropping, resizing, or directly inputting values.

This area is also used to manipulate other settings such as borders, backgrounds, presets, mode, and input streams. Select from any number of default or user-defined presets. Slide windows around on command for attention-getting displays while seamlessly switching video streams in and out as needed.

FIG.4 ARRANGEMENT PAGE

Presets

Using either pre-configured (factory) presets or custom presets that you create yourself, quickly manipulate the arrangement/stretch/skew of the windows.

Create your own presets by clicking the \[\text{button}\] (pointed out previously in FIG. 4) and making choices in the Save Preset dialog box (shown in FIG. 5).

FIG.5 SAVE PRESET DIALOG BOX

Preset Examples

Two examples of common factory presets are shown in FIG. 6.

FIG.6 PRESET EXAMPLES

Stored presets Picture in Picture example

Stored presets Quad example
**Arrangement Page**

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![FIG.7 CROP/PAN/Zoom PAGE](image)

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![FIG.2 FINDING UNIT ON THE UNIT MANAGEMENT TAB](image)

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![FIG.3 ACCESSING CONFIGURATION PAGES](image)
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