User Guide

Matrix Switchers

DMS 1600, DMS 2000, DMS 3200, and DMS 3600

Configurable Digital Video Matrix Switchers

Extron

Safety Instructions

Safety Instructions • English

⚠ **WARNING:** This symbol, ⚠, when used on the product, is intended to alert the user of the presence of uninsulated dangerous voltage within the product's enclosure that may present a risk of electric shock.

ATTENTION: This symbol, ⚠, when used on the product, is intended to alert the user of important operating and maintenance (servicing) instructions in the literature provided with the equipment.

For information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the Extron Safety and Regulatory Compliance Guide, part number 68-290-01, on the Extron website, **www.extron.com.**

Sicherheitsanweisungen • Deutsch

WARNUNG: Dieses Symbol ⚠ auf dem Produkt soll den Benutzer darauf aufmerksam machen, dass im Inneren des Gehäuses dieses Produktes gefährliche Spannungen herrschen, die nicht isoliert sind und die einen elektrischen Schlag verursachen können.

VORSICHT: Dieses Symbol ⚠ auf dem Produkt soll dem Benutzer in der im Lieferumfang enthaltenen Dokumentation besonders wichtige Hinweise zur Bedienung und Wartung (Instandhaltung) geben.

Weitere Informationen über die Sicherheitsrichtlinien, Produkthandhabung, EMI/EMF-Kompatibilität, Zugänglichkeit und verwandte Themen finden Sie in den Extron-Richtlinien für Sicherheit und Handhabung (Artikelnummer 68-290-01) auf der Extron-Website, **www.extron.com.**

Instrucciones de seguridad • Español

ADVERTENCIA: Este símbolo, ⚠, cuando se utiliza en el producto, avisa al usuario de la presencia de voltaje peligroso sin aislar dentro del producto, lo que puede representar un riesgo de descarga eléctrica.

ATENCIÓN: Este símbolo, ⚠, cuando se utiliza en el producto, avisa al usuario de la presencia de importantes instrucciones de uso y mantenimiento recogidas en la documentación proporcionada con el equipo.

Para obtener información sobre directrices de seguridad, cumplimiento de normativas, compatibilidad electromagnética, accesibilidad y temas relacionados, consulte la Guía de cumplimiento de normativas y seguridad de Extron, referencia 68-290-01, en el sitio Web de Extron, **www.extron.com.**

Instructions de sécurité • Français

AVERTISSEMENT : Ce pictogramme, ⚠, lorsqu'il est utilisé sur le produit, signale à l'utilisateur la présence à l'intérieur du boîtier du produit d'une tension électrique dangereuse susceptible de provoquer un choc électrique.

ATTENTION : Ce pictogramme, ⚠, lorsqu'il est utilisé sur le produit, signale à l'utilisateur des instructions d'utilisation ou de maintenance importantes qui se trouvent dans la documentation fournie avec le matériel.

Pour en savoir plus sur les règles de sécurité, la conformité à la réglementation, la compatibilité EMI/EMF, l'accessibilité, et autres sujets connexes, lisez les informations de sécurité et de conformité Extron, réf. 68-290-01, sur le site Extron, **www.extron.com.**

Istruzioni di sicurezza • Italiano

AVVERTENZA: Il simbolo, ⚠, se usato sul prodotto, serve ad avvertire l'utente della presenza di tensione non isolata pericolosa all'interno del contenitore del prodotto che può costituire un rischio di scosse elettriche.

ATTENTZIONE: Il simbolo, ⚠, se usato sul prodotto, serve ad avvertire l'utente della presenza di importanti istruzioni di funzionamento e manutenzione nella documentazione fornita con l'apparecchio.

Per informazioni su parametri di sicurezza, conformità alle normative, compatibilità EMI/EMF, accessibilità e argomenti simili, fare riferimento alla Guida alla conformità normativa e di sicurezza di Extron, cod. articolo 68-290-01, sul sito web di Extron, **www.extron.com.**

Instrukcje bezpieczeństwa • Polska

OSTRZEŻENIE: Ten symbol, ⚠, gdy używany na produkt, ma na celu poinformować użytkownika o obecności izolowanego i niebezpiecznego napięcia wewnątrz obudowy produktu, który może stanowić zagrożenie porażenia prądem elektrycznym.

UWAGI: Ten symbol, ⚠, gdy używany na produkt, jest przeznaczony do ostrzegania użytkownika ważne operacyjne oraz instrukcje konserwacji (obsługi) w literaturze, wyposażone w sprzęt.

Informacji na temat wytycznych w sprawie bezpieczeństwa, regulacji wzajemnej zgodności, zgodność EMI/EMF, dostępności i Tematy pokrewne, zobacz Extron bezpieczeństwa i regulacyjnego zgodności przewodnik, część numer 68-290-01, na stronie internetowej Extron, **www.extron.com.**

Instrukcje bezpieczeństwa • Polska

OSTRZEŻENIE: Ten symbol, ⚠, gdy używany na produkt, ma na celu poinformować użytkownika o obecności izolowanego i niebezpiecznego napięcia wewnątrz obudowy produktu, który może stanowić zagrożenie porażenia prądem elektrycznym.

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Инструкция по технике безопасности • Русский

ПРЕДУПРЕЖДЕНИЕ: Данный символ, ⚠, если указан на продукте, предупреждает пользователя о наличии неизолированного опасного напряжения внутри корпуса продукта, которое может привести к поражению электрическим током.

ВНИМАНИЕ: Данный символ, ⚠, если указан на продукте, предупреждает пользователя о наличии важных инструкций по эксплуатации и обслуживанию в руководстве, прилагаемом к данному оборудованию.

Для получения информации о правилах техники безопасности, соблюдении нормативных требований, электромагнитной совместимости (ЭМП/ЭДС), возможности доступа и других вопросах см. руководство по безопасности и соблюдению нормативных требований Extron на сайте Extron: , **www.extron.com**, номер по каталогу - 68-290-01.

安全说明 • 简体中文

警告:⚠产品上的这个标志意在警告用户该产品机壳内有暴露的危险 电压, 有触电危险。

注意: ⚠ 产品上的这个标志意在提示用户设备随附的用户手册中有重要的操作和维护(维修) 说明。

关于我们产品的安全指南、遵循的规范、EMI/EMF 的兼容性、无障碍使用的特性等相关内容，敬请访问 Extron 网站，**www.extron.com**，参见 Extron 安全规范指南，产品编号 68-290-01。

安全記事 • 繁體中文

警告：⚠ 若產品上使用此符號，是為了提醒使用者，產品機殼內存在著可能會導致觸電之風險的未絕緣危險電壓。

注意 ⚠ 若產品上使用此符號，是為了提醒使用者，設備隨附的用戶手冊中有重要的操作和維護（維修）說明。

有關安全性指導方針、法規遵守、EMI/EMF 相容性、存取範圍和相關主題的詳細資訊，請瀏覽 Extron 網站:**www.extron.com**，然後參閱《Extron 安全性與法規遵守手冊》，準則編號 68-290-01。

安全上のご注意 • 日本語

警告: この記号 ⚠ が製品上に表示されている場合は、筐体内に絶縁されていない高電圧が流れ、感電の危険があることを示しています。

注意: この記号 ⚠ が製品上に表示されている場合は、本機の取扱説明書に記載されている重要な操作と保守(整備)の指示についてユーザーの注意を喚起するものです。

安全上のご注意、法規厳守、EMI/EMF適合性、その他の関連項目については、エクストロンのウェブサイト **www.extron.com** より『Extron Safety and Regulatory Compliance Guide』(P/N 68-290-01) をご覧ください。

안전 지침 • 한국어

경고: 이 기호 ⚠ 가 제품에 사용될 경우, 제품의 인클로저 내에 있는 접지되지 않은 위험한 전류로 인해 사용자가 감전될 위험이 있음을 경고합니다.

주의: 이 기호 ⚠ 가 제품에 사용될 경우, 장비와 함께 제공된 책자에 나와 있는 주요 운영 및 유지보수(정비) 지침을 경고합니다.

안전 가이드라인, 규제 준수, EMI/EMF 호환성, 접근성, 그리고 관련 항목에 대한 자세한 내용은 Extron 웹 사이트(**www.extron.com**)의 Extron 안전 및 규제 준수 안내서, 68-290-01 조항을 참조하십시오.

FCC Class A Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. The Class A limits provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause interference. This interference must be corrected at the expense of the user.

> **NOTE:** For more information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the **Extron Safety and Regulatory Compliance Guide** on the Extron website.

Battery Notice

This product contains a battery. **Do not open the unit to replace the battery**. If the battery needs replacing, return the entire unit to Extron (for the correct address, see the Extron Warranty section on the last page of this guide).

> **CAUTION:** Risk of explosion. Do not replace the battery with an incorrect type. Dispose of used batteries according to the instructions.
>
> **ATTENTION :** Risque d'explosion. Ne pas remplacer la pile par le mauvais type de pile. Débarrassez-vous des piles usagées selon le mode d'emploi.

Class 1 Laser Product

Any service to this product must be carried out by Extron Electronics and its qualified service personnel.

> **CAUTION:** Using controls, making adjustments, or performing procedures in a manner other than what is specified herein may result in hazardous radiation exposure.

> **NOTE:** For more information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the "**Extron Safety and Regulatory Compliance Guide**" on the Extron website.

Produit laser de classe 1

Si ce produit a besoin d'un quelconque entretient, celui-ci doit être fait par Extron Electronics et son personnel qualifié.

> **ATTENTION :** L'utilisation de commandes, la réalisation de réglages, ou l'exécution de procédures de manière contraire aux dispositions établies dans le présent document, présente un risque d'exposition dangereuse aux radiations.

> **Remarque :** Pour plus d'informations sur les directives de sécurité, les conformités de régulation, la compatibilité EMI/EMF, l'accessibilité, et les sujets en lien, consultez le « **Informations de sécurité et de conformité Extron** » sur le site internet d'Extron.

Notifications

The following notifications are used in this guide:

> ⚠ **WARNING:** Potential risk of severe injury or death.
>
> **AVERTISSEMENT :** Risque potentiel de blessure grave ou de mort.

> **ATTENTION:**
> - Risk of property damage.
> - Risque de dommages matériels.

> **NOTE:** A note draws attention to important information.

Software Commands

Commands are written in the fonts shown here:

```
^AR Merge Scene,,Op1 scene 1,1 ^B 51 ^W^C.0
[01] R 0004 00300 00400 0080 00600 [02] 35 [17] [03]
```

Esc X1 * X17 * X20 * X23 * X21 CE ←

> **NOTE:** For commands and examples of computer or device responses used in this guide, the character "0" is the number zero and "O" is the capital letter "o."

Computer responses and directory paths that do not have variables are written in the font shown here:

```
Reply from 208.132.180.48: bytes=32 times=2ms TTL=32
C:\Program Files\Extron
```

Variables are written in slanted form as shown here:

```
ping xxx.xxx.xxx.xxx –t
SOH R Data STX Command ETB ETX
```

Selectable items, such as menu names, menu options, buttons, tabs, and field names are written in the font shown here:

From the **File** menu, select **New**.

Click the **OK** button.

Specifications Availability

Product specifications are available on the Extron website, **www.extron.com**.

Extron Glossary of Terms

A glossary of terms is available at **http://www.extron.com/technology/glossary.aspx**.

Contents

Introduction

> ⚠ **WARNING:** Potential risk of severe injury or death.
>
> **AVERTISSEMENT :** Risque potentiel de blessure grave ou de mort.
>
> - The DMS outputs continuous invisible light (Class 1 rated), which may be harmful to the eyes; use with caution.
> - Le DMS émet une lumière invisible en continu (conforme à la classe 1) qui peut être dangereux pour les yeux, à utiliser avec précaution.
>
> - Do not look into the rear panel fiber optic cable connectors or into the fiber optic cables themselves.
> - Ne regardez pas dans les connecteurs de câble fibre optique sur le panneau arrière ou dans les câbles fibre optique eux-mêmes.
>
> - Plug the attached dust caps into the optical transceivers when the fiber cable is unplugged.
> - Branchez les protections contre la poussière dans l'ensemble émetteur/récepteur lorsque le câble fibre optique est débranché.

- **About this Guide**
- **About the DMS Matrix Switchers**
- **Features**

About this Guide

This guide contains installation, configuration, and operating information for the Extron DMS 1600, DMS 2000, DMS 3200, and DMS 3600 Matrix Switchers (see **figure 1** on the next page). These customizable matrix switchers support DVI inputs and outputs and the fiber optic outputs and inputs of Extron DFX transmitters and receivers. The switchers can support multiple inputs and outputs, depending on the model:

- **DMS 1600** — up to 16 inputs and outputs
- **DMS 2000** — up to 20 inputs and outputs
- **DMS 3200** — up to 32 inputs and outputs
- **DMS 3600** — up to 36 inputs and outputs

> **NOTE:** In this guide, "DMS matrix switcher" refers to any switcher model.

About the DMS Matrix Switchers

The DMS matrix switchers are configurable, modular matrix switchers that distribute a single link of DVI (or HDMI with suitable adapters) digital video and DFX transmitter and receiver outputs and inputs. The switchers are assembled from user-installed input and output (I/O) boards. There are six I/O boards available:

- 4-input x 4-output DVI board
- 4-input DVI board
- 4-output DVI board
- 4-input x 4-output mutimode fiber optic board
- 4-input multimode fiber optic board
- 4-output multimode fiber optic board
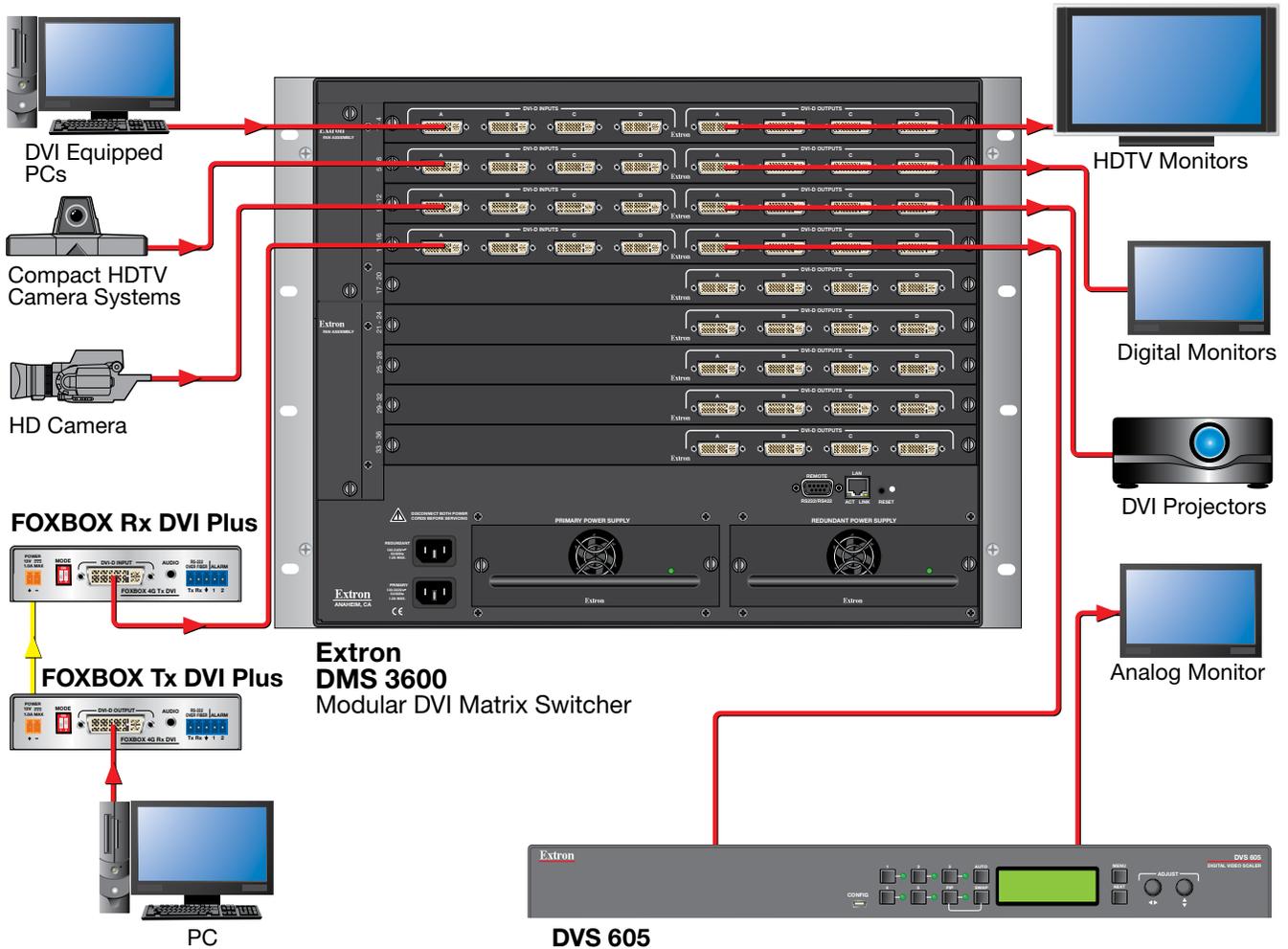
Figure 1. **Typical DMS 3600 Application**

Each switcher model supports a different number of I/O boards of any of the above type. With only one input and output board, each is configured as a 4-input by 4-output matrix. By adding or removing I/O boards within certain rules that are detailed in **I/O Boards**, on page 9, you can expand and contract the DMS matrix as follows:

DMS 1600 — Supports up to four I/O boards, up to a 16-input by 16-output matrix.

DMS 2000 — Supports up to five I/O boards, up to a 20-input by 20-output matrix.

DMS 3200 — Supports up to eight I/O boards, up to a 32-input by 32-output matrix.

DMS 3600 — Supports up to nine I/O boards, up to a 36-input by 36-output matrix.

The matrix switcher routes any input signal to any combination of outputs. The matrix switcher can route multiple input/output configurations simultaneously.

One or two internal, 100 VAC to 240 VAC, 50-60 Hz, 175-watt power supplies provide worldwide power compatibility and reliability in the following configurations:

- **DMS 3600** — Two replaceable, hot-swappable power supplies
- **DMS 1600** — One replaceable, hot-swappable power supply with a second replaceable supply as an option
- **DMS 2000** — One built-in power supply
- **DMS 3200** — One built-in power supply

The matrix switchers are single box solutions to complex digital video signal routing applications. Each input and output is individually isolated and buffered, and any input can be switched to any one or all outputs with virtually no crosstalk or signal noise between channels.

The matrix switchers can be remotely controlled via their rear panel Remote RS-232/RS-422 ports, their rear panel LAN port, and their front panel Configuration (USB) port using either the Extron Matrix Switchers Control Program or the Simple Instruction Set (SIS). The icon-driven Extron software uses a graphical, drag-and-drop interface to make I/O configuration and other customization functions simple and convenient. The SIS is a set of basic ASCII code commands that provide simple control through a control system or PC.

The switcher can be operated remotely by any of the following when connected to either a serial port or the LAN port:

- Control system
- PC
- Extron MKP 2000 or MKP 3000 remote control panel
- (RS-232/RS-422 only) Extron MCP 1000 remote control panel
- (RS-232/RS-422 only) Extron MKP 1000 remote keypad

The matrix switchers are housed in rack-mountable, metal enclosures, of the following sizes, with mounting flanges for standard 19-inch racks:

- **DMS 1600** — 4U high
- **DMS 2000** — 3U high
- **DMS 3200** — 5U high
- **DMS 3600** — 8U high

Features

DVI video inputs and outputs — With DVI I/O boards, the switchers input and output DVI-D digital video signals on DVI-I connectors.

Fiber optic inputs and outputs — With fiber optic I/O boards, the switchers input and output fiber optic signals generated and decoded by Extron DFX transmitters and receivers on LC connnectors.

Automatic input board cable equalization — Typically equalizes greater than 100 feet (30 m) at 1.65 Gb/s of Extron DVID SL or equivalent high quality cable.

Automatic output board re-clocking — Restores the signal timing and shape allowing for increased transmission distances.

EDID Minder — Lets you direct the monitor reference of the computer video source and what resolution to output.

Switching flexibility — The switcher provides individually buffered, independent matrix switched outputs.

- **Tie any input to any or all outputs**.
- **Quick multiple tie** — Multiple inputs can be switched to multiple outputs simultaneously. This allows all displays (outputs) to change from source to source at the same time.

Digital Sync Validation Processing (DSVP) — In critical environments or unmanned, remote locations, it may be vital to know that sources are active and switching. The Extron DSVP feature confirms that input sources are active by scanning all sync inputs for active signals. DSVP provides instantaneous feedback via any of the remote control ports on the switcher.

E-mail notification — The DMS matrix switchers have a built-in SMTP client feature that send out e-mail notifications through an SMTP server. The e-mail notification function monitors a selected input. If the input loses or regains the sync signal, the switcher sends out an e-mail regarding the loss or restoration of the input signal to the e-mail recipients. The matrix switcher can send e-mails to up to 8 e-mail recipients.

Rooming — The switcher can be programmed to group multiple outputs to specific "rooms" (user-designated groups), allowing them to have their own presets.

Field upgradable, hot-swappable modular design — The architecture of the DMS matrix switcher allows you to repair, upgrade, reconfigure, or expand the matrix by simply installing a new I/O board or replacing a board of one type with one of another.

Hot-swappable components let you replace any I/O board at any time without powering down the switcher.

DMS 1600 and DMS 3600 power redundancy — The DMS 1600 and DMS 3600 have standard and optional power redundancy features. This redundancy, standard for the DMS 3600 and optional for the DMS 1600, ensures zero downtime and no loss of functionality through all but catastrophic power failure to support round-the-clock operation in mission-critical applications.

- **Two AC power inputs** — Two inputs ensure the switcher operates through any power interruption short of a simultaneous loss of power from both power sources.

- **Two power input circuits** — The two complete power circuits, from the plug, through the power supply, to the power insertion onto the power distribution plane, are separate and independent from each other (see figure 2).
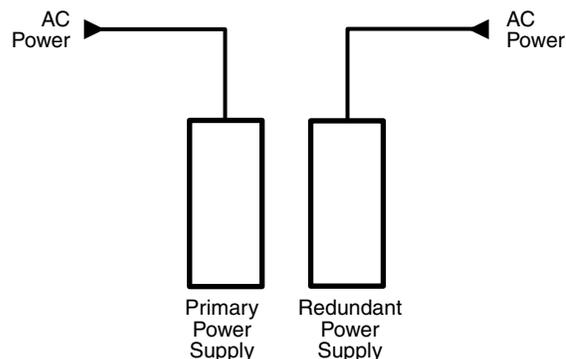
Figure 2.   **Redundant Power Supply Backs Up Primary Power Supply**

- **Two hot-swappable power supplies (standard for the DMS 3600 and optional for the DMS 1600)** — The 100 VAC to 240 VAC, 50-60 Hz power supplies of the matrix switchers provide worldwide power compatibility.

- **Primary and redundant circuits** — The power supply circuitry is configured to automatically switch over. Should the primary power supply fail, the hot redundant power supply immediately assumes the load of the failed primary supply, meaning zero downtime and no loss of functionality.

- **Ease of maintenance** — A failed power supply can be easily replaced from the rear at any time without powering down the matrix, and with no tools required.

- **Power supply status LEDs** — Front panel and rear panel LEDs indicate the status of the primary and redundant power supplies.

Operational flexibility — Operations such as input/output selection and setting of presets can be performed using a variety of local and remote control mechanisms:

- **Front panel controller**
- **Matrix Switchers Control Program**
- **Simple Instruction Set (SIS)**
- **HTML pages**
- **Remote control panels and keypads (see the list on page 3)**

  The serial ports allow remote control via a PC or a control system. The Ethernet link allows multiple remote links with two levels of password protection.

  > **NOTE:** The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).

Upgradeable firmware — The firmware that controls all switcher operation can be upgraded in the field via RS-232/RS-422 or Ethernet, without taking the switcher out of service. Firmware upgrades are available for download on the Extron website, **www.extron.com**, and can be installed using the Matrix Switchers Control Program or the built-in HTML pages.

Labeling — The included Button Label Generator software lets you create labels to place in the front panel I/O buttons, with names, alphanumeric characters, or color bitmaps for easy and intuitive input and output selection. Alternatively, labels can be made with any Brother® P-Touch® or comparable labeler.

Global memory presets — 32 global memory presets are available as a time-saving feature that lets you set up and store input/output configurations in advance. You can then recall those configurations, when needed, with a few simple steps. The presets are available via front panel operation or serial port or Ethernet control.

Rack mountability — The DMS matrix switchers are housed in rack-mountable metal enclosures with mounting flanges for standard 19-inch racks.

Front panel security lockout modes (Executive mode) — If a matrix switcher is installed in an open area, where operation by unauthorized personnel may be a problem, a security lockout mode can be implemented. When the front panel is locked, a special button combination or SIS command is required to unlock the front panel controller and make the front panel fully operational.

I/O grouping — Allows the matrix switcher to be virtually divided into smaller subswitchers, making installation and control easier. I/O grouping limits the selection of inputs and outputs to members of the same group. I/O grouping allows specific outputs, such as those designated for a specific purpose, to be grouped together.

Installation

This section describes the installation of the DMS matrix switchers, including:

- **Setup and Installation Checklist**
- **Rear Panel Cabling and Features**
- **Front Panel Configuration Port**

Setup and Installation Checklist

Get ready

☐ Familiarize yourself with the DMS matrix switcher.

☐ Obtain IP setting information for the matrix switcher from the local network administrator (see **Ethernet Connection** on page 108).

Configure the matrix switcher

☐ Install the desired I/O boards (**page 101**).

Perform physical installation

☐ Create (**page 83**) and replace (**page 106**) button labels (optional).

☐ Install the switcher in a rack (**page 100**) (optional).

☐ Cable input and output devices to the I/O boards (**page 9**).

☐ Connect computers or control systems to any of the remote control ports (a serial [RS-232/RS-422] port [**page 11**], a USB port [**page 13**], and a LAN port [**page 11**]) on the switcher (optional).

☐ Connect power (**page 13**).

☐ Test the switcher by creating a tie (**page 23**).

Ancillary operations

☐ Install the Matrix Switchers Control Program (**page 61**).

Rear Panel Cabling and Features

Figure 3, below, shows a DMS 1600. Figure 4, below, shows a DMS 2000. **Figure 5**, on the next page, shows a DMS 3200. **Figure 6**, on the next page, shows a DMS 3600. The four models have similar features, but different-sized enclosures and a different arrangement of the features.The DMS 2000 and DMS 3200 do not have swappable power supplies or fan assemblies. The DMS 3600 has two fan assemblies.
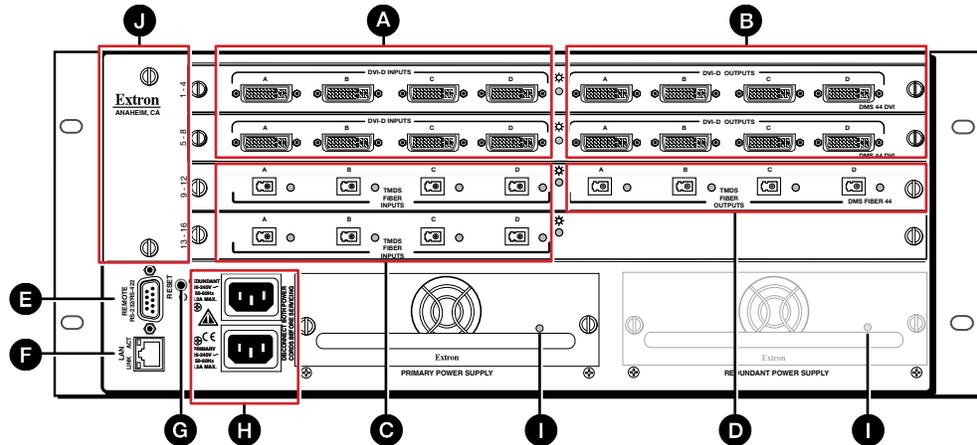
Figure 3.   DMS 1600 Matrix Switcher Rear Panel
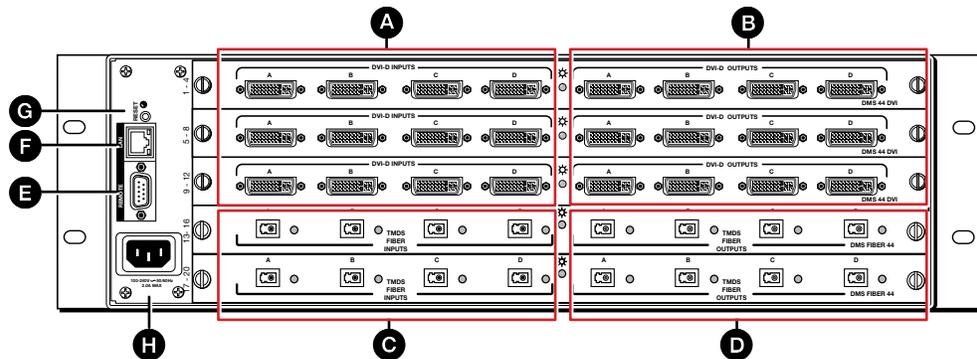
Figure 4.   DMS 2000 Matrix Switcher Rear Panel

A **DVI input connectors** (see **page 10**)

B **DVI output connectors** (see **page 10**)

C **Fiber optic input connectors** (see **page 11**)

D **Fiber optic output connectors** (see **page 11**)

E **Remote (RS-232/RS-422) port** (see **page 11**)

F **LAN (Ethernet) connector** (see **page 11**)

G **Reset button and LED** (see **page 12**)

H **Power connectors** (see **page 13**)

I **Power indicator LEDs (DMS 1600 and DMS 3600 only)** (see **page 13**)

J **Cooling fan assemblies (DMS 1600 and DMS 3600 only)** (see **page 106**)
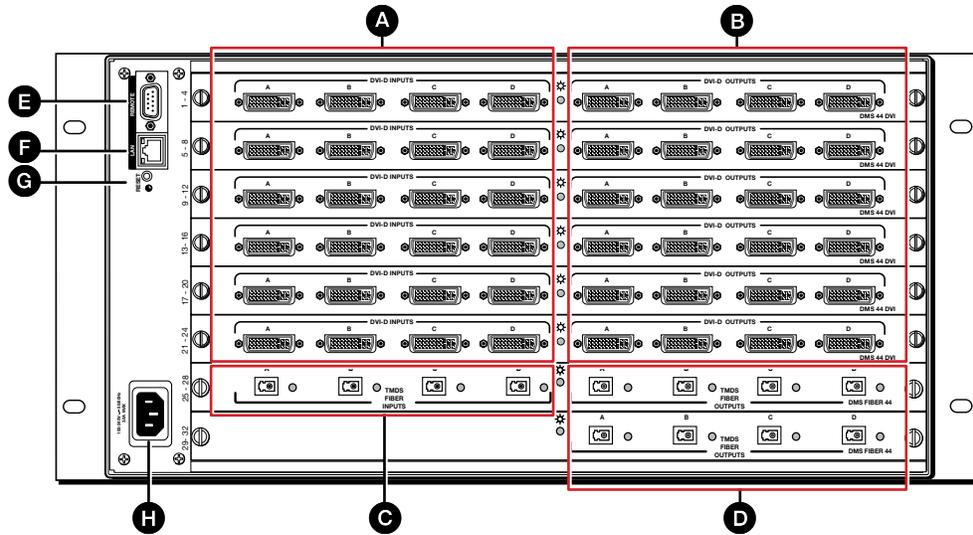
Figure 5. DMS 3200 Matrix Switcher Rear Panel
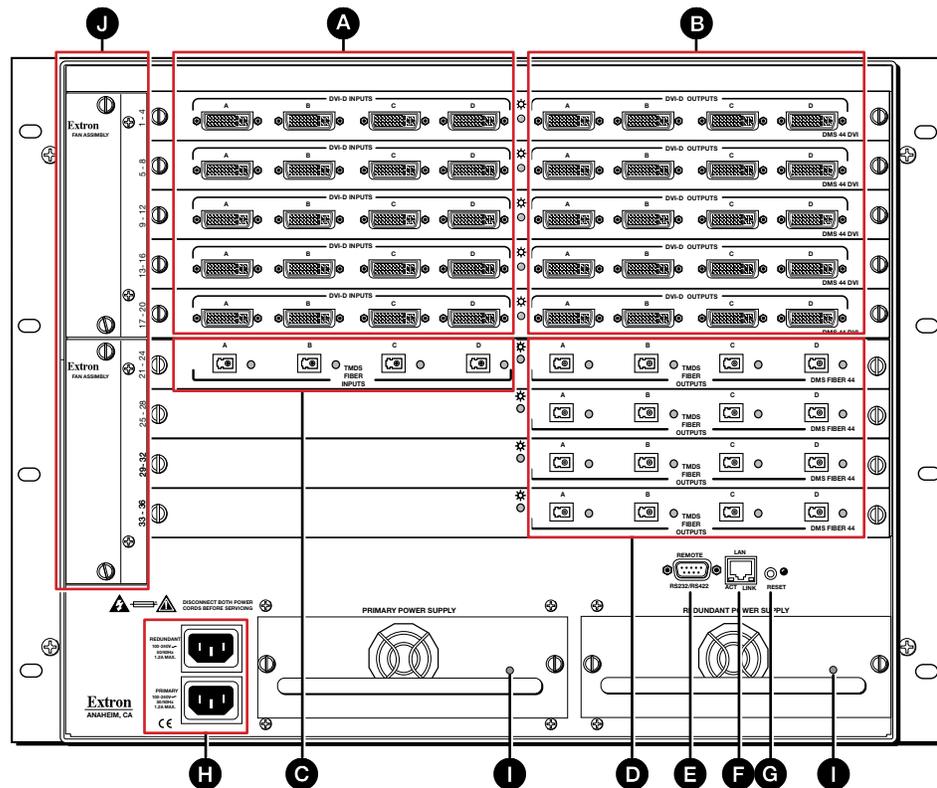
Figure 6. DMS 3600 Matrix Switcher Rear Panel

Ⓐ **DVI input connectors** (see **page 10**)

Ⓑ **DVI output connectors** (see **page 10**)

Ⓒ **Fiber optic input connectors** (see **page 11**)

Ⓓ **Fiber optic output connectors** (see **page 11**)

Ⓔ **Remote (RS-232/RS-422) port** (see **page 11**)

Ⓕ **LAN (Ethernet) connector** (see **page 11**)

Ⓖ **Reset button and LED** (see **page 12**)

Ⓗ **Power connectors** (see **page 13**)

Ⓘ **Power indicator LEDs (DMS 1600 and DMS 3600 only)** (see **page 13**)

Ⓙ **Cooling fan assemblies (DMS 1600 and DMS 3600 only)** (see **page 106**)

> **ATTENTION:**
> - Use electrostatic discharge (ESD) precautions (be electrically grounded) when making connections. Electrostatic discharge can damage equipment, even if you cannot feel, see, or hear it.
> - Prenez des précautions contre les décharges électrostatiques (soyez électriquement relié à la terre) lorsque vous effectuez des connexions. Les décharges électrostatiques (ESD) peuvent endommager l'équipement, même si vous ne pouvez pas le sentir, le voir ou l'entendre.
> - Remove system power before making all connections.
> - Débranchez l'alimentation du système avant de faire n'importe quelle connexion.

I/O Boards

I/O board configuration overview

Figure 7 shows a mix of I/O boards. On the boards, the input and output DVI connectors are identified as A through D. Each I/O board is identified by the input and output numbers supported by the board position (1 - 4, 5 - 8, and so on).
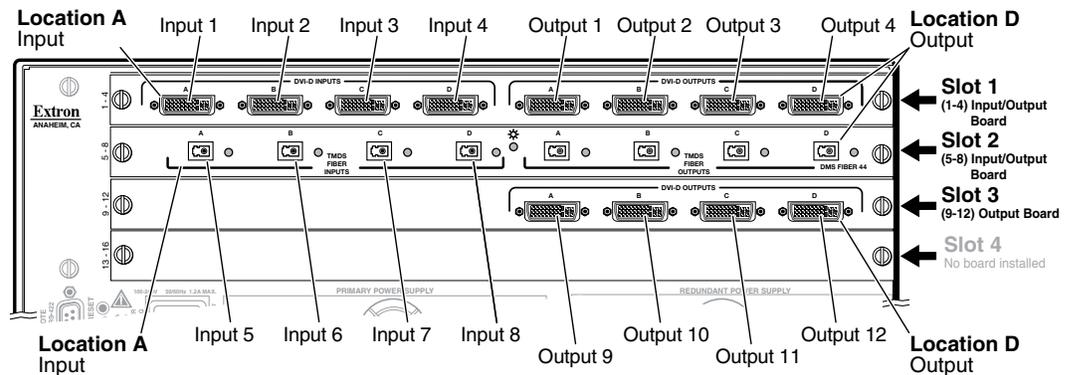
Figure 7.   Arrangement of Inputs and Outputs on the I/O Boards

Slot	Inputs and outputs	Slot	Inputs and outputs
1	1 through 4	5*	17 through 20
2	5 through 8	6†	21 through 24
3	9 through 12	7†	25 through 28
4	13 through 16	8†	29 through 32
		9♦	33 through 36

*   DMS 2000, DMS 3200, and DMS 3600 only

†   DMS 3200 and DMS 3600 only

♦   DMS 3600 only

Locations A through D correspond to the input and output numbers identified by the board position numbers. (For example, the input and output numbers supported by the I/O board in slot 2 [location 5 - 8] are as follows: A = 5, B = 6, C = 7, and D = 8.) Inputs and outputs are grouped separately, with inputs A through D on the left and outputs A through D on the right.

Below are installation guidelines for the switcher configuration; if you incorrectly order the I/O boards, the switcher will not recognize some inputs, outputs, or both.

- You **must** install a 4x4 DVI or fiber optic input and output board in the top slot (slot 1).
- You can install any of the six board types (a 4x4 DVI or fiber optic input and output board, a 4 DVI or fiber optic input board, or a 4 DVI or fiber optic output board) or a blank panel in the next slot (slot 2).
- You can install any of the board types in the slot directly underneath a 4x4 input and output board.
- After you install a 4-input board or 4-output board, all active boards underneath it **must** be the same size (4-input or 4-output).
- Within these size guidelines (4-input must follow 4-input or 4-output must follow 4-output), you can follow a DVI board with a fiber optic board or follow a fiber optic board with a DVI board.
- If you install a blank panel, all slots under it **must** contain blank panels (you cannot skip a slot).

I/O connections

> ⚠ **WARNING:**   Potential risk of severe injury or death.
> **AVERTISSEMENT :**   Risque potentiel de blessure grave ou de mort.
>
> - The DMS outputs continuous invisible light (Class 1 rated), which may be harmful to the eyes; use with caution. Plug the attached dust cap into the optical transceiver when the fiber optic cable is unplugged.
> - Le DMS émet une lumière invisible en continu (conforme à la classe 1) qui peut être dangereux pour les yeux, à utiliser avec précaution. Branchez la protection contre la poussière dans l'ensemble émetteur/récepteur lorsque le câble fibre optique est débranché.

> **NOTES:**
> - **Fiber optic boards:** Ensure that you use multimode fiber cable for your I/O board. Typically, multimode cable has an orange or aqua jacket.
> - **DVI boards:** Although the DVI I/O boards use DVI-I connectors, the switchers handle only DVI-D (digital) video and the boards are labeled "DVI-D."

Ⓐ DVI-D Inputs ports (see **figure 3** on page 7 through **figure 6** on page 8)— Connect DVI cables between these ports and the DVI output ports of the digital video sources (see figure 8).

Ⓑ DVI-D Outputs ports — Connect DVI displays for the routed direct digital image (see figure 8).

Female Connector

Male Connector

* CEC control on pin 8 is a proprietary usage, not the industry standard.
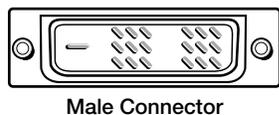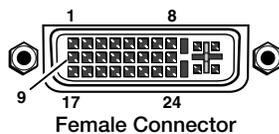
Pin	Signal	Pin	Signal	Pin	Signal
1	TMDS data 2–	9	TMDS data 1–	17	TMDS data 0–
2	TMDS data 2+	10	TMDS data 1+	18	TMDS data 0+
3	TMDS data 2 shield	11	TMDS data 1 shield	19	TMDS data 0 shield
4	Spare	12	Spare	20	Spare
5	Spare	13	Spare	21	Spare
6	DDC clock	14	+5 V power	22	TMDS clock Shield
7	DDC data	15	Ground (+5 V)	23	TMDS clock+
8	CEC control*	16	Hot Plug Detect	24	TMDS clock–

Figure 8.   DVI Connectors

C **Fiber optic input ports —** Connect fiber optic cables to the Input LC connectors (see **figure 6** on page 8 through **figure 6** on page 8).

Connect the opposite ends of these fiber optic cables to the Output connectors on DFX 100 Tx transmitters.

Input LEDs — **Amber** indicates fiber connections.
Green indicates input signal detection.

D **Fiber optic output ports —** Connect fiber optic cables to the Input LC connectors.

Connect the opposite ends of these fiber optic cables to the Input connectors on DFX 100 Rx receivers.

Input LEDs — **Amber** indicates fiber connections.
Green indicates signal transmission.

Remote Port

E **Remote RS-232/RS-422 port —** Connect a host device, such as a computer, touch panel control, or RS-232 capable PDA to the switcher via this 9-pin D connector for serial RS-232/RS-422 control (see figure 9).
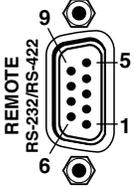
Pin	RS-232	Function	RS-422	Function
1	—	Not used	—	Not used
2	TX	Transmit data	TX–	Transmit data (–)
3	RX	Receive data	RX–	Receive data (–)
4	—	Not used	—	Not used
5	Gnd	Signal ground	Gnd	Signal ground
6	—	Not used	—	Not used
7	—	Not used	RX+	Receive data (+)
8	—	Not used	TX+	Transmit data (+)
9	—	Not used	—	Not used

Figure 9. Remote RS-232/RS-422 Port

See **Programming Guide** starting on page 46 for definitions of the SIS commands and **Matrix Software** starting on page 61 for details on the control software.

> **NOTE:** The switcher can support either the RS-232 or RS-422 serial protocol, and can operate at 9600, 19200, 38400, or 115200 baud rates.

See **Selecting the Rear Panel Remote Port Protocol and Baud Rate** on page 36 to configure the RS-232/RS-422 port from the front panel.

If desired, connect an MKP 2000 or MKP 3000 remote control panel to the rear panel Remote port on the switcher. See the *MKP 2000 Remote Control Panel User Guide* or the *MKP 3000 User Guide* for details.

Ethernet Port

F **LAN port —** If desired, for IP control of the system, connect the matrix switcher to a PC or to an Ethernet LAN via this RJ-45 connector. You can use a PC to control the networked switcher with SIS commands from anywhere in the world. You can also control the switcher from a PC that is running the Extron Matrix Switchers Control Program or has downloaded HTML pages from the switcher.

- **Link LED indicator** — Indicates that the switcher is properly connected to an Ethernet LAN. This LED should light steadily.

- **Act LED indicator** — Indicates transmission of data packets on the RJ-45 connector. This LED should flicker as the switcher communicates.

Cabling

It is vital that your Ethernet cables be the correct cable type and that they be properly terminated with the correct pinout. Ethernet links use Category (CAT) 3, 5e, or CAT 6, unshielded twisted pair (UTP) or shielded twisted pair (STP) cables, terminated with RJ-45 connectors. Ethernet cables are limited to a length of 328 feet (100 m).

> **NOTES:**
> - Do not use standard telephone cables. Telephone cables do not support Ethernet or Fast Ethernet.
> - Do not stretch or bend cables. Transmission errors can occur.

The cable used depends on your network speed. The switcher supports both 10 Mbps (10Base-T — Ethernet) and 100 Mbps (100Base-T — Fast Ethernet), half-duplex and full-duplex Ethernet connections.

- 10Base-T Ethernet requires CAT 3 UTP or STP cable at minimum.
- 100Base-T Fast Ethernet requires CAT 5e UTP or STP cable at minimum.

RJ-45 connector wiring

The Ethernet cable can be terminated as a straight-through cable or a crossover cable and must be properly terminated for your application (see figure 10).

- **Crossover cable** — Direct connection between the computer and the DMS matrix switcher
- **Patch (straight) cable** — Connection of the DMS matrix switcher to an Ethernet LAN

Pins:
12345678

Insert Twisted Pair Wires

RJ-45 Connector

Crossover Cable

Pin	End 1 Wire color	End 2 Wire color
1	White-green	White-orange
2	Green	Orange
3	White-orange	White-green
4	Blue	Blue
5	White-blue	White-blue
6	Orange	Green
7	White-brown	White-brown
8	Brown	Brown
	T568A	**T568B**

A cable that is wired as T568A at one end and T568B at the other (Tx and Rx pairs reversed) is a "crossover" cable.

Straight-through Cable

Pin	End 1 Wire color	End 2 Wire color
1	White-orange	White-orange
2	Orange	Orange
3	White-green	White-green
4	Blue	Blue
5	White-blue	White-blue
6	Green	Green
7	White-brown	White-brown
8	Brown	Brown
	T568B	**T568B**

A cable that is wired the same at both ends is called a "straight-through" cable, because no pin/pair assignments are swapped.

Figure 10.   RJ-45 Connector and Pinout Tables

Reset Button and LED

RESET

G **Reset button** — The Reset button initiates four levels of reset of the matrix switcher (see **figure 3** on page 7 through **figure 6** on page 8). For four different reset levels, press and hold the button while the switcher is running or while powering up the switcher (see **Rear Panel Operations** on page 36 for details).

> **NOTE:** The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).

Power

H **Primary and Redundant AC power connectors** — (see **figure 3** on page 7 through **figure 6** on page 8)

> **NOTES:**
> - Redundant power connectors are present on the DMS 1600 and DMS 3600 only.
> - A redundant power supply is optional for the DMS 1600 and standard for the DMS 3600.
> - For the most reliable power with your DMS 1600 and DMS 3600, connect a power cord between the Redundant power connector and either an uninterruptible power source or to a power source that is completely independent from the primary power source.

Plug standard IEC power cords into these connectors to connect the switcher to 100 VAC to 240 VAC, 50-60 Hz power sources.

I **Primary and Redundant power supply indicator LEDs (DMS 1600 and DMS 3600 only)** —

Green — Indicates that the associated power supply is operating normally.

Red — Indicates that the associated power supply is operating outside the normal tolerances or has failed (see **Removing and Installing the Power Supply Module (DMS 1600 and DMS 3600)** on page 103 to replace the power supply).

Cooling fans (DMS 1600 and DMS 3600 only)

> **NOTE:** DMS 2000 and DMS 3200 cooling fans are fixed in place and **not** field replaceable.

J **Cooling fan or fans (DMS 1600 and DMS 3600 only)** — See **Removing and Installing a Fan Module (DMS 1600 and DMS 3600)** on page 105.

Front Panel Configuration Port
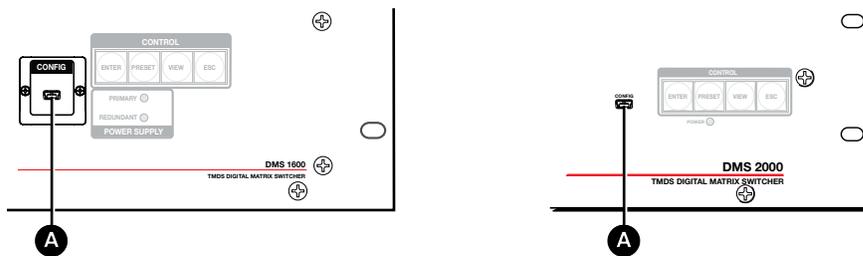
Figure 11.   Front Panel Configuration Port

A **Config(uration) port —** This mini USB B port serves a similar communications function as the rear panel Remote port, but it is easier to access than the rear port after the matrix switcher has been installed and cabled.

> **NOTE:** A front panel Configuration port connection and a rear panel Remote port connection can both be active at the same time. If commands are sent simultaneously to both, the command that reaches the processor first is handled first.

Operation

This section describes the front panel operation of the DMS matrix switchers, including:

- **Front Panel Controls and Indicators**
- **Rear Panel Power Indicators (DMS 1600 and DMS 3600)**
- **Front Panel Operations**
- **Rear Panel Operations**
- **Troubleshooting**
- **Configuration Worksheets**

Front Panel Controls and Indicators

The front panel controls (see figure 12 and figure 13, figure 14, and figure 15 on the **next page**) are grouped into two sets. The input and output buttons are grouped on the left side of the control panel. The control buttons are grouped on the right side of the panel.
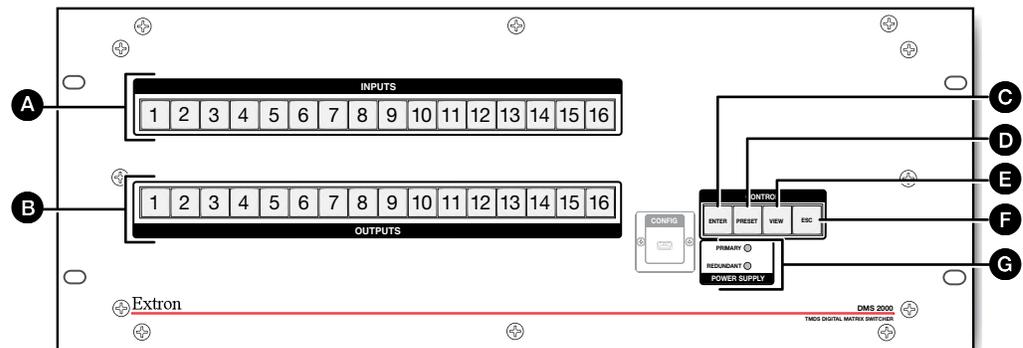
Figure 12. **Front Panel, DMS 1600 Switcher**

Ⓐ **Input buttons** (see **page 17**)

Ⓑ **Output buttons** (see **page 17**)

Ⓒ **Enter button** (see **page 18**)

Ⓓ **Preset button** (see **page 18**)

Ⓔ **View button** (see **page 19**)

Ⓕ **Esc button** (see **page 19**)

Ⓖ **Power Supply indicators (DMS 1600 and DMS 3600)** (see **page 19**)

Ⓗ **Power indicators (DMS 2000 and DMS 3600)** (see **page 19**)

The illuminated buttons can be labeled with either text or graphics. The buttons can be set to provide amber background illumination all the time or the background illumination can be turned off (see **Background Illumination** on page 35). The buttons blink or are lit at full intensity (depending on the operation) when selected.
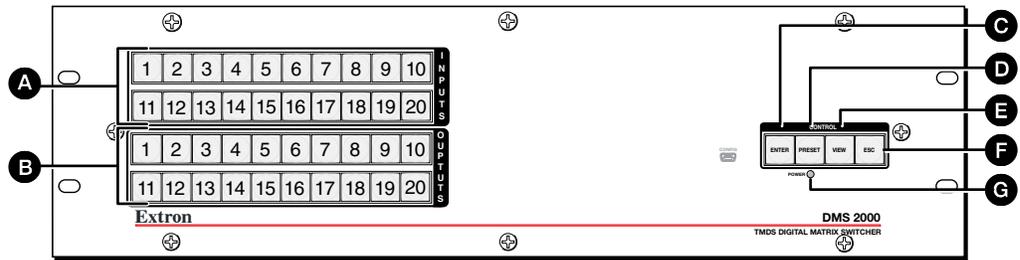
Figure 13. Front Panel, DMS 2000 Switcher
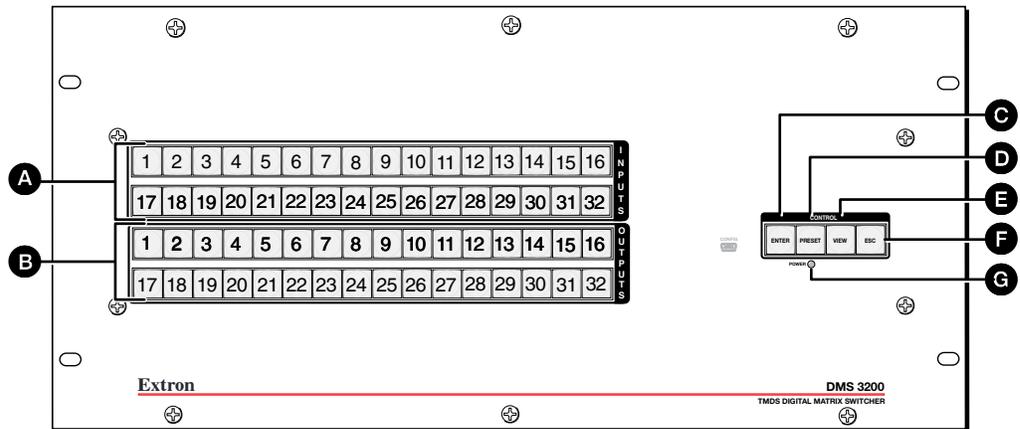
Figure 14. Front Panel, DMS 3200 Switcher
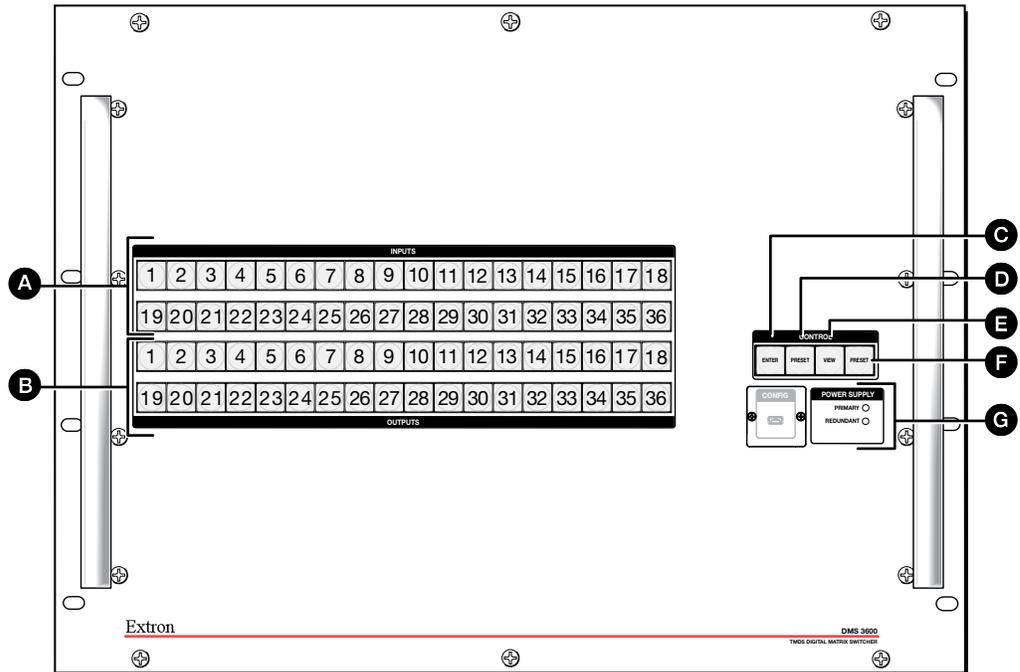
Figure 15. Front Panel, DMS 3600 Switcher

Ⓐ **Input buttons** (see **page 17**)

Ⓑ **Output buttons** (see **page 17**)

Ⓒ **Enter button** (see **page 18**)

Ⓓ **Preset button** (see **page 18**)

Ⓔ **View button** (see **page 19**)

Ⓕ **Esc button** (see **page 19**)

Ⓖ **Power Supply indicators (DMS 1600 and DMS 3600)** (see **page 19**)

Ⓗ **Power indicator (DMS 2000 DMS 3600)** (see **page 19**)

Input and Output Buttons

> **NOTE:** See **Front Panel Operations**, beginning on page 21, for detailed descriptions of the following operations.

Primary functions		
	Action	Select input or output for tie being created.
	Indication	*Blink*: potential tie/untie. *Lit*: current tie
	DMS 1600	**1** **2** **3** through **15** and **16**
	DMS 2000	**1** **2** **3** through **9** and **10** **11** through **20**
	DMS 3200	**1** **2** **3** through **15** and **16** **17** through **32**
	DMS 3600	**1** **2** **3** through **17** and **18** **19** through **36**

Secondary functions				
I/O Grouping	Action 1	Input 1 and Output 1: Select *I/O Group* mode.		
	Action 2	Assign an input or output to the selected group.		
	Indication	*Lit*: Input or output is assigned to the selected group.		
Presets	Action	Select a preset in *Preset* mode.		
	Indication	*Lit*: A preset has already been saved to this location. *Blink*: Preset location is selected to be saved.		
Output mutes	Action	*Outputs*: Press and hold to mute the output.		
	Indication	*Outputs, blink*: Output is muted.		
Port configuration	Action 1		Inputs shown above: Select *Configuration* mode	
	Action 2	**NOTE**: **DMS 1600, 3200** — Input 15 (232) / 16 (422) **DMS 2000** — Input 9 (232) / 10 (422) **DMS 3600** — Input 17 (232) / 18 (422)	Input defined at left: Select RS-232	Input defined at left: Select RS-422
	Indication		*Blink*: selected	*Blink*: selected
Background illumination	Action	Input 1 and Input 2: Toggle between background illumination or buttons unlit.		

Ⓐ **Input buttons** (see **figure 12** on page 14 through **figure 15** on page 15) — The input buttons have one primary function (❏) and five secondary functions (•):

❏ Select and identify an input.

• Select a preset.

• **Input 1 only** — Press simultaneously with the Output 1 button to select *I/O Group* mode.

• Select a preset.

• **Input 1 and Input 2 only** — Toggle background illumination of the buttons on and off.

• **Input 15 and 16 (DMS 1600 and DMS 3200), Input 9 and 10 (DMS 2000), or Input 17 and 18 (DMS 3600)** — Select *Serial Port Selection and Configuration* mode.

• **Input 15 (DMS 1600, DMS 3200), Input 9 DMS 2000), or Input 17 (DMS 3600)** — Select the RS-232 protocol for the RS-232/RS-422 port in *Serial Port Selection and Configuration* mode and indicate its selection.

• **Input 16 (DMS 1600, DMS 3200), Input 16 (DMS 2000), or Input 18 (DMS 3600)** — Select the RS-422 protocol for the RS-232/RS-422 port in Serial Port Selection and Configuration mode and indicate its selection.

Ⓑ **Output buttons** — The output buttons have one primary function (❏) and three secondary functions (•):

❏ Select and identify output.

• **Output 1 only** — Press simultaneously with the Input 1 button to select *I/O Group* mode.

• **DMS 1600 and DMS 2000** — Select a preset.

• Mute the output.

Control Buttons

Primary functions					
	Action	Save changes.	Select Preset mode.	Select View mode.	Cancel/escape.
	Indication	*Blink*: A save is needed.	*Blink*: Save preset. Lit: Recall preset.	View mode selected.	Flashes once.
		ENTER	PRESET	VIEW	ESC
Secondary functions					
I/O Grouping	Action	Select group 1.	Select group 2.	Select group 3.	Select group 4.
	Indication	*Lit*: group selected.	*Lit*: group selected.	*Lit*: group selected.	*Lit*: group selected.
Port configuration	Action	Select 9600 baud.	Select 19200 baud.	Select 38400 baud.	Select 115200 baud.
	Indication	*Blink*: selected	*Blink*: selected	*Blink*: selected	*Blink*: selected
Front panel lock	Action	With Esc, toggle front panel lock on and off.			With Enter, toggle front panel lock on and off.
	Indication		Flash twice to indicated the front panel has been locked or unlocked.		

C **Enter button** (see **figure 12** on page 14 through **figure 15** on page 15) — The Enter button has three primary functions (❑) and three secondary functions (•):

❑ Saves configuration or preset changes that you make on the front panel. To create a simple configuration:

- • Press the desired input button (**A** on the previous page).
- • Press the desired output buttons (**B** on the previous page).
- • Press the **Enter** button.

❑ Indicates that a potential tie has been created but not saved.

❑ Indicates that a global preset has been selected to be saved or recalled but that the preset action has not been accomplished.

- • In the *I/O Group* mode, selects group 1 and indicates its selection.
- • Selects 9600 baud for the RS-232/RS-422 port in *Serial Port Selection and Configuration* mode and indicate its selection.
- • With the Esc button, toggles the front panel lock on and off.

D **Preset button** — The Preset button has two primary functions (❑) and three secondary functions (•):

❑ Activates *Save Preset* mode to save a configuration as a preset and *Recall Preset* mode to activate a previously-defined preset.

❑ Blinks when *Save Preset* mode is active and lights steadily when *Recall Preset* mode is active.

- • In the *I/O Group* mode, selects group 2 and indicates its selection.
- • Selects 19200 baud for the RS-232/RS-422 port in *Serial Port Selection and Configuration* mode and indicates its selection.
- • With the View button, indicates that the front panel lock has been toggled on or off.

E **View button** (see **figure 12** on page 14 through **figure 15** on page 15) — The View button has one primary function (❏) and four secondary functions (•):

❏ Selects and indicates *View-only* mode, which displays the current configuration.

> **NOTE:** View-only mode also provides a way to mute and unmute the outputs.

• In the *I/O Group* mode, selects group 3 and indicates its selection.

• With the Esc button, commands the front panel system reset.

• Selects 38400 baud for the RS-232/RS-422 port in *Serial Port Selection and Configuration* mode and indicates its selection.

• With the Preset button, indicates that the front panel lock has been toggled on or off.

F **Esc button** — The Esc button has two primary functions (❏) and three secondary functions (•):

❏ Cancels operations or selections in progress and resets the front panel button indicators.

> **NOTE:** The Esc button does not reset the current configuration or any presets.

❏ Flashes once to indicate that the escape function has been activated.

• In the *I/O Group* mode, selects group 4 and indicates its selection.

• Selects 115200 baud for the RS-232/RS-422 port in *Serial Port Selection and Configuration* mode and indicates its selection.

• With the Enter button, toggles the front panel lock on or off.

Power Indicators

DMS 1600 and DMS 3600

G **Primary and Redundant Power Supply LEDs** —

Green — Indicates that the associated power supply is operating within normal tolerances.

POWER SUPPLY
PRIMARY ○
REDUNDANT ○

Red — Indicates that the associated power supply is operating outside the normal tolerances, has failed, or (DMS 3600 only) is not installed (see **Removing and Installing the Power Supply Module (DMS 1600 and DMS 3600)** on page 103 to replace the power supply).

Unlit (DMS 1600 Redundant LED) — No power supply is installed.
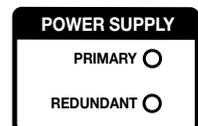
DMS 2000 and DMS 3200

H **Power LED** — Indicates that the power supply is operating within normal tolerances.

POWER ○

Button Labels

The numbered translucent covers on the input and output buttons can be removed and replaced to insert labels behind them.

Input and output labels can be created easily with the Extron Button Label Generator software, which ships with every Extron matrix switcher. Each input and output can be labeled with names, alphanumeric characters, or color bitmaps for easy and intuitive input and output selection (see figure 16) (see **Button Label Generator Program**, on page 83, for details on using the labeling software, see **Removing and Installing Button Labels**, on page 106, for blank labels and a procedure for removing and replacing the translucent covers).
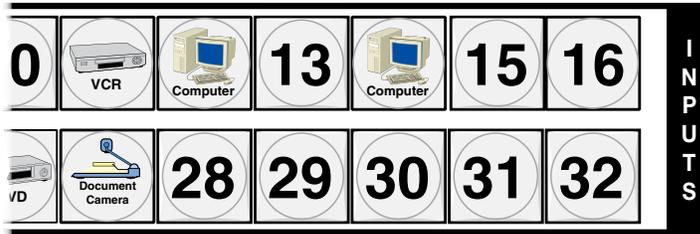
Figure 16. Sample Button Labels and Icons

Rear Panel Power Indicators (DMS 1600 and DMS 3600)

> **NOTE:** The DMS 2000 and DMS 3200 each have a built-in, non-removeable power supply, which does not have the Power Supply LEDs (Ⓐ), below.

The primary and redundant power supply modules on the DMS 1600 and DMS 3600 (see figure 17) each have a 2-color LED.

Ⓐ Ⓐ **Redundant Power Supply is Optional for DMS 1600, Blank Panel is Standard**
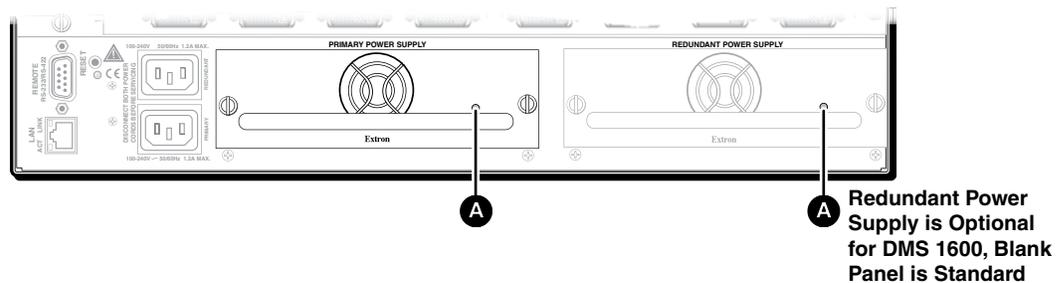
Figure 17. Rear Panel Power Supply Indicators

Ⓐ **Primary and Redundant Power Supply LEDs** —

Green — Indicates that the associated power supply is operating within normal tolerances.

Red — Indicates that the associated power supply has failed (see **Removing and Installing the Power Supply Module (DMS 1600 and DMS 3600)**, on page 103, to replace the power supply).

Front Panel Operations

The following paragraphs detail the power-up process and provide sample procedures for the following actions:

- **Creating ties, sets of ties, and configurations**
- **Changing a configuration**
- **Viewing ties, sets of ties, and configurations**
- **Creating I/O groups**
- **Saving a preset**
- **Recalling a preset**
- **Muting and unmuting outputs**
- **Locking and unlocking the front panel**
- **Performing a front panel reset**
- **Toggling background illumination on and off**
- **Reading and setting the Remote RS-232/RS-422 port settings**

Definitions

The following terms, which apply to Extron matrix switchers, are used throughout this guide:

- **Tie** — An input-to-output connection.
- **Set of ties** — An input tied to two or more outputs. (An output can never be tied to more than one input.)
- **Configuration** — One or more ties or one or more sets of ties.
- **Current configuration** — The configuration that is currently active in the switcher (also called configuration 0)
- **Global memory preset** — A configuration that has been stored. Up to 32 global memory presets can be stored in memory. When a preset is retrieved from memory, it becomes the current configuration. Presets can be saved and recalled from the front panel and any of the serial or LAN ports. For front panel operations, preset locations are assigned to the input buttons.
- **Room** — A subset of outputs that are logically related to each other, as determined by the operator. The switchers support up to 10 rooms, each of which can consist of from 1 to 16 outputs.
- **Room memory preset** — A configuration consisting of outputs in a single room that has been stored. When a room preset is retrieved from memory, it becomes the current configuration.

Power

Apply power by connecting one or both power cords between the one or two AC power connectors (depending on the model) and the AC power sources. The switcher performs a self-test that flashes the front panel buttons several times and then turns them either off or to background illumination. An error-free power up self-test sequence leaves all control buttons either unlit or showing background illumination.

The current configuration and all presets are saved in non-volatile memory. When power is applied, the most recent configuration is retrieved. The previous presets remain intact.

If an error occurs during the self-test, the switcher locks up and fails to respond to commands or button pushes. If your switcher locks up on power-up, call the Extron Sales and Technical Support Hotline (see the contact numbers listed on the Extron **webpage** for the office nearest you).

Creating a Configuration

The current configuration can be changed using the front panel buttons. Change the current configuration as follows:

1. Press the **Esc** button to clear any front panel button indications that may be lit.

2. Select the desired input and one or more outputs by pressing the input and output buttons. Input buttons and output buttons light or blink green to indicate ties.

   - To indicate **potential ties**, output buttons **blink** when an input is selected.
   - To indicate **current ties**, output buttons **light steadily** when an input is selected.

3. To clear unwanted outputs, press and release the associated lit output buttons.

   To indicate **potential unties**, output buttons **blink** when an output is deselected but not untied from the input.

4. Press and release the **Enter** button to accept the tie.

5. Repeat steps 1 through 4 to create or delete additional ties until the desired configuration is complete.

> **NOTES:**
> - Only one input can be tied to an output.
> - If a tie is made between an input and an output, and the selected output was previously tied to another input, the older tie is broken in favor of the newer tie.
> - If an input with no tie is selected, only the button for that input lights.
> - As each input and output is selected, the associated output button blinks to indicate a tentative tie. Buttons for outputs that were already tied to the input light steadily. Outputs that are already tied can be left on, along with new blinking selections, or toggled off by pressing the associated output button.
> - If you press the input button for an input that is I/O grouped (see **I/O Grouping** on page 27), you cannot select the output button for an output in a different group. The associated input button remains lit.

Example 1: Creating a set of ties

In the following example, input 5 is tied to outputs 3, 4, and 8. The steps show the front panel indications that result from your action.

> **NOTE:** This example assumes that there are no ties in the current configuration.

1. **Clear all selections**: Press and release the **Esc** button. The button flashes once.

2. **Select an input**: Press and release the input 5 button.

Press the button.
The button lights.

INPUTS

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 15 | 16 |
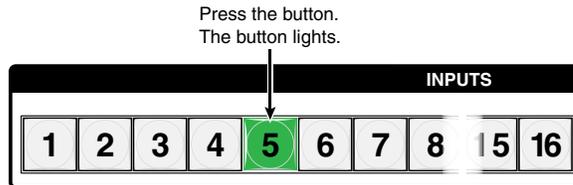
3. **Select the outputs**: Press and release the output 3, output 4, and output 8 buttons.

Press and release the buttons.
The buttons blink to indicate that the selected input will be tied to these outputs.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 15 | 16 |

OUTPUTS

CONTROL

ENTER PRESET VIEW ESC

The Enter button blinks to indicate the need to confirm the change.
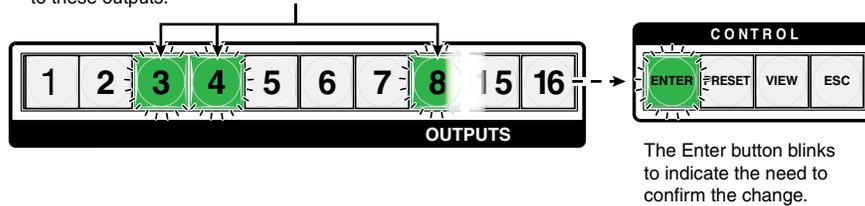
> **NOTE:** You can cancel the entire set of ties at this point by pressing and releasing the **Esc** button. The Esc button flashes once and all selected input and output buttons return to unlit or background illumination.

4. **Confirm the change**: Press and release the **Enter** button.
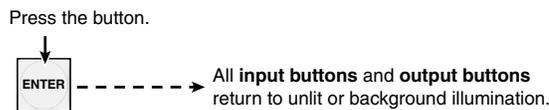
Press the button.

ENTER – – – – – – → All **input buttons** and **output buttons** return to unlit or background illumination.

The Enter button returns to unlit or background illumination.

The current configuration is now input 5 tied to output 3, output 4, and output 8 (see figure 18).

Input **5** tied
to outputs **3**, **4**, and **8**

Input
5

3
4 Output

8
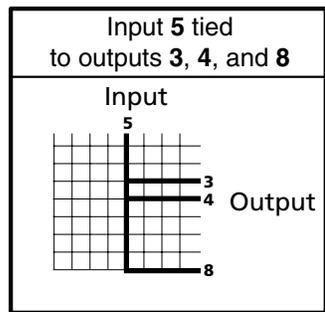
Figure 18.   **Example 1: Create Ties**

Example 2: Adding a tie to a set of ties

In the following example, a new tie is added to the current configuration. The steps show the front panel indications that result from your action.

> **NOTE:** This example assumes that you have performed **Example 1** on page 23.

1. **Clear all selections**: Press and release the `Esc` button. The button flashes once.

2. **Select an input**: Press and release the input 5 button.

Press the button.
The button lights.

INPUTS

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | I5 | 16 |

The Output 3, Output 4, and Output 8 buttons light to indicate the ties created in example 1.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | I5 | 16 |

OUTPUTS

3. **Select the output**: Press and release the output 1 button.

Press the button.
The button blinks to indicate that the selected input will be tied to this output.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | I5 | 16 |

OUTPUTS

CONTROL

| ENTER | PRESET | VIEW | ESC |

The Enter button blinks to indicate the need to confirm the change.

4. **Confirm the change**: Press and release the `Enter` button.

Press the button.

ENTER

All **input buttons** and **output buttons** return to unlit or background illumination.

The Enter button returns to unlit or background illumination.

The current configuration is now input 5 tied to output 1, output 3, output 4, and output 8 (see figure 19).

Input **5** tied
to outputs **1**, **3**, **4**, and **8**

Input
5

1
3
4   Output

8
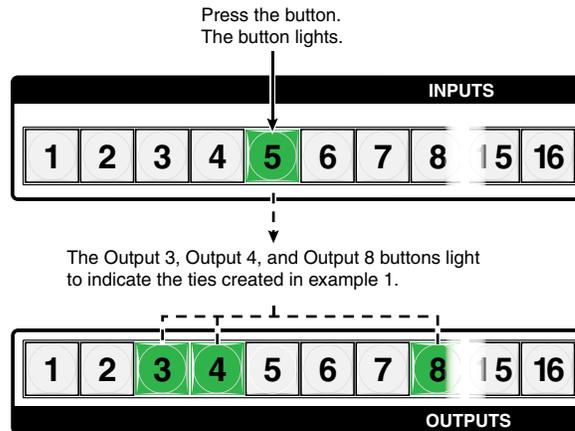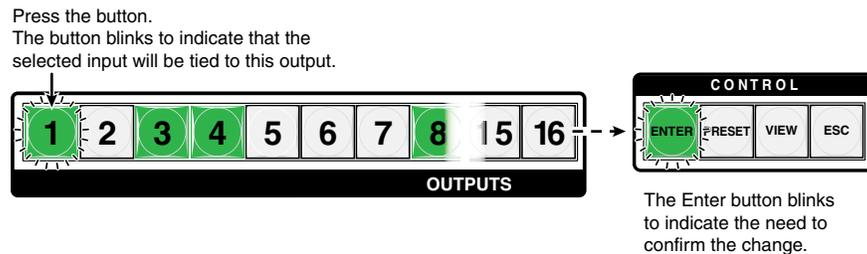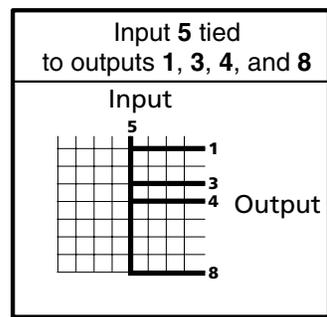
Figure 19.   Example 2: Add a Tie

Example 3: Removing a tie from a set of ties

In the following example, an existing tie is removed from the current configuration. The steps show the front panel indications that result from your action.

> **NOTE:** This example assumes that you have performed **Example 1** on page 23 and **Example 2** on page 24.

1. **Clear all selections**: Press and release the `Esc` button. The button flashes once.

2. **Select an input**: Press and release the input 5 button.

Press the button.
The button lights.

INPUTS

| 1 | 2 | 3 | 4 | **5** | 6 | 7 | 8 | I5 | 16 |

The Output 1, Output 3, Output 4, and Output 8 buttons light to indicate the ties created in example 1 and example 2.

| **1** | 2 | **3** | **4** | 5 | 6 | 7 | **8** | I5 | 16 |

OUTPUTS

3. **Select the output**: Press and release the output 4 button.

Press and release the Output 4 button.
The button blinks to indicate that the selected input will be untied from this output.

| **1** | 2 | **3** | **4** | 5 | 6 | 7 | **8** | I5 | 16 |

OUTPUTS

CONTROL

| ENTER | PRESET | VIEW | ESC |

The Enter button blinks to indicate the need to confirm the change.

4. **Confirm the change**: Press and release the `Enter` button.

Press the button.

ENTER → All **input buttons** and **output buttons** return to unlit or background illumination.
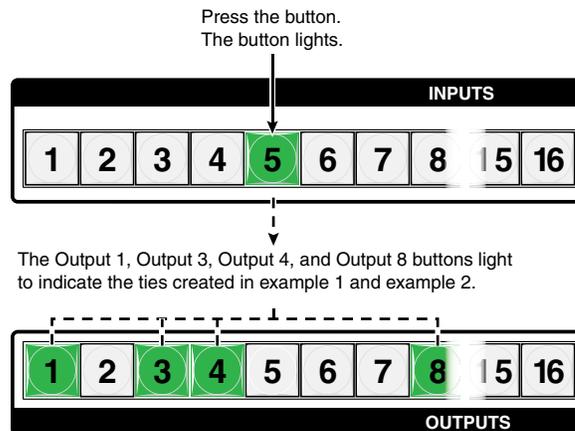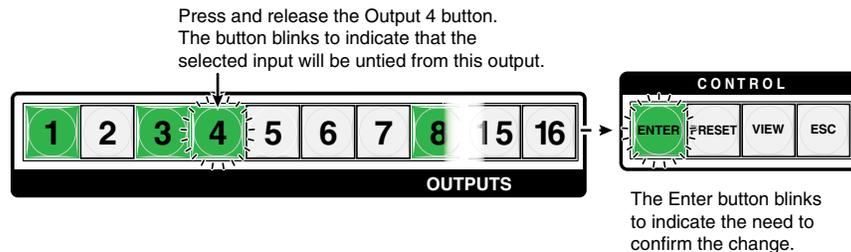
The Enter button returns to unlit or background illumination.

The current configuration is now input 5 tied to output 1, output 3, and output 8 (see figure 20).

Input **5** tied
to outputs **1**, **3**, and **8**

Input
5

1
3

Output

8
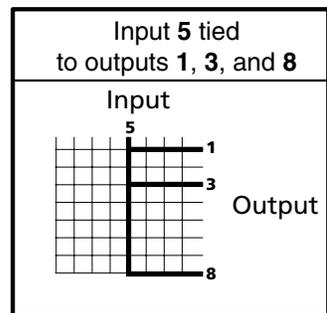
Figure 20. Example 3: Remove a Tie

Viewing a Configuration

The current configuration can be viewed using the front panel buttons. The *View-only* mode prevents inadvertent changes to the current configuration. *View-only* mode also provides a way to mute outputs (see **Muting and Unmuting Outputs** on page 33).

View the current configuration as follows:

1. Press the **Esc** button to clear any front panel button indications that may be lit.

2. Press and release the **View** button. All of the buttons light for outputs that are not tied.

3. Select the desired input or outputs whose ties you wish to view by pressing the input and output buttons.

    If you press an output button for which there are no ties, the output buttons light for all outputs without ties.

> **NOTES:**
> - To see all ties of the current configuration, press and release each input and output button, one at a time.
> - After 30 seconds of front panel inactivity, *View-only* mode automatically ends.

Example 4: Viewing Ties

In the following example, the ties in the current configuration are viewed. The steps show the front panel indications that result from your action.

> **NOTE:** This example assumes that you have performed **Example 1** on page 23, **Example 2** on page 24, and **Example 3** on page 25.

1. **Clear all selections**: Press and release the **Esc** button. The button flashes once.

2. **Select *View-only* mode**: Press and release the **View** button.

Press the button. It lights.

Until you select an input, **only** the buttons for **untied** outputs light.

3. **Select an input**: Press and release the input 5 button.

Press the button. It lights.
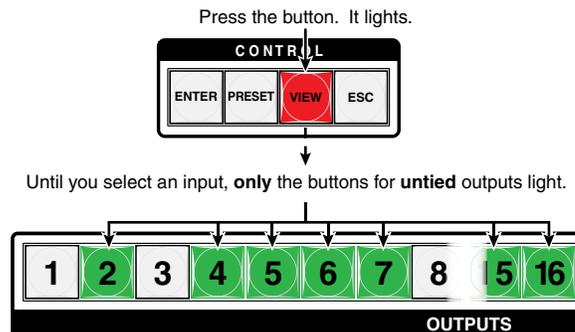
The output buttons for outputs that **are** tied to input 5 light.
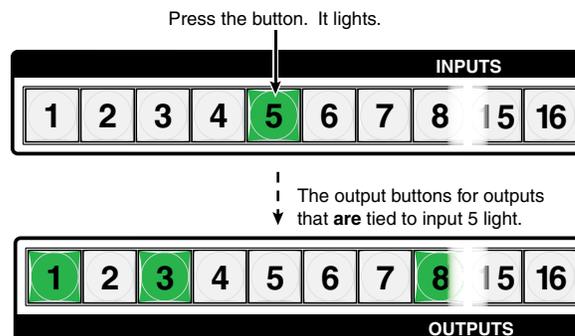
The output buttons for outputs that are **not** tied to Input 5 are either unlit or background illuminated.

> **NOTE:** You can also view a set of ties by selecting a tied output. Demonstrate this as follows:
>
> 1. Note the number of a lit output button, and then press and release the output button for an untied (unlit or background illumination) output.
>
> 2. Observe that all of the untied outputs light.
>
> 3. Press the output button that you noted previously.
>
> 4. Observe that the selected output button, the tied input button (input 5), and the output buttons light for all of the outputs that are tied to the input.

4. **Exit** *View-only* **mode**: Press and release the `View` button to exit *View-only* mode.

Press the button.

VIEW - - - - ➤ All **input buttons** and **output buttons** return to unlit or background illumination.

The View button returns to unlit or background illumination.

I/O Grouping

I/O grouping is a matrix switcher feature that allows you to subdivide the front panel controls of the matrix into up to four smaller functional subswitchers (see figure 21) and limit tie creation. The I/O group limitation applies to tie creation *from the front panel only*. Inputs and outputs can be assigned to one of four groups or not assigned to any group.
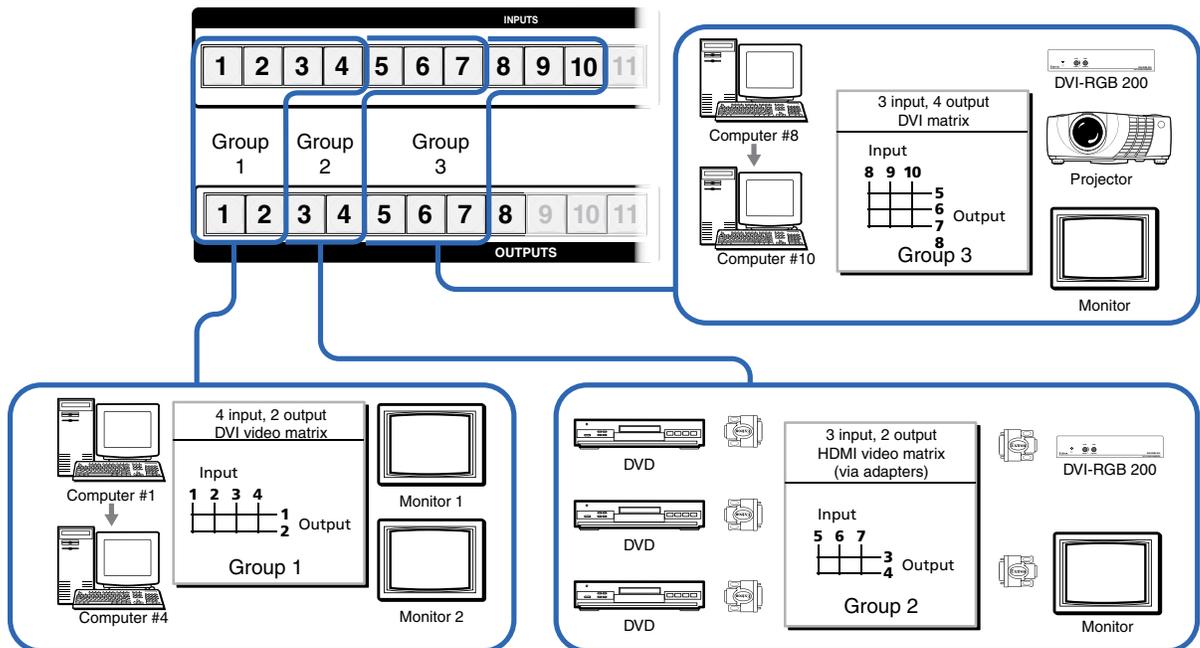
Figure 21.   I/O Grouping

When you are creating ties on the front panel, inputs and outputs that are assigned to a group can be tied only to other outputs and inputs within the same group. For example, a front panel operator cannot tie an input that is assigned to group 1 to an output that is assigned to group 2. Ungrouped inputs and outputs can be switched to outputs and inputs in any group. Ties between groups (an input in group 1 tied to an output in group 2) *can* be created under RS-232/RS-422 or Ethernet control.

Suggested applications for the I/O grouping feature include:

- Segregating sync-critical inputs and outputs
- Segregating specific video formats to prevent an input in one video format from being inadvertently applied to an output device that supports another video format
- Segregating input and output devices that are in separate rooms
- Isolating video from being displayed on specific output devices for operational security reasons

The I/O groups can be set up on the front panel or via the serial port, the USB port, or the LAN port and using either the SIS commands (see **I/O Grouping** on page 55) or the Matrix Switchers Control Program (see **I/O Group Settings** on page 80).

Create I/O groups on the front panel as follows:

1. Press the **Esc** button to clear any front panel button indications that may be lit.

2. To enter *I/O Group* mode, press and hold the Input 1 and Output 1 buttons until the input and output buttons light to display the ungrouped inputs and outputs.

3. Press and release one of the Control buttons to select a group:

   - Press the **Enter** button to select group 1.
   - Press the **Preset** button to select group 2.
   - Press the **View** button to select group 3.
   - Press the **Esc** button to select group 4.

4. Select the desired inputs and outputs to assign to the group by pressing the input and output buttons.

5. Allow the *I/O Group* mode to time out after approximately 30 seconds.
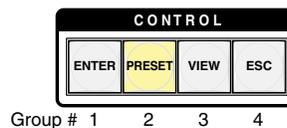
> **NOTES:**
> - Ties between groups (an input in group 1 tied to an output in group 2) *can* be created under serial port, USB port, or Ethernet control.
> - Ties that were created before I/O groups were created remain valid, even if they include inputs and outputs in different groups.
> - Presets *can* be created under serial port, USB port, or Ethernet control that tie inputs and outputs across group boundaries. These presets are selectable from the front panel.
> - An input or output can be assigned to only one group. If you assign an input or output to a group and that input or output is already assigned to a different group, the older grouping is discarded in favor of the new grouping.
> - For I/O groups to have any function, at least two groups must be created.

Example 5: Grouping inputs and outputs

In the following example, several switcher inputs and outputs are assigned to groups. The steps show the front panel indications that result from your action.
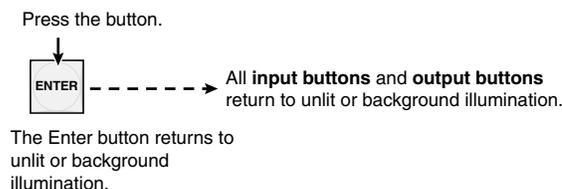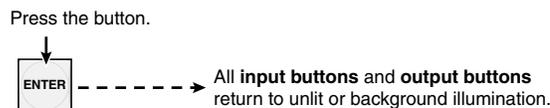
1. **Clear all selections**: Press and release the **Esc** button. The button flashes once.

2. **Select I/O Group mode**: Press and hold the Input 1 and Output 1 buttons simultaneously for approximately 2 seconds and then release the buttons.

Press and **hold** the Input 1 button and Output 1 button.

Release the Input 1 button and Output 1 button.

2 seconds

Ungrouped input and output buttons light.
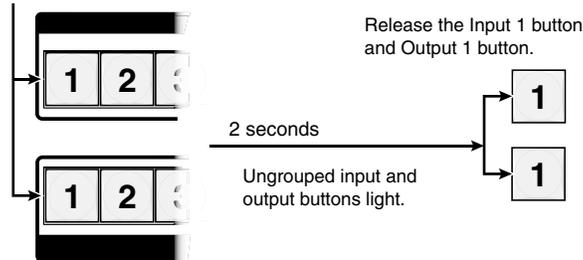
3. **Select an I/O group**: Press and release the **Enter** button to select group 1.

Press the button. The button lights.

CONTROL

| ENTER | PRESET | VIEW | ESC |

Group #   1   2   3   4
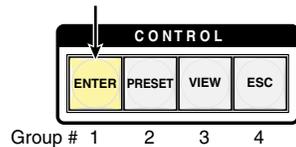
4. **Assign inputs and outputs**:

    a. **One at a time**, press and release the input 1 through 4 buttons.

    Press the buttons. The selected buttons light.

    INPUTS

    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 15 | 16 |
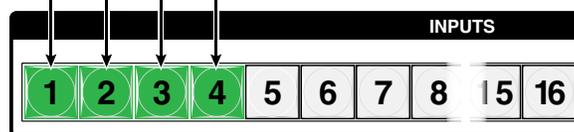
    b. **One at a time**, press and release the output 1 through 4 buttons.

    Press the buttons. The selected buttons light.

    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 15 | 16 |
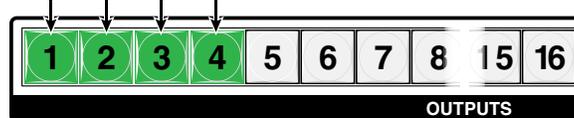
    OUTPUTS

5. **Select an I/O group**: Press and release the **Preset** button to select group 2.

Press the button. The button lights.

CONTROL

| ENTER | PRESET | VIEW | ESC |

Group #   1   2   3   4
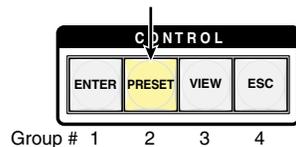
6. **Assign inputs and outputs**:

   a. **One at a time**, press and release the input 5 through 8 buttons.

   Press the buttons. The selected buttons light.

   INPUTS

   | 1 | 2 | 3 | 4 | **5** | **6** | **7** | **8** | I5 | 16 |
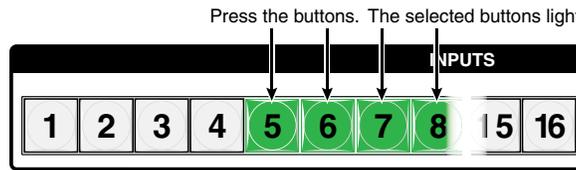
   b. **One at a time**, press and release the output 5 through 8 buttons.

   Press the buttons. The selected buttons light.

   | 1 | 2 | 3 | 4 | **5** | **6** | **7** | **8** | I5 | 16 |
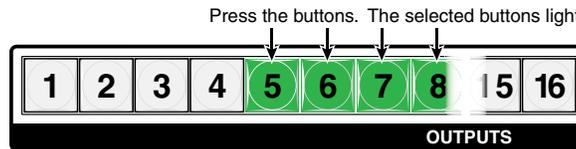
   OUTPUTS

7. Do nothing for approximately 30 seconds. The switcher exits *I/O Group* mode.

   In this example:

   • Group 1 consists of inputs 1 through 4 and outputs 1 through 4.

   • Group 2 consists of inputs 5 through 8 and outputs 5 through 8.

Using Presets

The current configuration (configuration 0) can be saved as a preset in any one of 32 preset memory addresses. Presets can be saved and recalled from the front panel.

• On the DMS 1600 and DMS 2000, the preset locations are assigned to both the input and output buttons (see figure 22).

• On the DMS 3200 and DMS 3600, the preset locations are assigned to input buttons 1 through 32.
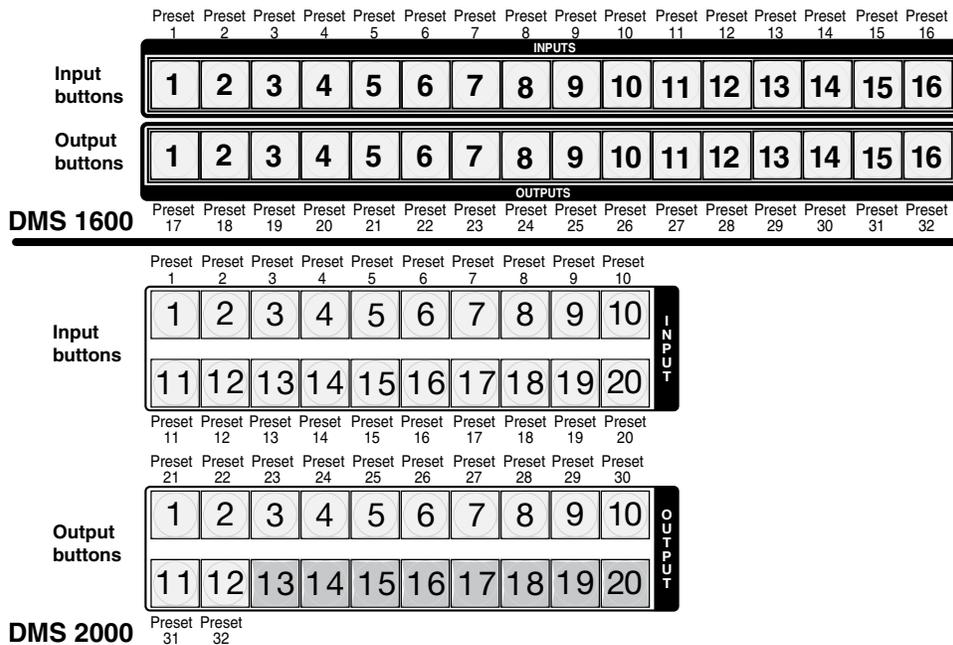
Figure 22.   DMS 1600 and DMS 2000 Preset Locations

When a **preset** is retrieved from memory, it becomes the **current configuration**.

NOTES:

- Presets *cannot* be viewed from the front panel unless recalled as the current configuration. Presets can be viewed using the Extron Matrix Switchers Control Program (see **Presets menu** on page 78).

- The current configuration and all presets are stored in non-volatile memory. When power is removed and restored, the current configuration is still active and all presets are retained.

- When a preset is recalled, it replaces the current configuration, which is lost unless it is also stored as a preset. The recalled preset overwrites all of the current configuration ties in favor of the preset configuration ties.

Example 6: Saving a preset

In the following example, the current configuration is saved as a preset. The steps show the front panel indications that result from your action.

1. **Clear all selections**: Press and release the **Esc** button. The button flashes once.

2. **Select Save Preset mode**: Press and hold the **Preset** button for approximately 2 seconds until it blinks.
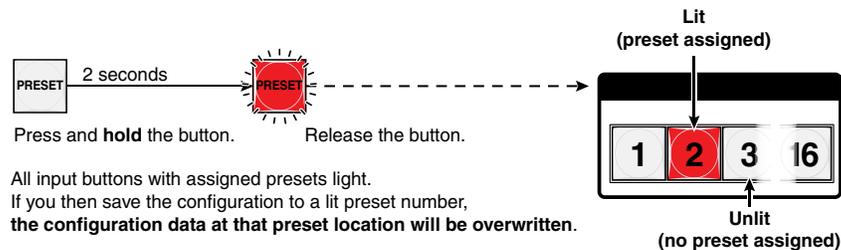
Press and **hold** the button. Release the button.

All input buttons with assigned presets light.
If you then save the configuration to a lit preset number,
the configuration data at that preset location will be overwritten.

Lit
(preset assigned)

Unlit
(no preset assigned)

3. **Select the preset**: Press and release the input button for the desired preset.

Press and release the Input 1 button.
The button blinks to indicate that this
preset number is selected but not saved.

The Enter button blinks to indicate the need to save the preset.
The Preset button continues to blink.
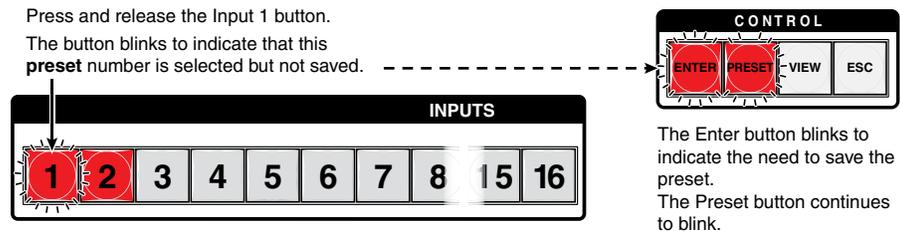
4. **Confirm the change**: Press and release the **Enter** button. The current configuration is now stored in the selected memory location.

Press the button.

The Enter and Preset buttons return to unlit or background illumination.

All **input buttons** and **output buttons** return to unlit or background illumination.
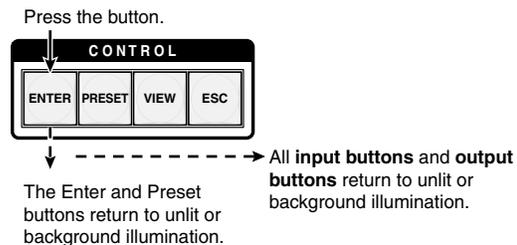
Example 7: Recalling a preset

In the following example, a preset is recalled to become the current configuration. The steps show the front panel indications that result from your action.

1. **Clear all selections**: Press and release the **Esc** button. The button flashes once.

2. **Select Recall Preset mode**: Press and release the **Preset** button.

Press the button.
All input buttons with assigned presets light.
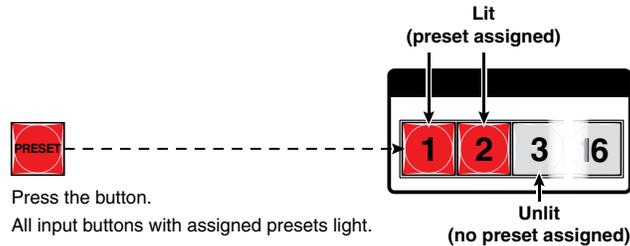
3. **Select the preset**: Press and release the input button for the desired preset.

Press the button.
The button blinks to indicate that this **preset** number is selected but not recalled.
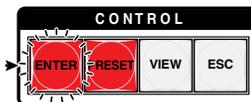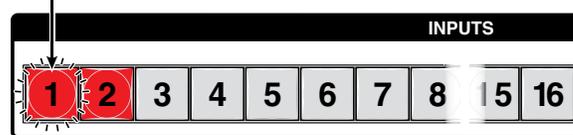
The Enter button blinks to indicate the need to recall the preset.

4. **Confirm the recall**: Press and release the **Enter** button. The configuration stored in the selected memory location is now the current configuration and can be viewed in the *View-only* mode (see **Example 4** on page 26).

Press the button.
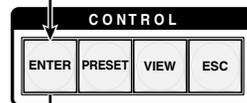
The Enter and Preset buttons return to unlit or background illumination.

All **input buttons** and **output buttons** return to unlit or background illumination.

Muting and Unmuting Outputs

Individual outputs can be muted or unmuted as follows:

1. Press the **Esc** button to clear any front panel button indications that may be on.

2. Press and release the **View** button.

3. One at a time, press and hold the button or buttons for the desired output or outputs for approximately 2 seconds. The output buttons for the selected outputs blink to indicate the mute or return to their previous state to indicate the unmute.

4. Press and release the **View** button to return to normal switcher operation.

> **NOTES:**
> - When you enter *View-only* mode, the output buttons light for all outputs *without* ties.
> - Mutes are saved to non-volatile memory. When power is removed and restored, the mute settings are retained.

Example 8: Muting and unmuting an output

In the following example, several switcher outputs are muted and unmuted. The steps show the front panel indications that result from your action.

> **NOTE:** This example assumes that you have performed **Example 1** on page 23, **Example 2** on page 24, and **Example 3** on page 25**.**

1. **Clear all selections**: Press and release the **Esc** button. The button flashes once.

2. **Select *View-only* mode**: Press and release the **View** button. The View button lights.

Press the button. It lights.

Until you select an input, **only** the buttons for **untied** outputs light.
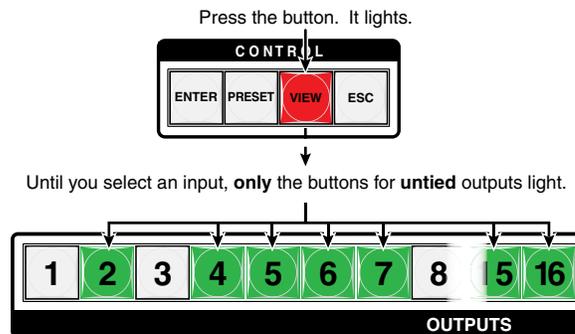
3. **Mute the outputs**: One at a time, press and hold the Output 3 button and then the Output 4 button for approximately 2 seconds until each button begins to blink. The output 3 and output 4 signals are muted.

Mute outputs one at a time.

Press and hold the Output 3 button.
2 seconds
The button blinks to indicate that the outputs are muted.

Press and hold the Output 4 button.
2 seconds
The button blinks to indicate that the outputs are muted.
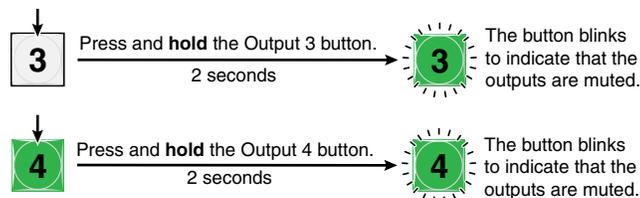
> **NOTE:** When you push Input 3, it lights and Input 4 returns to unlit because of ties made in examples 1, 2, and 3.

4. **Unmute the outputs**: One at a time, press and hold the Output 3 button and then the Output 4 buttons for approximately 2 seconds until each button lights steadily. The output 3 and output 4 signals are unmuted.

Unmute outputs one at a time.

Press and **hold** the Output 3 button.
2 seconds

The button returns to its previous indication (lit, background illuminated, or unlit) to indicate that the outputs are unmuted.

Press and **hold** the Output 4 button.
2 seconds

The button returns to its previous indication (lit, background illuminated, or unlit) to indicate that the outputs are unmuted.

5. **Exit *View-only* mode**: Press and release the `View` button.

Press the button.

VIEW

All **input buttons** and **output buttons** return to unlit or background illumination.

The View button returns to unlit or background illumination.

Locking the Front Panel (*Executive* Mode)

The front panel security lockout limits the operation of the switcher from the front panel. When the switcher is locked, all of the front panel functions are disabled except for the *View-only* mode functions and deselecting the front panel *Lock* mode (see **Viewing a Configuration** on page 26). Other than in *View-only* mode, if the user pushes a front panel button when the switcher is locked, the View and Preset buttons flash twice and return to their previous state.

To toggle the lock on and off, press and hold the `Enter` button and the `Esc` button simultaneously for approximately two seconds (see figure 23).

Press and **hold** the Enter and Esc buttons simultaneously to toggle Executive mode on or off.

CONTROL

ENTER PRESET VIEW ESC

2 seconds

CONTROL

ENTER PRESET VIEW ESC

The Preset and View buttons blink twice to indicate the mode change.
Release the buttons.
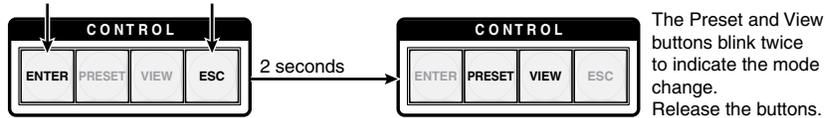
Figure 23.   Locking the Front Panel

Performing a System Reset from the Front Panel

The front panel reset is identical to the `Esc`ZXXX← SIS command on page 56. A system reset clears all ties and presets, all output mutes, and resets all I/O grouping.

Reset the switcher to the factory default settings by pressing and holding the **View** button and **Esc** button simultaneously while you apply AC power to the switcher (see figure 24).

NOTES:

- For the reset to occur, you must apply power from an unpowered state. Applying the redundant power with primary power already applied does not reset the switcher.

- System reset does not reset the Internet protocol (IP) settings or replace user-installed firmware.

- The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.

Press and hold the buttons while you apply power to the switcher.

The switcher flashes the button indicators; light amber, off, green, red, and amber; and then turns them off.

— and —

Continue to hold the View and Esc buttons until all input and output buttons return to either unlit or to background illumination.

Power

Release the View and Esc buttons.

Figure 24. **Performing A System Reset**

Background Illumination

The buttons on the front panel can be set to provide amber background illumination at all times or the background illumination can be turned off. To toggle the background illumination on or off, press and hold the Input 1 and Input 2 buttons simultaneously for approximately 2 seconds (see figure 25).

Press and **hold** the buttons.
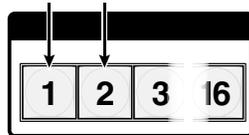
After approximately 2 seconds, release the Input 1 and Input 2 buttons.

Figure 25. **Locking the Front Panel**

Selecting the Rear Panel Remote Port Protocol and Baud Rate

The switcher can support either RS-232 or RS-422 serial communication protocol, and can operate at 9600, 19200, 38400, and 115200 baud rates. The settings of these variables can be viewed and changed from the front panel.

View and configure the serial communications settings of the switcher as follows:

1. **Select *Serial Port Selection and Configuration* mode**: Simultaneously press and **hold** the two top rightmost input buttons.

Press and **hold** the buttons.

DMS 1600
DMS 3200

`15` `16` — 2 seconds →

DMS 2000

`9` `10`

DMS 3600

`17` `18`

CONTROL
ENTER PRESET VIEW ESC

- All Control buttons light with one flashing.
- Release the buttons.

`15` `16`

- Inputs 15 and 16 (DMS 1600, DMS 3200) or Inputs 9 and 10 (DMS 2000) or Inputs 17 and 18 (DMS 3600) both light with one button flashing.

The flashing Control button indicates the **baud rate** as follows:
Enter — 9600   Preset — 19200
View — 38400   Esc — 115200

The flashing input button indicates the **protocol** as follows:
Input 15 (9, 17) — RS-232   Input 16 (10, 18) — RS-422

In this example, the port is set to RS-232 at 9600 baud.

2. Release the Input buttons.

3. **Change a value**: Press and release the button that relates to the desired value.

Press and release the buttons to configure the port as follows:
Baud rate:
Enter — 9600   Preset — 19200
View — 38400   Esc — 115200
Serial protocol:
Input 15 (9, 17) — RS-232   Input 16 (10, 18) — RS-422
The selected buttons blink and the others remain lit.
In this example, the port is set to RS-422 at 38400 baud.

CONTROL
ENTER PRESET VIEW ESC

`15` `16`

4. **Exit *Serial Port Selection and Configuration* mode**: Press and release any output button.

Press and release an output button.

All Control buttons and the Input 15 (9, 17) and Input 16 (10, 18) buttons return to unlit or background illumination.

`5`

CONTROL
ENTER PRESET VIEW ESC

`15` `16`
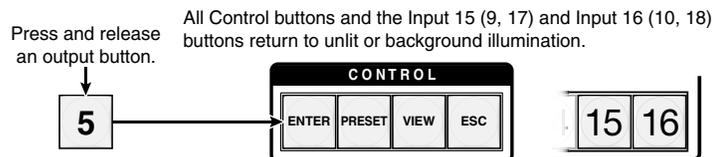
Rear Panel Operations

The rear panel has a Reset button that initiates four levels of resets (identified as modes 1, 3, 4, and 5 for the sake of comparison with an Extron IPL product). The Reset button is recessed, so use a pointed stylus, ballpoint pen, or small screwdriver to access it.

For different reset levels, press and hold the button while the switcher is running or press and hold the button while you apply power to the switcher.

See the **table** on the next page for a summary of the modes.

ATTENTION:

- Review the reset modes carefully. Using the wrong reset mode may result in unintended loss of flash memory programming, port reassignment, or a controller reboot.
- Analysez minutieusement les différents modes de réinitialisation. Appliquer le mauvais mode de réinitialisation peut causer une perte inattendue de la programmation de la mémoire flash, une reconfiguration des ports ou une réinitialisation du processeur.

NOTE: The reset modes listed below close all open IP and Telnet connections and close all sockets. Also, the following modes are separate functions, not a continuation from Mode 1 to Mode 5.

Reset Mode Comparison/Summary

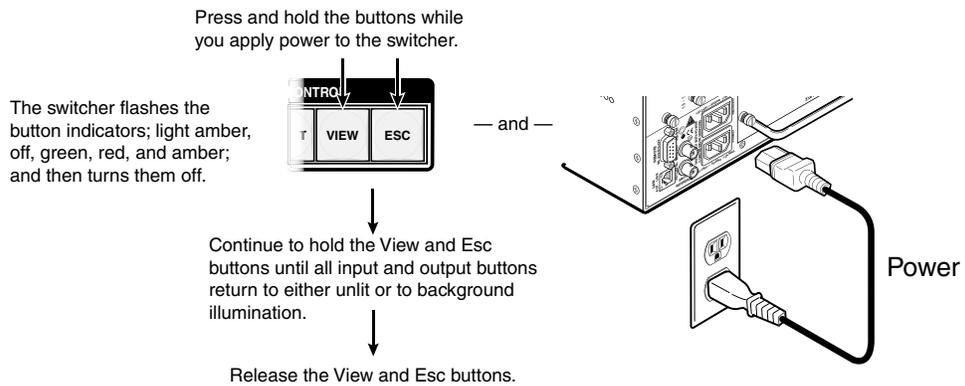| Mode	Activation	Result	Purpose & Notes
1	Hold down the recessed **Reset** button while applying power to the switcher. **NOTE:** After a mode 1 reset is performed, update the switcher firmware to the latest version. Do not operate the switcher firmware version that results from the mode 1 reset. If you want to use the factory default firmware, you must upload that version again (see **Updating Firmware** on page 72).	The switcher reverts to the factory default firmware. Event scripting will not start if the switcher is powered on in this mode. All user settings and files, such as the current configuration and IP settings, are maintained. **NOTE:** If you do not want to update firmware, or you performed a mode 1 reset by mistake, cycle power to the switcher to return to the firmware version that was running before the mode 1 reset. Use the 0Q SIS command to confirm that the factory default firmware is no longer running (look for the asterisk [*] following the version number).	Use mode 1 to revert to the factory default firmware version if incompatibility issues arise with user-loaded firmware.
3	Hold down the **Reset** button for about 3 seconds, until the Reset LED blinks once, then press **Reset** momentarily (<1 second) within 1 second.	**Mode 3** turns events on or off. During resetting, the Reset LED flashes 2 times if events are starting, 3 times if events are stopping.	Mode 3 is useful for troubleshooting.
4	Hold down the **Reset** button for about 6 seconds, until the Reset LED blinks twice (once at 3 seconds and again at 6 seconds). Then press **Reset** momentarily (<1 second) within 1 second.	**Mode 4**: • Enables ARP capability. • Sets the IP address to the factory default • Sets the subnet address to the factory default. • Sets the gateway address to the factory default. • Sets port mapping to the factory default. • Turns DHCP off. • Turn events off. The Reset LED flashes three times in quick succession during the reset.	Mode 4 enables you to set IP address information using ARP and the MAC address.
5	Hold down the **Reset** button for about 9 seconds, until the Reset LED blinks three times (once at 3 seconds, again at 6 seconds, and then again at 9 seconds). Then press **Reset** momentarily (<1 second) within 1 second. **NOTE:** The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.	**Mode 5** performs a complete reset to factory defaults (with the exception of the firmware): • Does everything mode 4 does. • Resets most settings including: • clears all ties and presets • clears all output mutes • clears all I/O grouping • Resets all IP options. • Removes/clears all files for the switcher. The reset LED flashes three times in quick succession during the reset.	Mode 5 is useful if you want to start over with configuration and uploading or to replace events. Same as [Esc]**ZQQQ←** SIS command.

Performing Soft System Resets (Modes 3, 4, and 5)

Perform a soft reset of the switcher as follows:

Use an Extron Tweeker or other small screwdriver to press and **hold** the rear panel **Reset** button until the rear panel Reset LED and the front panel Preset and View buttons blink once (events reset), twice (IP settings reset), or three times (absolute reset).

Release the **Reset** button and then **immediately** press and release the **Reset** button again. Nothing happens if the second momentary press does not occur within 1 second.

> **NOTE:** The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.
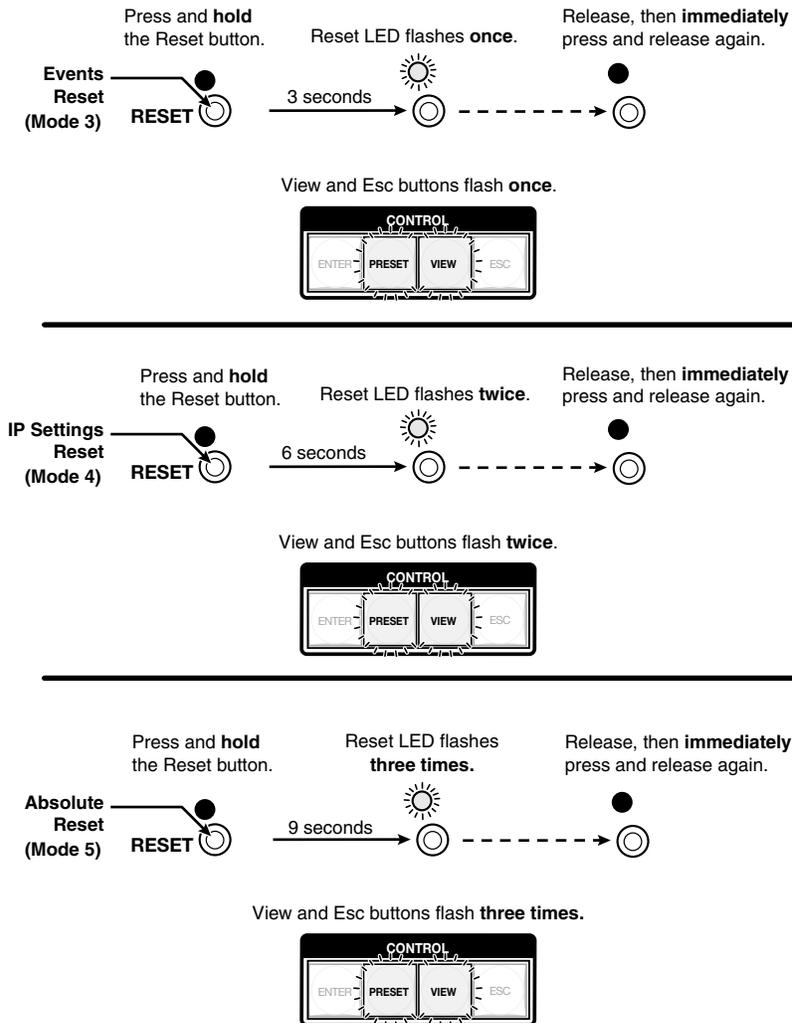
Figure 26.   Soft System Resets

Performing a Hard Reset (Mode 1)

The hard reset function restores the switcher to the base firmware that it was shipped with. After a hard reset, events do not automatically start, but user settings and files are restored. Perform a hard reset as follows:

> **NOTE:** The hard reset restores the factory-installed firmware. The switcher reverts to the last installed firmware the next time power is cycled off and on *unless* a firmware update is performed before the power cycle.
>
> The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.

If necessary, turn off power to the switcher.

Press and hold the **Reset** button on the rear panel **while** you apply AC power to the switcher (see figure 27).

Press and **hold** the Reset button while you apply power to the switcher.

RESET

The switcher flashes the button indicators amber, off, green, red, and amber and then turns them off.

— and —

Continue to hold the Reset button until all input and output buttons are either unlit or return to background illumination.

Release the Reset button.
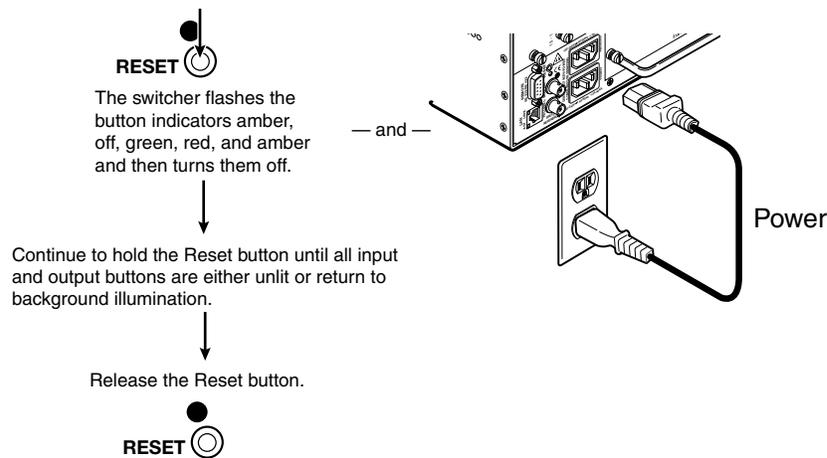
RESET

Power

Figure 27. **Hard Reset**

Troubleshooting

This section gives recommendations on what to do if you have problems operating the switcher.

General Checks

- Ensure that all devices are plugged in and powered on. The switcher is receiving power if one of the front panel Power Supply LEDs is lit green.
- Check to see if one or more outputs are muted.
- Ensure an active input is selected for output on the switcher.
- Ensure that the proper signal format is supplied.
- Check the cabling and make corrections as necessary.
- Call the Extron Sales and Technical Support Hotline if necessary (see the contact numbers listed on the Extron **webpage** for the office nearest you).

Digital Signal Guidelines

DVI and HDMI signals run at a very high frequency and are especially susceptible to bad video connections, too many adapters, or cables that are too long. To avoid the loss of an image or introduction of image jitter, follow these guidelines:

- The DVI cable on the input or output of the switcher should not exceed 50 feet (15.2 m).

- Use only cable designed for DVI signals.

- If the display exhibits a flashing black or blue screen, snow, or other distortion, a non-HDCP compliant display may be receiving an HDCP-encrypted signal.

- Check for an HDCP problem by ejecting the DVD from the player. If the display distortion stops and the DVD menu or screen saver image is clear, the problem is HDCP-related.

- The DMS matrix switchers work as described in point-to-point applications. Do not use any additional adapters, patch panels, or couplers with the input or output DVI or HDMI cables. Additional links in the signal chain can result in the reduction of signal integrity and overall cable length performance.

Configuration Worksheets

Rather than trying to remember the configuration for each preset, use worksheets to record this information. Make copies of the blank worksheet on **page 44** and **page 45** and use one for each preset configuration. Cross out all unused or inactive inputs and outputs.

Worksheet Example 1: System Equipment

Figure 28 shows a worksheet for a switcher configured as a 12-input by 16-output matrix in a fictional organization with the system hardware annotated. Inputs 10 and 11 have no connections in this organization, so they have been crossed out on the worksheet. Inputs 13 through 16 do not exist on this model, so they are crossed out. Similarly, outputs 5, 7, 14, 15, and 16 are crossed out on the worksheet.

Inputs include PCs, cameras, Blu-Ray players, a VCR, and a video test signal generator. Output devices include monitors, front and rear projectors, and a VCR for recording presentations.

The video test generator connected to input 12 enables a video test pattern to be sent to one, several, or all output devices for problem isolation or adjustment purposes.

Input sources

Camera main podium	Camera #2	Podium DVD	Laptop	VCR (DVS 605)	Classrm #1 DVD	Classrm #2 DVD	PC1	Rack DVD (DVS)	✗	✗	VTG	✗	✗	✗	✗
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Main hall PJ#1	Main hall PJ#2	Podium monitor	Conf. room	✗	VCR (USP 507)	✗	Lobby monitor	Class room #1 monitor	Class room #2 monitor	Demo room PJ#1	Demo rack monitor	Demo rack switcher	✗	✗	✗

Output destinations

Preset # _____ Title:_____
Fill in the preset number and use colors, or dashes, etc. to make connecting lines.

Figure 28. **Worksheet Example 1: System Equipment**

Worksheet Example 2: Daily Configuration

Figure 29 continues from worksheet example 1 by showing the ties that make up the configuration of preset 1. Black lines show one configuration, green lines a second configuration, and red lines a third configuration.

In this example:

- The image of the presenter, from the main podium camera (input 1), is:
  - Displayed in the main hall (output 1)
  - Displayed in the conference room (output 4) to the overflow crowd
  - Tied to the VCR (output 6)
- The presenter has a presentation on her laptop computer (input 4) that is:
  - Displayed in the main hall (output 2)
  - Displayed locally on the podium (output 3)
- Video from the VCR (input 5) is played in the lobby (output 8)
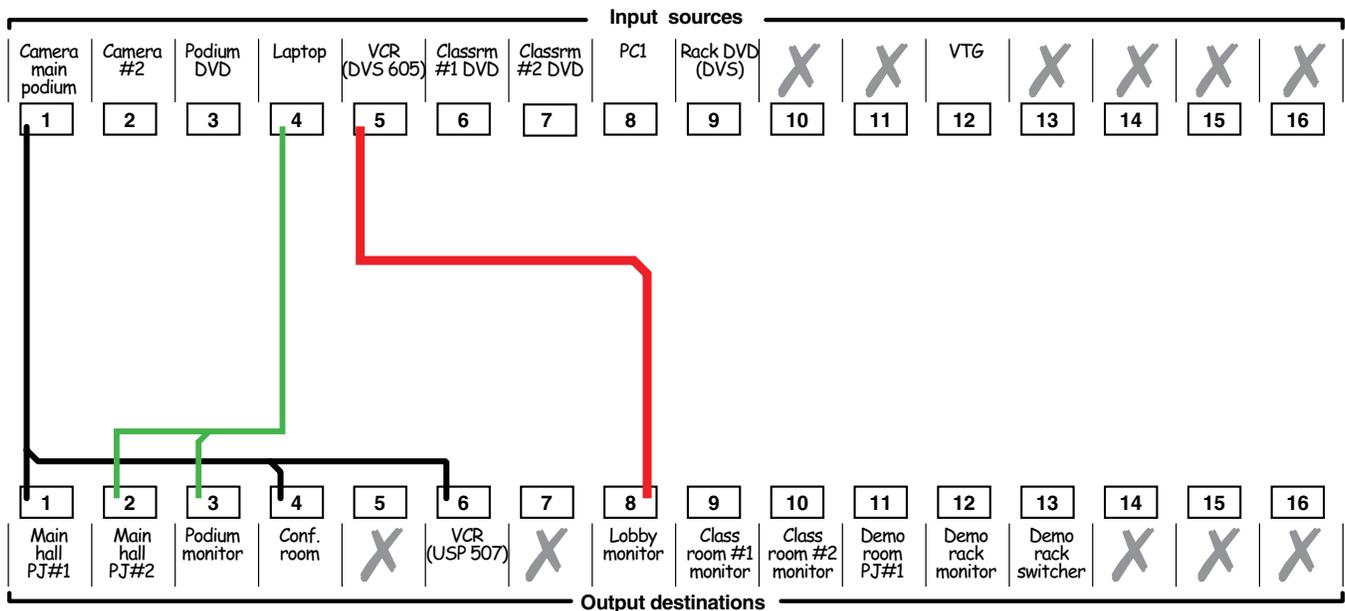
Preset # _____ Title:_____

Fill in the preset number and use colors, or dashes, etc. to make connecting lines.

Figure 29. **Worksheet Example 2: Daily Configuration**

Worksheet Example 3: Test Configuration

The video system in our fictional organization needs to be fine tuned on a regular basis. Figure 30 shows a typical test configuration, with an Extron video test generator (input 12) generating a test pattern to all projectors and monitors.
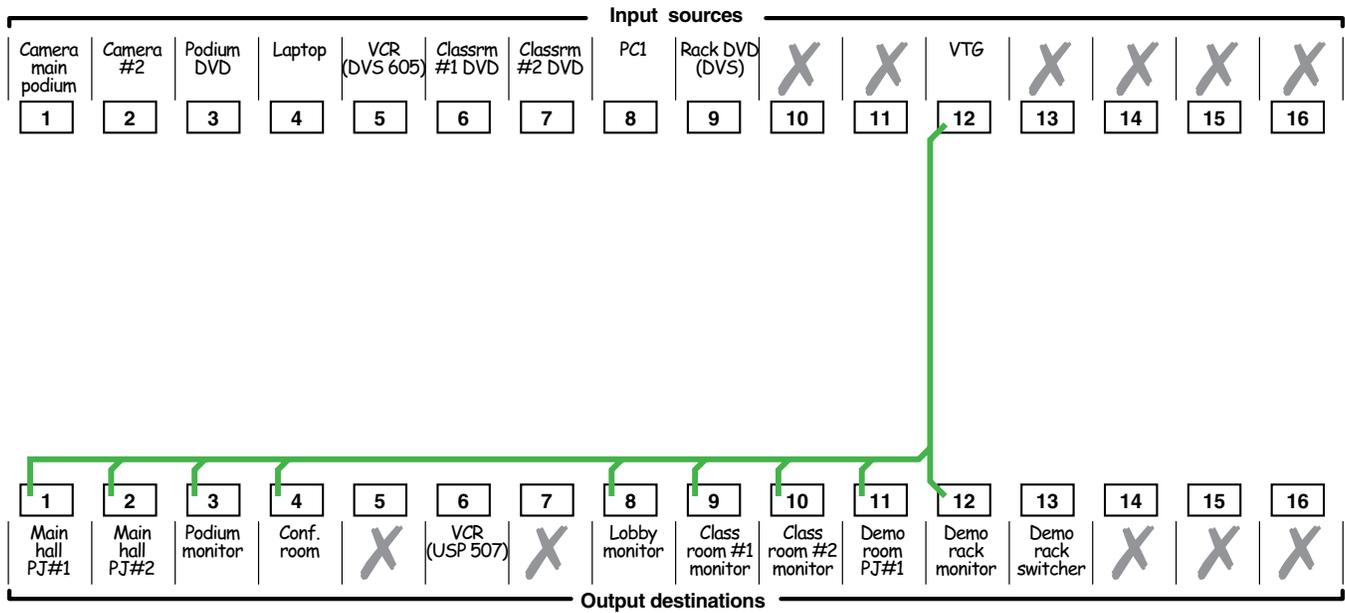
Preset # _____ Title: _____
Fill in the preset number and use colors, or dashes, etc. to make connecting lines.

Figure 30.   Worksheet Example 3: Test Configuration
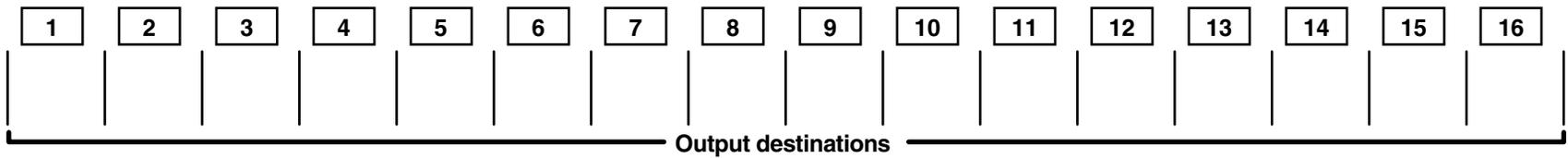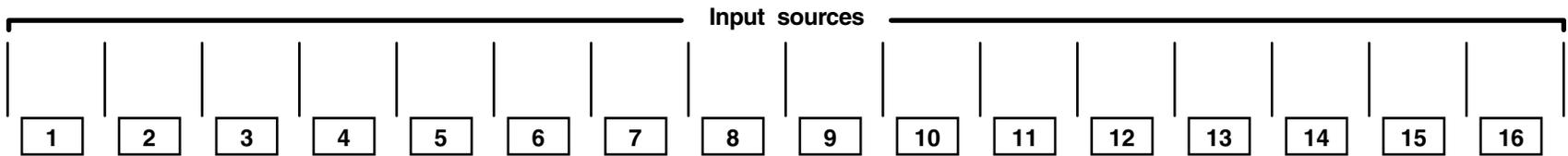
Input sources

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |

Output destinations

Preset #
Fill in the preset number and use colors, or dashes, etc. to make connecting lines.

Blank Configuration Worksheet, DMS 1600

Input sources

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |

| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |

| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 |

Output destinations

Preset #
Fill in the preset number and use colors, or dashes, etc. to make connecting lines.

Blank Configuration Worksheet, DMS 2000, DMS 3200, and DMS 3600

Programming Guide

This section describes SIS command control of the DMS matrix switchers, including:

- **Local Host-Control Ports**
- **Ethernet (LAN) Port**
- **Host-to-Switcher Instructions**
- **Switcher-Initiated Messages**
- **Switcher Error Responses**
- **Using the Command and Response Tables**

Local Host-Control Ports

The switchers have two local ports that can be directly connected to a host device such as a computer running the Extron DataViewer utility or a control system. These ports make remote control of the switcher possible using a direct connection. The local ports are:

- The rear panel Remote RS-232 / RS-422 port, a serial port on a 9-pin D female connector (see **Remote Port** on page 11).

> **NOTES:**
> - The rear panel and front panel ports are independent of one another. A front panel Configuration port connection and a rear panel Remote port connection can be active at the same time.
> - The serial port protocol of the rear panel Remote RS-232 / RS-422 port is:
>   - 9600 baud   • No parity   • 8-bit
>   - No flow control   • 1 stop bit
> - See **Selecting the Rear Panel Remote Port Protocol and Baud Rate** on page 36 to configure the rear panel Remote port from the front panel.
> - Extron recommends leaving the Remote RS-232 / RS-422 port at 9600 baud only.

- The front panel Configuration port, a mini USB B port (see **Front Panel Configuration Port** on page 13). A standard USB cable and the Extron DataViewer utility, version 2.0 or newer, can be used for connection to the Configuration port.

> **NOTE:** Before you use the Configuration (USB) port for the first time, you need to install and activate the USB driver on your computer. The simplest way to do this is to install version 8.0 or newer of the Matrix Switchers Control Program and then run the `Found New Hardware Wizard` (see **Installing the Software** on page 61 and **Activating a USB Port for the First Time** on page 65).

Ethernet (LAN) Port

The Ethernet cable can be terminated as a straight-through cable or a crossover cable and must be properly terminated for your application (see **Ethernet Port** on page 11).

- **Crossover cable** — Direct connection between the computer and the DMS matrix switcher.

- **Patch (straight-through) cable** — Connection of the DMS matrix switcher to an Ethernet LAN.

Default IP addresses

To access the DMS matrix switcher via the LAN port, you need the IP address for the unit, and may need the subnet mask and the gateway address. If the IP address has been changed to an address comprised of words and characters, you can determine the actual numeric IP address using the ping (ICMP) utility (see **Ethernet Link** on page 108 for more details). If the addresses have not been changed, the factory-specified defaults are:

- **IP address**   192.168.254.254
- **Gateway address**   0.0.0.0
- **Subnet mask**   255.255.0.0

Establishing a Connection

Establish a network connection to a DMS matrix switcher as follows:

1. Open a TCP socket using the IP address of the switcher.

    > **NOTE:**   If the local system administrators have not changed the value, the factory-specified default, 192.168.254.254, is the correct value for this field.

    The switcher responds with a copyright message including the date, the name of the product, firmware version, part number, and the current date/time.

    A Password prompt appears below the copyright message if a password is set.

    > **NOTE:**   The switcher is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number.
    >
    > In the event of a complete system reset, the passwords convert to the default, which is no password. New passwords need to be configured to secure the device.

2. Enter the appropriate administrator or user password.

    - If the password is accepted, the switcher responds with Login User or Login Administrator.

    - If the password is not accepted, the Password prompt reappears.

Connection Timeouts

The Ethernet link times out after a designated period of time of no communications. By default, this timeout value is set to 5 minutes but the value can be changed (see the **Configure port timeout** SIS commands on page 60).

> **NOTE:**   Extron recommends leaving the default timeout at 5 minutes and periodically issuing the Query (Q) command to keep the connection active. If there are long idle periods, Extron recommends disconnecting the socket and reopening the connection when another command must be sent.

Number of Connections

A DMS matrix switcher can have up to 200 simultaneous TCP connections, including all HTTP sockets and Telnet connections. When the connection limit is reached, the switcher accepts no new connections until some have been closed.

No error message or indication is given that the connection limit has been reached. To maximize performance of an IP Link device, the number of connections should be kept low and unnecessary open sockets should be closed.

Using Verbose Mode

A Telnet connection to a DMS matrix switcher can be used to monitor for changes that occur on the switcher, such as front panel operations and SIS commands from other Telnet sockets or a serial port. For a Telnet session to receive change notices from the switcher, the Telnet session must be in verbose mode 1 or 3 (see the **Verbose mode** SIS command on page 60). In verbose mode 1 or 3, the Telnet socket reports changes in messages that resemble SIS command responses.

Host-to-Switcher Instructions

SIS commands consist of one or more characters per field. No special characters are required to begin or end a command character sequence. When a command is valid, the unit executes the command and sends a response to the host device. All responses from the unit to the host end with a carriage return and a line feed (CR/LF = ↵), which signals the end of the response character string. A string is one or more characters.

Switcher-Initiated Messages

When the connection is via a serial port or the switcher is in verbose mode 2 or 3, and a local event such as a front panel operation occurs, the switcher responds by sending a message to the host. The switcher-initiated messages are listed below (underlined).

`(c) Copyright 20`*`nn`*`, Extron Electronics, DMS `*`nn`*`00 AC, V`*`x.xx`*`,`
`60-1`*`nnn`*`-01`↵
`{`*`Day, date, time`*`}`↵

The switcher issues the appropriate copyright message (above) when it is first powered on or when connection via Internet Protocol (IP) is established. V*x.xx* is the firmware version number. "**AC**" appears after the model name for the DMS 2000 and the DMS 3200 only.

> **NOTE:** `{`*`Day, date, time`*`}` are reported only if the connection is via the LAN port.

↵`Password:`↵

The switcher initiates the password message immediately after the copyright message when the controlling system is connected using TCP/IP or Telnet. This message means that the switcher requires an administrator or user level password before it will perform the commands entered via this link. The switcher repeats the password message response for every entry other than a valid password until a valid password is entered.

> **NOTE:** The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).

↵Login Administrator↵
↵Login User↵

The switcher initiates the login message when a correct administrator or user password has been entered. If the user and administrator passwords are the same, the switcher defaults to administrator privileges.

Qik↵

The switcher initiates the Qik message when a front panel switching operation has occurred.

Spr*nn*↵

The switcher initiates the Spr message when a memory preset has been saved from the front panel. *nn* is the preset number.

Rpr*nn*↵

The switcher initiates the Rpr message when a memory preset has been recalled from the front panel. *nn* is the preset number.

Vmt*nn**x↵

The switcher initiates the Vmt message when a channel output mute is toggled on or off from the front panel. *nn* is the output number and *x* is the mute status: 1 = on, 0 = off.

Exe*n*↵

The switcher initiates the Exe message when executive mode is toggled on or off from the front panel. *n* is the executive mode status: 1 = on, 0 = off.

Switcher Error Responses

When the switcher receives an SIS command and determines that it is valid, it performs the command and sends a response to the host device. If the switcher is unable to perform the command because the command is invalid or contains invalid parameters, the switcher returns an error response to the host. The error response codes are:

EØ1 — Invalid input channel number (too large)
E1Ø — Invalid command
E11 — Invalid preset number
E12 — Invalid output number (too large)
E13 — Invalid value (out of range)
E14 — Illegal command for this configuration
E17 — Timeout (caused only by direct write of global presets)
E21 — Invalid room number
E24 — Privilege violation (Ethernet)

Using the Command and Response Tables

Symbols (variables), defined on the next page, are used throughout the command and response tables. The symbols represent variables in the unit-initiated messages and the command and response table fields. Letters in the command field are not case-sensitive. The table below shows the hexadecimal equivalent of each ASCII character used in the command and response table.

ASCII to Hex		Conversion Table						Esc	1B	CR	ØD	LF	ØA
Space →	20	!	21	"	22	#	23	$	24	%	25	&	26	'	27
(| 28 |)	29	*	2A	+	2B	,	2C	-	2D	.	2E	/	2F
Ø	30	1	31	2	32	3	33	4	34	5	35	6	36	7	37
8	38	9	39	:	3A	;	3B	<	3C	=	3D	>	3E	?	3F
@	40	A	41	B	42	C	43	D	44	E	45	F	46	G	47
H	48	I	49	J	4A	K	4B	L	4C	M	4D	N	4E	O	4F
P	50	Q	51	R	52	S	53	T	54	U	55	V	56	W	57
X	58	Y	59	Z	5A	[	5B	\	5C	]	5D	^	5E	_	5F
`	60	a	61	b	62	c	63	d	64	e	65	f	66	g	67
h	68	i	69	j	6A	k	6B	l	6C	m	6D	n	6E	o	6F
p	70	q	71	r	72	s	73	t	74	u	75	v	76	w	77
x	78	y	79	z	7A	{	7B	I	7C	}	7D	~	7E	DEL	7F

Command and Response Table for SIS Commands

Symbol definitions for command and response table

↵ = CR/LF (carriage return/line feed)

← = Carriage return (no line feed)

| = Pipe (can be used interchangeably with the ← character)

• = Space (hard) character

Esc = Escape key (hex 1B)

W = Can be used interchangeable with the Esc character

X1 = Input number (for tie) | 00 – 16, 20, 32, or 36 (the highest numbered input for your model) (00 = untied)

X2 = Output | 01 – 16, 20, 32, or 36 (the highest numbered output for your model)

X3 = Mute, front panel lock | 0 = not muted/not locked, 1 = muted/locked

X4 = DDC value (EDID) (see the **EDID Table** on page 52)

X5 = Input number | 01 – 16, 20, 32, or 36 (the highest numbered input for your model)

X6 = Global preset number | 00 through 32 (00 = current configuration)

X7 = Room number (for room presets) | 01 through 10 (each can have up to 10 room presets [X9s] assigned)

> **NOTE:** A room is a subset of operator selected outputs that relate to each other. The DMS matrix switcher supports up to 10 rooms, each of which can consist of from 1 to 16 outputs.

X8 = Name | Up to 12 characters for input and output names, global preset names, and room preset names
11 characters maximum for room names
Upper-and lower-case alphanumeric characters are valid

> **NOTE:** The following characters are invalid or not recommended in the name: ~ , @ = ' [ ] { } < > " : | \ and ?.

X9 = Room preset number | 01 through 10

> **NOTE:** A room preset is a stored configuration with all of the outputs assigned to a single room. When a room preset is recalled from memory, it becomes the current configuration.

X10 = Connection status | 0 = no input connected | 1 = input connected

X11 = Group number (for I/O grouping) | 1 through 4 (or 0 = no group)

X12 = Number (quantity) of inputs | 4, 8, 12, 16, 20, 24, 28, 32, 36

X13 = Number (quantity) of outputs | 4, 8, 12, 16, 20, 24, 28, 32, 36

X14 = Board installed | X0 = No board installed
C1 = DVI 4 inputs x 4 outputs | D1 = Fiber 4 inputs x 4 outputs
C2 = DVI 4 inputs x 0 outputs | D2 = Fiber 4 inputs x 0 outputs
C3 = DVI 0 inputs x 4 outputs | D3 = Fiber 0 inputs x 4 outputs

X15 = Part number | 60-*nnnn*-01

X16 = Firmware version number to second decimal place (*x.xx*)

X17 = Verbose firmware version-description-upload date/time | See the **Query controller firmware version (verbose)** command on page 57

X18 = Voltage | Positive or negative voltage and magnitude

X19 = Temperature | Degrees Fahrenheit

X20 = Fan speed | In revolutions per minute (RPM)

X21 = Power supply status | 0 = not installed or failed | 1 = installed and OK

Command and Response Table for SIS Commands

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Create ties			

> **NOTES:**
> - The matrix switchers support 1-, 2-, and 3-digit numeric entries (**1**, **02**, or **003**).
> - Commands can be entered back-to-back in a string, with no spaces. For example: `1*1!02*02&003*003%`.
> - The quick multiple tie and tie input to all output commands activate all I/O switches simultaneously.
> - The `!` tie command, `&` tie command, and `%` tie command can be used interchangeably.
> - The `!` tie all command, `&` tie all command, and `%` tie all command can be used interchangeably.

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Tie input X1 to output X2	`X1*X2!`	`OutX2•InX1•All↵`	Tie input X1 to output X2.
Example:	`1*3!`	`Out03•In01•All↵`	Tie input 1 to output 3.
Tie input X1 to output X2	`X1*X2&`	`OutX2•InX1•RGB↵`	Tie input X1 to output X2.
Example (see note above):	`10*4&`	`Out04•In10•RGB↵`	Tie input 10 to output 4.
Tie input X1 to output X2	`X1*X2%`	`OutX2•InX1•Vid↵`	Tie input X1 to output X2.
Example (see note above):	`7*5%`	`Out05•In07•Vid↵`	Tie input 7 to output 5.
Quick multiple tie	`Esc+QX1*X2!...X1*X2!←`	`Qik↵`	`!`, `&`, and `%` ties are valid.
Tie input to all outputs	`X1*!`	`InX1•All↵`	Tie input X1 to all outputs.
Example:	`5*!`	`In05•All↵`	Tie input 5 to all outputs.
Tie input to all outputs	`X1*&`	`InX1•RGB↵`	Tie input X1 to all outputs.
Example:	`8*&`	`In08•RGB↵`	Tie input 8 to all outputs.
Tie input to all outputs	`X1*%`	`InX1•Vid↵`	Tie input X1 to all outputs.
Example:	`10*%`	`In10•Vid↵`	Tie input 10 to all outputs.
Read ties			

> **NOTE:** The `!` read tie command, `&` read tie command, and `%` read tie command can be used interchangeably.

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Read tied input	`X2!`	`X1↵`	Input X1 is tied to output X2.
Read tied input, RGB output	`X2&`	`X1↵`	Input X1 is tied to output X2.
Read tied input, Vid output	`X2%`	`X1↵`	Input X1 is tied to output X2.
Channel mute commands			
Channel mute	`X2*1B`	`VmtX2*1↵`	Mute output X2.
Channel unmute	`X2*0B`	`VmtX2*0↵`	Unmute output X2.
Read channel mute status	`X2B`	`X3↵`	1 = mute on, 0 = mute off.
Global channel mute	`1*B`	`Vmt1↵`	Mute all outputs.
Global channel unmute	`0*B`	`Vmt0↵`	Unmute all outputs.
EDID commands			
Assign EDID data to an input	`EscAX5*X4EDID←`	`EdidAX5*X4↵`	
Assign EDID data to all inputs	`EscA*X4*EDID←`	`EdidA0*X4↵`	
Save output #1 EDID data to a user-defined space	`EscS*X4EDID←`	`EdidSX4↵`	
View EDID data assignment	`EscAX5EDID←`	`X4↵`	

> **KEY:**
> - X1 = Input number   00 – 16 (20, 32, 36) (00 = untied)
> - X2 = Output number   01 – 16 (20, 32, 36)
> - X3 = Mute status   0 = not muted, 1 = muted
> - X4 = DDC value (EDID)   See the **EDID Table** on the next page. 01 – 16 (20, 32, 36) matches the resolution and rate of the specified output.
> - X5 = Input number   01 – 16 (20, 32, 36)

> **NOTES:**
> - EDID communicates video display information, including native resolution and vertical interval refresh rate requirements, to the input. The input device then outputs the optimal video format for the output (such as a display) based on the provided EDID data, ensuring proper video image quality. This communication takes place over the Display Data Channel (DDC).
> - In the commands, the EDID data can come from either an active output or be set to a specified value.

Command					ASCII Command (Host to Unit)					Response (Unit to Host)				Additional Description
EDID Table														
x4 value for DMS model				Source	x4 value for DMS model				Source	x4 value for DMS model				Resolution
1600	2000	3200	3600		1600	2000	3200	3600		1600	2000	3200	3600	
Ø1	Ø1	Ø1	Ø1	Output 1	N/A	19	19	19	Output 19	17	21	33	37	640x480 @ 60 Hz
Ø2	Ø2	Ø2	Ø2	Output 2	N/A	2Ø	2Ø	2Ø	Output 20	18	22	34	38	640x480 @ 75 Hz
Ø3	Ø3	Ø3	Ø3	Output 3	N/A	N/A	21	21	Output 21	19	23	35	39	800x600 @ 60 Hz
Ø4	Ø4	Ø4	Ø4	Output 4	N/A	N/A	22	22	Output 22	2Ø	24	36	4Ø	800x600 @ 75 Hz
Ø5	Ø5	Ø5	Ø5	Output 5	N/A	N/A	23	23	Output 23	21	25	37	41	852x480 @ 60 Hz
Ø6	Ø6	Ø6	Ø6	Output 6	N/A	N/A	24	24	Output 24	22	26	38	42	852x480 @ 75 Hz
Ø7	Ø7	Ø7	Ø7	Output 7	N/A	N/A	25	25	Output 25	**23***	**27***	**39***	**43***	**1024x768 @ 60 Hz**
Ø8	Ø8	Ø8	Ø8	Output 8	N/A	N/A	26	26	Output 26	24	28	4Ø	44	1024x768 @ 75 Hz
Ø9	Ø9	Ø9	Ø9	Output 9	N/A	N/A	27	27	Output 27	25	29	41	45	1024x852 @ 60 Hz
1Ø	1Ø	1Ø	1Ø	Output 10	N/A	N/A	28	28	Output 28	26	3Ø	42	46	1024x852 @ 75 Hz
11	11	11	11	Output 11	N/A	N/A	29	29	Output 29	27	31	43	47	1280x768 @ 60 Hz
12	12	12	12	Output 12	N/A	N/A	3Ø	3Ø	Output 30	28	32	44	48	1280x768 @ 75 Hz
13	13	13	13	Output 13	N/A	N/A	31	31	Output 31	29	33	45	49	1280x1024 @ 60 Hz
14	14	14	14	Output 14	N/A	N/A	32	32	Output 32	3Ø	34	46	5Ø	1280x1024 @ 75 Hz
15	15	15	15	Output 15	N/A	N/A	N/A	33	Output 33	31	35	47	51	1365x768 @ 60 Hz
16	16	16	16	Output 16	N/A	N/A	N/A	34	Output 34	32	36	48	52	1365x768 @ 75 Hz
N/A	17	17	17	Output 17	N/A	N/A	N/A	35	Output 35	33	37	49	53	1366x768 @ 60 Hz
N/A	18	18	18	Output 18	N/A	N/A	N/A	36	Output 36	34	38	5Ø	54	1366x768 @ 75 Hz
										35	39	51	55	1400x1050 @ 60 Hz
										36	4Ø	52	56	1600x1200 @ 60 Hz
										37	41	53	57	1920x1200 @ 60 Hz
										38	42	54	58	480p @ 60 Hz
										39	43	55	59	576p @ 50 Hz
										4Ø	44	56	6Ø	720p @ 50 Hz
										41	45	57	61	720p @ 60 Hz
										42	46	58	62	1080p @ 60 Hz
										43	47	59	63	1080i @ 60 Hz
										44	48	6Ø	64	1080p @ 50 Hz
										45	49	61	65	1080p @ 60 Hz, stereo
* Default resolution and refresh rate										46–53	5Ø–57	62–69	66–73	User defined

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description

Save, recall, and directly write presets

> **NOTES:**
> - If you try to recall a preset that is not saved (does not exist), the matrix switcher responds with the error code E11.
> - The following characters are invalid or not recommended in preset names: = - , " @ = [ ] { } " ; : | \ and ?.
> - If a room is not defined (does not exist in the switcher) and you try to save a room preset, the matrix switcher responds with error code E11.
> - A room can contain a maximum of 16 outputs.
> - An output can belong only to one room.
> - The maximum number of rooms ([X7]) is 10.
> - The default name ([X8]) is the room number with four trailing spaces: "Room•#[X7]••••."

Command	ASCII Command	Response	Additional Description
Save current configuration as a global preset	[X6] ,	Spr[X6] ↵	Command character is a comma.
Example:	9 ,	Spr09 ↵	Save current configuration as preset 9.
Recall a global preset	[X6] .	Rpr[X6] ↵	Command character is a period.
Example:	5 .	Rpr05 ↵	Recall preset 5 to become the current configuration.

Direct write <u>process</u> for a global preset —

> **NOTE:** The direct write of a global preset should always be preceded by a clear global preset ties command of that same preset number, as shown below. In a directly-written preset, the input tied to each output (or no tied input) remains unchanged unless overwritten or cleared.
>
> If you do not *clear* the ties in a global preset number *before* you directly *write* a global preset to that number, ties that are part of the previous version of the specified preset with the same number can unexpectedly become part of the newly-created preset.

Command	ASCII Command	Response	Additional Description
Clear all ties of a preset	[Esc] + [X6] P0 * ! ←	Spr[X6] ↵	Clear all ties in preset [X6].
Directly write a global preset	[Esc] + [X6] P [X1] * [X2] ! [X1] * [X2] & [X1] * [X2] %...[X1] * [X2] ! ←	Spr[X6] ↵	Enter as many ties as are valid for this configuration. The ! tie command, & tie command, and % tie command are interchangeable.
Example:	[Esc] + 27P0 ! ←	Spr27 ↵	Clear all ties in preset 27.
	[Esc] + 27P 12*5! 10*09% 3*2! 3*8& ←	Spr27 ↵	<u>Brackets are shown to separate ties for clarity only</u>. Create global preset 27, which ties input 12 to output 5, input 10 to output 9, input 3 to output 2, and input 3 to output 8.
Write room outputs	[Esc] [X7] , [X2]¹ , [X2]² , ... [X2]ⁿ MR ←	Mpr[X7] , [X2]¹ , [X2]² , ... [X2]ⁿ ↵	See notes above.
Example:	[Esc] 8 , 3 , 04 , 5 , 6MR ←	Mpr8 , 03 , 04 , 05 , 06 ↵	Outputs 3, 4, 5, and 6 are assigned to room 8.
Read room outputs	[Esc] [X7] MR ←	[X8] , [X2]¹ , [X2]² , [X2]ⁿ ↵	
Example:	[Esc] 3MR ←	Room·#03•••, 01 , 02 , 08 , 09 ↵	
			Outputs 1, 2, 8, and 9 are assigned to room 3.
Save current configuration as a room preset	[X7] * [X9] ,	Rmm[X7] • Spr[X9] ↵	Command character is a comma.
Example:	3 * 9 ,	Rmm03 • Spr09 ↵	Save current configuration as preset 9 for room 3.
Recall room preset	[X7] * [X9] .	Rmm[X7] • Rpr[X9] ↵	Command character is a period.

> **KEY:**
> [X1] = Input number (for tie) — 00 – 16 (20, 32, 36) (00 = untied)
> [X2] = Output number — 01 – 16 (20, 32, 36)
> [X6] = Global preset number — 00 through 32
> [X7] = Room number (for room presets) — 01 through 10 (each can have up to 10 room presets [[X9]s] assigned)
> [X8] = Name — Up to 12 upper-and lower-case alphanumeric characters are valid
> [X9] = Room preset number — 00 through 10

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Directly write a room preset	Esc+[X7]*[X9]P[X1]*[X2]![X1]*[X2]&[X1]*[X2]%…[X1]*[X2]!← Rmm[X7]•Spr[X9]↵		Enter as many ties as are valid for this configuration. The ! tie command, & tie command, and % tie command are interchangeable.
Example:	Esc+7*3P12*7&11*5&4*15%6*6!← Rmm07•Spr03↵		<u>Brackets are shown to separate ties for clarity only.</u> Create preset 3 for room 7, which ties input 12 to output 7, input 11 to output 5, input 4 to output 15, and input 6 to output 6.

View ties, mutes, and presets

> **NOTE:** The ! read tie command, & read tie command, and % read tie command can be used interchangeably.

Command	ASCII Command	Response	Additional Description
Read tied input	[X2]!	[X1]↵	Input [X1] is tied to output [X2].
Example:	1!	05↵	Input 5 is tied to output 1.
Read tied input, RGB output	[X2]&	[X1]↵	Input [X1] is tied to output [X2].
Example:	15&	27↵	Input 27 is tied to output 15.
Read tied input, Vid output	[X2]%	[X1]↵	Input [X1] is tied to output [X2].
Example:	7%	02↵	Input 2 is tied to output 7.
View status of all output mutes	EscVM←	[X3]^1[X3]^2[X3]^3 … [X3]^n↵	Each [X3] response is the mute status of an output, starting from output 1. n is the highest-numbered output.
View global preset configuration	Esc[X6]*[X2]*1VC←	[X1]^n•[X1]$^{n+1}$•…[X1]$^{n+15}$•Vid↵	Show the configuration of preset [X6]. Show the input tied to 16 consecutive outputs, starting from output [X2].
Command description:	Preset # ([X6])*starting output# ([X2])*1VC		
Response description:	Input # ([X1]^n) tied to output # ([X2])•[X1]$^{n+1}$ tied to [X2]•[X1]$^{n+2}$ tied to [X2]• … •[X1]$^{n+15}$ tied to [X2]•Vid↵		
Example (8x8 matrix):	Esc23*1*1VC←		

input 8 tied to output 4
input 2 tied to output 3   no tied input   outputs do not exist

Response = tied input: 08•08•02•08•08•01•00•00•--•--•--•--•--•--•--•--•Vid↵
Output: 1 2 3 4 5 6 7 8 09 10 11 12 13 14 15 16

Each position shown in the response is an output: left = starting output number (1 in this example), right = starting output +15 (16 in this example). (Outputs 9 through 16 are not present on this matrix switcher.) The number in each position is the input tied to that output.

In this example, for preset 23, video input 8 is tied to outputs 1, 2, 4, and 5; input 2 is tied to output 3; and input 1 is tied to output 6. No inputs are tied to outputs 7 and 8.

> **NOTE:** Esc[X6]*1*1VC← where [X6] = 0 returns the current video configuration of the switcher.

Command	ASCII Command	Response	Additional Description
View room preset configuration	Esc[X7]*[X9]*[X2]*1VC←	[X1]^n•[X1]$^{n+1}$•…[X1]$^{n+15}$•Vid↵	Show the configuration for room [X7], preset [X9]. Show the input tied to 16 consecutive outputs, starting from output [X2].
Command description:	Room # ([X7])*room preset # ([X9])*starting output# ([X2])*1VC		
Response description:	Input # ([X1]^n) tied to output # ([X2])•[X1]$^{n+1}$ tied to [X2]•[X1]$^{n+2}$ tied to [X2]• … •[X1]$^{n+15}$ tied to [X2]•Vid↵		

DSVP

Command	ASCII Command	Response	Additional Description
List all connections	0LS	[X10]^1[X10]^2[X10]^3 … [X10]^n↵	Each [X10] response is the connection status of an input, starting from input 1. n is the highest-numbered input.

no input detected   input detected

| *Example (32x32 matrix):* | 0LS | Response Status: 0 0 0 1 1 1 0 . . . 0↵ Input: 1 2 3 4 5 6 7   32 | |

KEY:

[X1]	= Input number (for tie)	00 – 16 (20, 32, 36) (00 = untied)
[X2]	= Output number	01 – 16 (20, 32, 36)
[X3]	= Mute status	0 = not muted 1 = muted
[X6]	= Global preset number	00 through 32
[X7]	= Room number (for room presets)	01 through 10 (each can have up to 10 room presets [X9]s] assigned)
[X9]	= Room preset number	01 through 10
[X10]	= Connection status	0 = no input connected 1 = input connected

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description

I/O Grouping

> **NOTE:** Each X11 position in the following I/O grouping commands must have an entry, 1, 2, 3, or 4 (or 0 [not grouped]).

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Write input grouping	Esc X11¹ X11² X11³ ... X11ⁿ I ←	Gri X11¹ X11² X11³ ... X11ⁿ ↵	Each X11 entry is the group number assigned to an input, starting from input 1. n is the highest-numbered input for your configuration.
Example (16 x 16 matrix):	Esc 4Ø133ØØØØ44 ... 4I ←	See below.	Input 1 – group 4, input 2 – group 0 (not grouped), ... input 16 – group 4.

Input 1 in group 4 | Input 2 not grouped | Input 16 in group 4

Response #s = group: Gri 4 Ø 1 3 3 Ø Ø Ø Ø 4 Ø Ø Ø 4 4 4 ↵
Input: 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16

Command	ASCII Command	Response	Additional Description
Write output grouping	Esc X11¹ X11² X11³ ... X11ⁿ O ←	Gro X11¹ X11² X11³ ... X11ⁿ ↵	Each X11 entry is the group number assigned to an output, starting from output 1. n is the highest-numbered output for your configuration.
Read input grouping	Esc I ←	X11¹ X11² X11³ X11⁴ X11ⁿ ↵	Each X11 entry is the group number assigned to an input, starting from input 1. n is the highest-numbered input for your configuration.
Example (8 x 8 matrix):	Esc I ←	Response = group: 1 1 1 3 3 Ø Ø Ø ↵	Input 1 in group 1 Input 8 not grouped Input: 01 02 03 04 05 06 07 08
Read output grouping	Esc O ←	X11¹ X11² X11³ X11⁴ X11ⁿ ↵	Each X11 entry is the group number assigned to an output, starting from output 1. n is the highest-numbered output for your configuration.

Names

> **NOTES:**
> - Do not use leading spaces in preset name.
> - If a preset is unassigned, the X8 displays [unassigned].
> - If a global preset is saved, but not yet named, the default name is Preset X6.
> - If a room preset is saved, but not yet named, the default name is Rm X7 Prst X9.

Command	ASCII Command	Response	Additional Description
Write global preset name	Esc X6 , X8 NG ←	Nmg X6 , X8 ↵	
Example:	Esc 1,Security 1NG ←	Nmg01,Security 1 ↵	Name global preset 1 "Security 1."
Read global preset name	Esc X6 NG ←	X8 ↵	
Example:	Esc 2NG ←	Security 2 ↵	Global preset 2 is named "Security 2."
Write room name	Esc X7 , X8 NR ←	Nmr X7 , X8 ↵	
Example:	Esc 1,Classrm 1NR ←	Nmr01,Classrm 1 ↵	Name room 1 "Classrm 1."
Read room name	Esc X7 NR ←	X8 ↵	
Write room preset name	Esc X7 * X9 , X8 NP ←	Nmp X7 * X9 , X8 ↵	
Example:	Esc 1*3,Podium_DVDNP ←	Nmp01*03,Podium_DVD ↵	Name room 1, preset 3 "Podium_DVD."
Read room preset name	Esc X7 , X9 NP ←	X8 ↵	
Write input name	Esc X5 , X8 NI ←	Nmi X5 , X8 ↵	
Example:	Esc 1,Podium camNI ←	Nmi01,Podium cam ↵	Name input 1 "Podium cam."
Read input name	Esc X5 NI ←	X8 ↵	
Write output name	Esc X2 , X8 NO ←	Nmo X2 , X8 ↵	
Read output name	Esc X2 NO ←	X8 ↵	
Example:	Esc 1NO ←	Main PJ1 ↵	Output 1 is named "Main PJ1."

KEY:		
X2	= Output number	Ø1 – 16 (2Ø, 32, 36)
X5	= Input number	Ø1 – 16 (2Ø, 32, 36)
X6	= Global preset number	ØØ through 32
X7	= Room number (for room presets)	Ø1 through 1Ø (each can have up to 10 room presets [X9s] assigned)
X9	= Room preset number	ØØ through 1Ø
X8	= Name	Up to 12 upper-and lower-case alphanumeric characters are valid
X11	= Group number (for I/O grouping)	1 through 4 (or Ø = no group)

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Front panel locks (Executive mode)			
Lock front panel	1X	Exe1↵	
Unlock front panel	ØX	ExeØ↵	
View lock status	X	[X3]↵	
Resets			

> **NOTE:** The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Reset all global presets	[Esc]ZG←	Zpg↵	Clear all global presets and their names.
Reset one global preset	[Esc][X6]ZG←	Zpg[X6]↵	Clear global preset [X6].
Reset all mutes	[Esc]ZZ←	Zpz↵	Unmute all outputs.
Reset room map (outputs)	[Esc]ZR←	Zpr↵	Clear all room definitions.
Reset individual room	[Esc][X7]ZR←	Zpr[X7]↵	Delete room [X7].
Reset individual room preset	[Esc][X7]*[X9]ZP←	Zpp[X7]*[X9]↵	Clear an individual room preset ([X7]*[X9]) and name.
Reset whole switcher	[Esc]ZXXX←	Zpx↵	Clear all ties and presets, rooms, and I/O names.
Reset settings and delete files	[Esc]ZY←	Zpy↵	Excludes IP settings to preserve communications. Recommended after a firmware update.
Absolute reset	[Esc]ZQQQ←	Zpq↵	Similar to **Reset whole switcher**, plus clear the IP address to 192.168.254.254 and subnet mask to 255.255.000.000.
Information requests			
Information request	I	V[X12]X[X13]•A[X12]X[X13]•S[X14]^1[X14]^2 … [X14]^n↵	V[X12]X[X13] shows the number of available inputs and outputs for this configuration. A[X12]X[X13] has no meaning for this product. S[X14]^1[X14]^2 ... [X14]^n shows the board type installed in each slot. *n* is either 4 (DMS 1600), 5 (DMS 2000), 8 (DMS 3200), or 9 (DMS 3600).
Request part number	N	[X15]↵	See the part numbers listed on the Extron web site, **www.extron.com**.

> **NOTE:** There are up to three separate sets of Extron firmware on which the switcher can report: the controller firmware, which is the overall control firmware; the Ethernet protocol firmware, which handles the Ethernet interface; and the latest optional Extron firmware update, which is available at **www.extron.com**.

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Query firmware version	Q	[X16]↵	
Example:	Q	1.23↵	The factory installed firmware controller version is 1.23 (sample value only).

KEY:
[X3] = Lock status   Ø = not locked   1 = locked
[X6] = Global preset number   ØØ through 32
[X7] = Room number (for room presets)   Ø1 through 1Ø (each can have up to 10 room presets [[X9]s] assigned)
[X9] = Room preset number   ØØ through 1Ø
[X12] = Number (quantity) of inputs   4, 8, 12, 16, 2Ø, 24, 28, 32, 36
[X13] = Number (quantity) of outputs   4, 8, 12, 16, 2Ø, 24, 28, 32, 36
[X14] = Board installed   XØ = No board installed   C1 = 4 DVI inputs x 4 outputs   D1 = 4 fiber inputs x 4 outputs
   C2 = 4 DVI inputs x 0 outputs   D2 = 4 fiber inputs x 0 outputs
   C3 = 0 DVI inputs x 4 outputs   D3 = 0 fiber inputs x 4 outputs
[X15] = Part number   6Ø-*nnnn*-Ø1
[X16] = Firmware version number to second decimal place (*x.xx*)
[X17] = Verbose firmware version-description-upload date/time

Command	ASCII Command (Host to Unit)	Response (Unit to Host)	Additional Description
Query controller firmware version (verbose)	ØQ	[X16] - [X17] - [X17]↵	Provide a detailed status of the Ethernet protocol firmware, the controller firmware, and an firmware upgrade. The firmware that is running is marked by an asterisk (*). A caret (^) indicates that the firmware has a bad checksum or an invalid load. ?.?? indicates that firmware is not loaded.

Response description: *Ethernet protocol firmware version–controller firmware version–updated firmware version*↵

Øq   See below

         Description   * indicates the version running   Upload date and time

1.23-1.ØØ(1.68-DMS16ØØ••••-Wed, 24 Feb 2Ø1Ø ØØ:ØØ:ØØ GMT)-1.ØØ* (1.Ø6-DMS16ØØ••••-Mon, 27 Mar 2Ø1Ø 16:39:21 GMT)↵

     Ethernet protocol   DMS firmware version   Updated firmware version
            firmware

Information requests (continued)

Command	ASCII Command	Response
Request system status	S	
DMS 1600 response		[X18]•[X18]•[X18]•[X18]•[X18]•[X18]•[X18]•[X19]•[X20]•[X20]•[X21]•[X21]↵
DMS 2000 response		[X18]•[X18]•[X18]•[X18]•[X18]•ØØ.ØØ•ØØ.ØØ•[X19]•[X20]•ØØØØØ•[X21]•Ø↵
DMS 3200 response		[X18]•[X18]•[X18]•[X18]•[X18]•ØØ.ØØ•ØØ.ØØ•[X19]•[X20]•[X20]•[X21]•Ø↵
DMS 3600 response		[X18]•[X18]•[X18]•[X18]•[X18]•[X18]•[X18]•[X19]•[X20]•[X20]•[X20]•[X20]•[X21]•[X21]↵

Response description (DMS 1600):

     +3.3V•+5V•+1.3V•+1.2V•+12V (system volts)•+12V (redundant PS)•+12V (Primary PS)•Temp•Fan 1 RPM•Fan 2 RPM•Pri PS•Red PS↵

Response description (DMS 2000):

     +3.3V•+5V•+1.3V•+1.2V•+12V (system volts)•00.00•00.00•Temp•Fan RPM•00000•PS•0↵

Response description (DMS 3200):

     +3.3V•+5V•+1.3V•+1.2V•+12V (system volts)•00.00•00.00•Temp•Fan 1 RPM•Fan 2 RPM•PS•0↵

Response description (DMS 3600):

     +3.3V•+5V•+1.3V•+1.2V•+12V (system volts)•+12V (redundant PS)•+12V (Primary PS)•Temp•Fan 1 RPM•Fan 2 RPM•Fan 3 RPM•Fan 4 RPM•Pri PS•Red PS↵

> **NOTE:** The response to the View File Directory command differs, depending on whether the command is sent via an RS-232/RS-422 or Telnet connection or via a web browser connection.

Command	ASCII Command	Response
View file directory RS-232/RS-422 port and Telnet	[Esc]DF←	*filename*1,*date/time,length*↵ List user-supplied files. *filename*2,*date/time,length*↵ *filename*3,*date/time,length*↵ • • • • *filenamen,date/time,length*↵ # *of* Bytes•Left↵↵
View file directory web browser	[Esc]DF←	Var file = new array (); List user-supplied files. File [1] = '*filename*1,*date*1,*filesize*1'; File [2] = '*filename*2,*date*2,*filesize*2'; File [3] = '*filename*3,*date*3,*filesize*3'; • • File [*n*] = '*filenamen,daten,filesizen*'; File [*n+1*] = # *of* Bytes•Left
Erase a user-supplied web page or file	[Esc]*filename*EF←	Del*filename*↵

> **KEY:**   [X16] = Firmware version number to second decimal place (*x.xx*)
>   [X17] = Verbose firmware version-description-upload date/time
>   [X18] = Voltage (positive or negative voltage and magnitude)
>   [X19] = Temperature   Degrees Fahrenheit
>   [X20] = Fan speed   In revolutions per minute (RPM)
>   [X21] = Power supply status   Ø = not installed or failed   1 = installed and OK

Symbol Definitions for IP-specific SIS commands

X30 = Matrix name (Up to 240 alphanumeric characters)

> **NOTE:** The following characters are invalid or not recommended in the name: {space} ~ , @ = ` [ ] { } < > ' " ; : | \ and ?.

X31 = Default name   DMS-*nn*00 + last 3 pairs of MAC address

X32 = Time and date (for set)   In the format: MM/DD/YY•HH:MM:SS *where*:
                 MM = month: Ø1 (January) through 12 (December), DD = day: 01 through 31
                 YY = year: 00 through 99, HH = hour: 00 through 23
                 MM = minutes: 00 through 59, SS = seconds: 00 through 59

X33 = Time and date (for read)   In the format: Day,•DD•Mmm•YYYY•HH:MM:SS *where*:
                 Day = weekday: Mon through Sun
                 DD = date: 01 through 31, Mmm = month: Jan through Dec
                 YYYY = year: 2000 through 2099, HH = hour: 00 through 24
                 MM = minutes: 00 through 59, SS = seconds: 00 through 59

X34 = GMT offset   −12.0 through +14.0. Hours and minutes removed from GMT

X35 = Daylight Saving Time   0 = Daylight Saving Time off/ignore
                 1 = Daylight Saving Time on (northern hemisphere)
                 2 = Daylight Saving Time on (Europe)
                 3 = Daylight Saving Time on (Brazil)

X36 = IP address   ###.###.###.###

X37 = Hardware (MAC) address   ##-##-##-##-##-##

X38 = Number of open connections 0 – 255

X39 = Password   12 alphanumeric characters

> **NOTES:**
> - The following characters are invalid or not recommended in passwords: {space} + ~ , @ = ` [ ] { } < > ' " ; : | \ and ?.
> - The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.

X40 = Domain name   Standard domain name rules apply (for example: *xxx*.com)

> **NOTE:** The following characters are invalid or not recommended in a domain name: {space} + ~ , = ` [ ] { } < > ' " ; : | \ and ?. The @ character is acceptable only as the lead-in to the domain name (such as @extron.com).

X41 = E-mail account   65 - 72. 65 = e-mail recipient 1, 66 = 2, 67 = 3, ... 72 = recipient 8

X42 = E-mail address   Typical e-mail address format (for example: *nnnn@xxx.com*)

X43 = Notification selections, part 1 I = inputs   F = fans   P = power supply

X44 = Notification selections, part 2 If **X43** = I, then **X44** = Ø0 (all inputs), or 01 through 16 (20, 32, 36) (input 1 through 16 [20, 32, 36])
              If **X43** = F, then **X44** = 00 (all fans)
              If **X43** = P, then **X44** = 00 (both power supplies).

X45 = Notify when?   0 = no response 2 = fixed/restored 4 = suspend
                 1 = fail/missing   3 = both 1 & 2

X46 = DHCP   0 =off, 1 = on. Off (0) is the default.

X47 = Port #   00 (all ports), 01 (rear panel), 03 – 99

X48 = Baud rate   9600, 19200, 38400, 115200

X49 = Parity   **o**dd, **e**ven, **n**one, **m**ark, **s**pace (Only the first letter required.)

X50 = Data bits   7, 8

X51 = Stop bits   1, 2

X52 = Port type   0 = RS-232, 1 = RS-422

X53 = Verbose mode   0 = clear/none (default for Telnet connection)
                 1 = verbose mode (default for RS-232/RS-422 connection)
                 2 = tagged responses for queries
                 3 = verbose mode and tagged for queries

> **NOTE:** If tagged responses is enabled, all read commands return the constant string and the value as the set command does (for example, the read matrix name command, [Esc]CN←, returns Ipn•**X30**↵).

X54 = Port timeout interval (in 10-sec. increments) 1 (= 10 seconds) – 65000 (default is 30 = 300 seconds = 5 minutes)

Command and Response Table for IP-specific SIS Commands

Command	ASCII Command (host to unit)	Response (unit to host)	Additional description
IP setup commands			
Set matrix name	`Esc` `X30` CN ←	Ipn• `X30` ↵	Up to 240 alphanumeric characters.
Set matrix name to factory default	`Esc` •CN ←	Ipn• `X31` ↵	"DMS-*nn*ØØ" plus the last 3 pairs of the MAC address. *nn* is either "16," "2Ø," "32,"or "36."
Read matrix name	`Esc` CN ←	`X30` ↵	
Set time and date	`Esc` `X32` CT ←	Ipt `X32` ↵	
Read time and date	`Esc` CT ←	`X33` ↵	
Set GMT offset	`Esc` `X34` CZ ←	Ipz `X34` ↵	In the command, the divider between hours and minutes can be either a colon or a period. In the response divider is a colon. GMT +8:0 hours.
Example:	`Esc` 8.ØCZ ←	IpzØ8:ØØ ↵	
Set Daylight Saving Time	`Esc` `X35` CX ←	Ipx `X35` ↵	
Read Daylight Saving Time	`Esc` CX ←	`X35` ↵	
Set IP address	`Esc` `X36` CI ←	Ipi `X36` ↵	
Read IP address	`Esc` CI ←	`X36` ↵	
Read hardware (MAC) address	`Esc` CH ←	`X37` ↵	
Read # of open connections	`Esc` CC ←	`X38` ↵	
Set subnet mask	`Esc` `X36` CS ←	Ips `X36` ↵	
Read subnet mask	`Esc` CS ←	`X36` ↵	
Set gateway address	`Esc` `X36` CG ←	Ipg `X36` ↵	
Read gateway address	`Esc` CG ←	`X36` ↵	
Set administrator password	`Esc` `X39` CA ←	Ipa• `X39` ↵	

> **NOTE:** The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password.

Command	ASCII Command (host to unit)	Response (unit to host)	Additional description
Read administrator password	`Esc` CA ←	`X39` ↵	
Reset (clear) administrator password	`Esc` •CA ←	Ipa• ↵	
Set user password	`Esc` `X39` CU ←	Ipu• `X39` ↵	
Read user password	`Esc` CU ←	`X39` ↵	
Reset (clear) user password	`Esc` •CU ←	Ipu• ↵	
Set mail server IP address, domain name, password	`Esc` `X36` , `X40` , `X39` CM ←	Ipm `X36` , `X40` , `X39` ↵	
Read mail server IP address, domain name, password	`Esc` CM ←	`X36` , `X40` , `X39` ↵	
Set e-mail recipient	`Esc` `X41` , `X42` CR ←	Ipr `X41` , `X42` , ↵	This command sets the recipient. To receive e-mail notifications, you must then set the events that the switcher reports, using one or more separate Set e-mail events (EM) commands (see below).
Example:	`Esc` 72,Jsmith@folklore.netCR ← Ipr72,Jsmith@folklore.net, ↵		
Read e-mail recipient	`Esc` `X41` CR ←	`X42` , ↵	
Set e-mail events for recipient	`Esc` `X43` `X41` , `X44` , `X45` EM ←	Ipe `X43` , `X41` , `X44` , `X45` ↵	You must first have set an e-mail recipient for the e-mail account number (`X41`), using the separate Set e-mail (CR) command (see above).
Example:	`Esc` I72,Ø,3EM ←	Ipe*72*Ø*3 ↵	E-mail account #72 (recipient #8) (Jsmith, as set by the preceding Set e-mail recipient command), will receive fail/missing and fixed/restore messages for all inputs.
Read e-mail events for recipients	`Esc` `X43` `X41` , `X44` EM ←	`X45` , `X45` , `X45` , …, `X45` ↵	

Command	ASCII Command (host to unit)	Response (unit to host)	Additional description
IP setup commands (continued)			
Set DHCP on or off	`Esc` `X46` `DH` ←	`Idh` `X46` ↵	`X46`: Ø = off, 1 = on. The default setting is Ø (off).
Read DHCP on/off status	`Esc` `DH` ←	`X46` ↵	
Set serial port parameters	`Esc` `X47` `*` `X48` `,` `X49` `,` `X50` `,` `X51` `CP` ←		
		`Cpn` `X47` •`Ccp` `X48` `,` `X49` `,` `X50` `,` `X51` ↵	
Read serial port parameters	`Esc` `X47` `CP` ←	`X48` `,` `X49` `,` `X50` `,` `X51` ↵	
Set serial port mode	`Esc` `X47` `*` `X52` `CY` ←	`Cpn` `X47` •`Cty` `X52` ↵	`X52`: Ø = RS-232, 1 = RS-422
Read serial port mode	`Esc` `X47` `CY` ←	`X52` ↵	
Set verbose mode	`Esc` `X53` `CV` ←	`Vrb` `X53` ↵	
Read verbose mode	`Esc` `CV` ←	`X53` ↵	
Configure current port timeout	`Esc` `Ø` `*` `X54` `TC` ←	`Pti0` `*` `X54` ↵	
View current port timeout	`Esc` `ØTC` ←	`X54` ↵	
Configure global IP port timeout	`Esc` `1` `*` `X54` `TC` ←	`Pti1` `*` `X54` ↵	
View global IP port timeout	`Esc` `1TC` ←	`X54` ↵	

Matrix Software

This section describes using software to operate the DMS matrix switchers, including:

- **Matrix Switchers Control Program**
- **Button Label Generator Program**

Matrix Switchers Control Program

The Extron Matrix Switchers Control Program communicates with the switcher via the Ethernet LAN port, the serial port, or the USB port to provide an easy way to set up ties and sets of ties. The program is compatible with Microsoft® Windows® 2000, Windows XP, Windows 7, and newer operating systems. Updates to the Matrix Switchers Control Program can be downloaded from the Extron website (**www.extron.com**).

Installing the Software

The Matrix Switchers Control Program and Firmware Loader are available on the Extron website. Download and install both programs as follows:

> **NOTES:**
> - This procedural description is illustrated as using Internet Explorer. Depending on the browser you use, some steps or indications may be different.
> - Steps 1 through 7, below, are also used to download firmware update packages.

1. Go to **www.extron.com** and hover the cursor over the `Download` tab (see figure 31, ❶). The `Find Software & Downloads` links appear (❷).
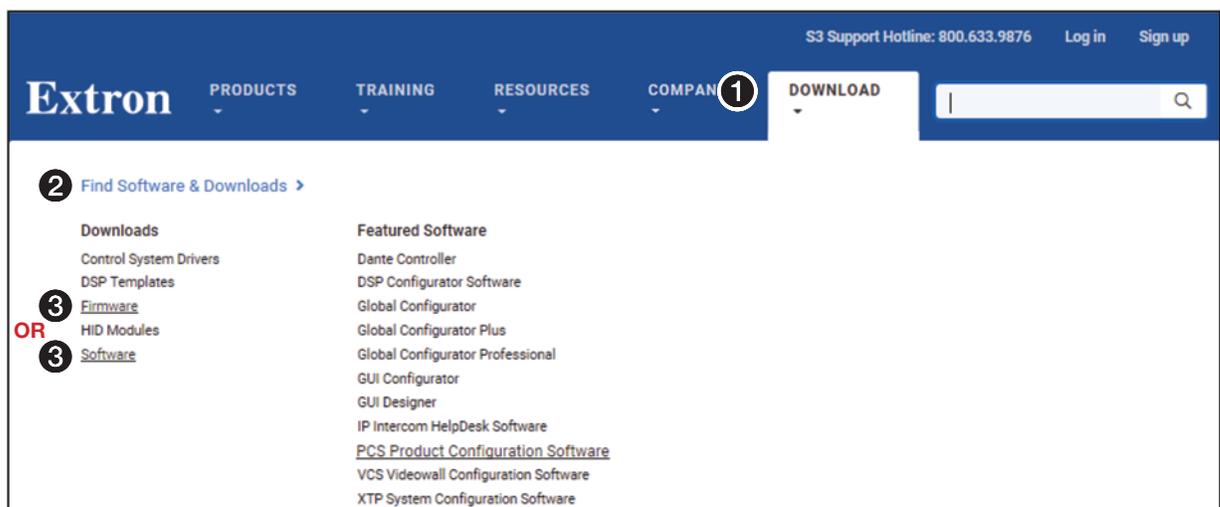
Figure 31. Selecting the Download Tab

2. Click the `Software` or `Firmware` link, as appropriate to the operation you are performing (❸). The main download page opens (see **figure 32** on the next page).

Figure 32. **Downloading from the Main Download Page**

3. Click the desired filtering letter (see figure 32, ❶) to jump to the nearest page of downloads.

4. Click **Download** for the desired software or firmware package to download (❷). The **Log in** dialog box appears (see figure 33).

Figure 33. **Log in Dialog Box**

5. Enter the **E-Mail** address and **Password** associated with your Extron insider account (see **figure 33**, ❶ on the previous page).

> **TIPS:**
> - Click **Sign up** (see ❷ on the previous page) to obtain website credentials.
> - Click **Keep me logged in** (❸) to eliminate steps 5 and 6 in future downloads.
> - Enter your registered email address and click **Retrieve Password** (❹) if you have forgotten your credentials.

6. Click **Log in** to copy the software to the computer (❺).

7. If your browser asks you to confirm that you want to continue, click **Run** or make a similar confirmation that you want to run the installation (see figure 34, ❶).
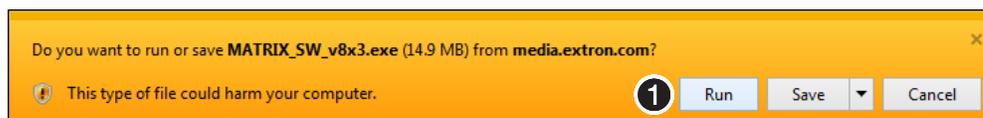
Figure 34. **Download Warning and Confirmation**

> **NOTE:** Figure 34 may appear different or may not appear at all, depending on your Web browser choice and its security settings.

8. **For a firmware download**, exit this procedure and return to **Updating Firmware** on page 71 or **Firmware Upgrade Page** on page 94.

9. Follow the on-screen instructions. The installation creates a `C:\Program Files\Extron\Matrix_Switchers` directory, and it places the following four icons into a group folder named "`Extron Electronics\Matrix Switchers`":

> **NOTE:** `C:\Program Files(x86)\` ... for Windows 7, Windows 8, or Windows 10.

- MATRIX Switcher + Control Program
- MATRIX Switcher + Help
- Check for Matrix Updates
- Uninstall MATRIX Switcher

> **NOTES:**
> - For Windows 7 and higher, the folder is `C:\Program Files (x86)\Extron\Matrix_Switchers`.
> - The DMS matrix switcher can support remote control via any of the following three ports:
>   **Rear panel LAN port** — For IP control of the system via an Ethernet LAN, via this RJ-45 connector from anywhere in the world.
>   **Rear panel Remote RS-232/RS-422 port** — The port can be configured for either the RS-232 or RS-422 serial communication protocol and operate at the 9600, 19200, 38400, or 115200 baud rate (see the **serial port parameters SIS commands** on page 60 to configure the port).
>   **Front panel Configuration port** — A USB B port.

Software Operation via Ethernet

When a matrix switcher is connected to an Ethernet WAN or LAN, up to 200 users can operate it, locally or remotely, using the Matrix Switchers Control Program (see **Ethernet Port** on page 11 for installation details).

Connection to the switcher via the Ethernet is password protected. There are two levels of password protection: administrator and user. Administrators have full access to all switching capabilities and editing functions. Users can select inputs and outputs, recall presets, and view all settings with the exception of passwords. If the same password or no password is required for logging on, all personnel log on with administrator privileges. Fields and functions that exceed user privileges are not selectable in the Matrix Switchers Control Program when the operator is logged on as a user.

> **NOTE:** The DMS is shipped password-protected. The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).

The `IP Settings`/`Options` window (see **figure 40** on page 67) provides a location for viewing and, if connected via the RS-232 link or if logged on via the Ethernet port as an administrator, editing settings unique to the Ethernet interface (see **IP Settings/Options Window** on page 67 for more details).

Using the Matrix Switcher Control Software

Many items found in the Matrix Switchers Control Program are also accessible via front panel controls (see **Front Panel Operations** on page 21) and under SIS control (see **Command and Response Table for SIS Commands**) on page 50). The Matrix Switcher Help Program provides information on settings and on how to use the control program, itself.

> **NOTE:** The first time you connect to the Configuration (USB) port, the `Found New Hardware Wizard` opens (see figure 35) (see **Activating a USB Port for the First Time** on the next page).
>
> For other connections, proceed to **Starting the program** on the next page.
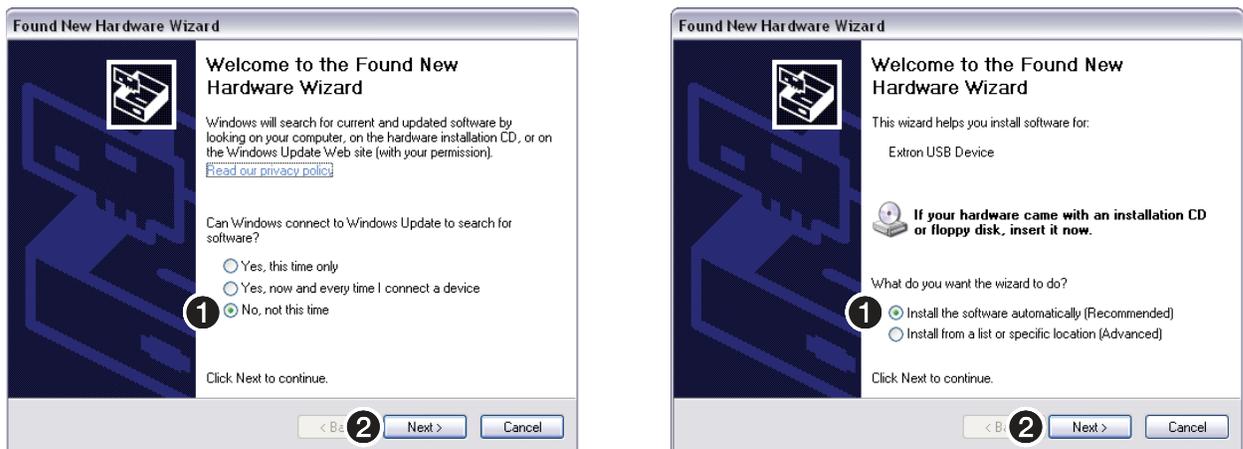
Figure 35.   Found New Hardware Wizard

Activating a USB Port for the First Time

The first time you connect to the Configuration (USB) port, the `Found New Hardware Wizard` opens (see **figure 35** on the previous page). Activate the connected USB port for your device as follows:

> **NOTE:** If you have not installed the latest Matrix Switchers Control Program (version 8.0 or newer), click **Cancel** and install the program. Reconnect the switcher to the Configuration port.

1. Select **No, not this time** (**figure 35**, ❶).
2. Click **Next** (❷).
3. Select **Install the software automatically** (❸).
4. Click **Next** (❹).
5. Follow the on-screen instructions.

   The wizard assigns the driver necessary to access the switcher to the connected Configuration (USB) port. This may take a few minutes.
6. Click **Finish** to exit the wizard.
7. Proceed to "Starting the program" below or return to **Programming Guide** on page 46.

   > **NOTE:** You may need to repeat these steps if you subsequently connect the switcher to a different USB port on the same computer.

Starting the program

1. To run the Matrix Switchers Control Program, click **Start > Programs > Extron Electronics > Matrix Switchers > MATRIX Switcher + Control Pgm**.

   The `Comm Port Selection` dialog box (see figure 34) opens.
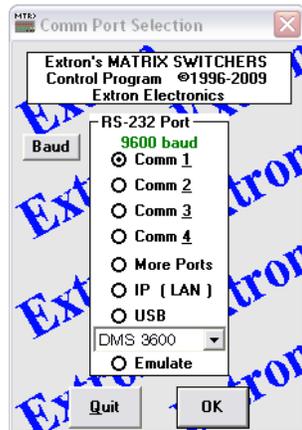

Figure 36. Comm Port Selection Dialog box

2. Choose either the comm port that is connected to the serial port of the switcher, **USB**, **IP [LAN]**, or **Emulate**.

   • **If you selected a comm port**, check the baud rate displayed in the Baud Rate field. If you need to change the baud rate, click **Baud** and double-click the desired baud rate.

   • Click **OK**. The Extron `Matrix Switchers Control Program` window (see **figure 38** and **figure 39** on page 67) opens, displaying the current configuration of the attached matrix. Proceed to **Using the program** on the next page.

- **If you selected** USB, select the DMS matrix switcher in the drop-down window and click **OK**. Proceed to "Using the program" below.

- **If you selected** IP [LAN], click **OK** and proceed to step 3.

- **If you selected** Emulate, click **OK** and see **Using Emulation Mode** on page 82.

3. **If you selected IP [LAN]** in step 2, the IP Connection dialog box opens (see figure 37).

Figure 37.   Address and Password Entry

a. Examine the **Matrix IP Address** field in the IP Connection dialog box. The field displays the last Extron IP address entered.

- **If the IP address is correct**, proceed to step 3b.

- **If the address is not correct**, either click in the **Extron IP Address** field and enter the IP address or click the scroll down button (▾) and select from among the recently used addresses. Proceed to step 3b.

> **NOTE:** If the local system administrators have not changed the value, the factory-specified default, 192.168.254.254, is the correct value for this field.

b. The switcher is shipped password protected, click in the **Password** field and enter the appropriate administrator or user password.

> **NOTE:** The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).

c. Click **Connect**.

If you logged on with the administrator password, the program connects you to the matrix switcher with all of the administrator rights and privileges. The Extron `Matrix Switchers Control Program` window (see **figure 38** and **figure 39** on the next page) opens, displaying the current configuration of the attached matrix. Proceed to "Using the program," below.

If you logged on with the user password, the program connects you to the matrix switcher with only user capabilities.

If an incorrect password was entered, the computer beeps and the program returns to the password entry display.

Using the program

- To create a tie, click and drag an input box to one or more output boxes. To remove a tie, drag the output box to its tied input box or to the trash can.

- To make the control program easier to use, assign a device icon to each input and output. Click on a box that represents an input or output, and drag the desired icon onto the box from the icon palette that opens.
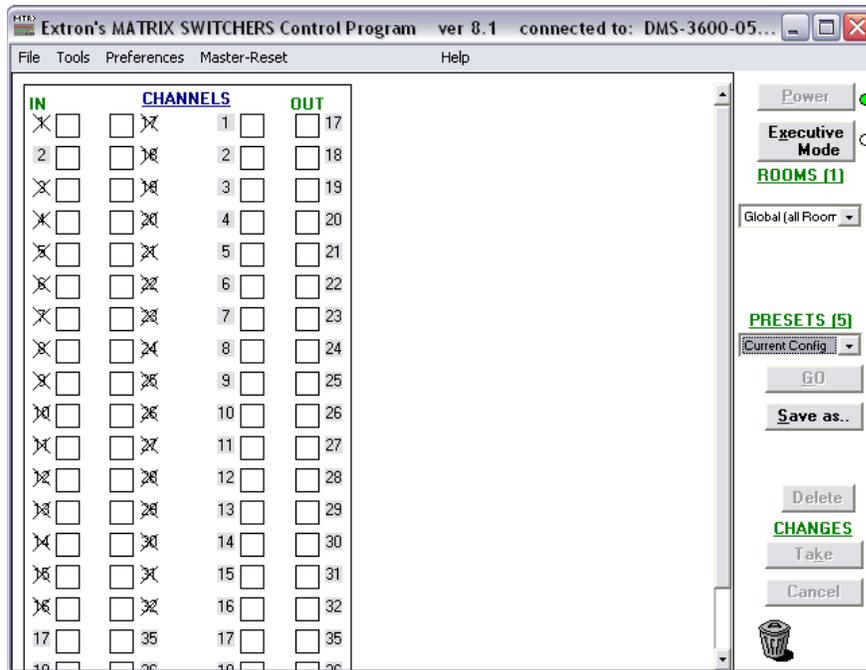
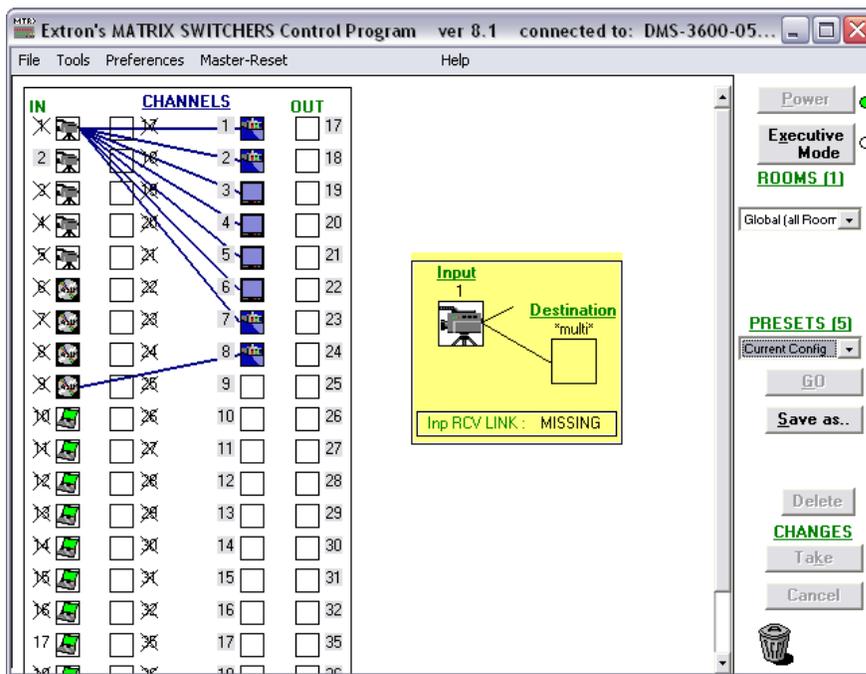**Figure 38.** Extron Matrix Switchers Control Program Window

Figure 39. Sample Control Program Window, with Ties and Icons

• For quick display of information on a specific input or output device, position the pointer tool over that device in the control program window. The program opens a pop-up that details the connections to that device and the signal status (present or missing) input from or output to that device (see the inset box in figure 39).

> **TIP:** You can print a map of the current configuration by clicking **File > Print Tie Map**.

IP Settings/Options Window

The `IP Settings`/`Options` window (from the main window, click **Tools > IP options**, see figure 40, below) provides a location for viewing and, if connected via the serial port or USB port or if logged on via the Ethernet port as an administrator, editing settings unique to the Ethernet interface (see **Ethernet Connection** on page 108 for basic information about IP addresses). None of the fields on this screen can be edited while you are logged on as a user.

Figure 40.   **Control Program IP Setting/Options Window**

NOTES:

- Editing variables in the `IP Settings`/`Options` window while connected via the Ethernet port can immediately disconnect the user from the switcher. Extron recommends editing the settings on this screen using the RS-232 or USB port and protecting the Ethernet access to this screen by assigning an administrator password to qualified and knowledgeable personnel only.

- The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).

- When the control program is connected to the switcher via the RS-232 or USB port, the Administrator and User Password fields are not masked. If a password has been inadvertently changed to an unknown value, you can look up and, if desired, change a password in this window without knowing the current password.

Address and Name fields

The **Matrix IP Address** field contains the IP address of the connected matrix switcher.

The **Gateway IP Address** field identifies the address of the gateway to the controlling PC to be used if the matrix switcher and the mail server are not on the same subnet.

The **Subnet Mask** field is used to determine whether the matrix switcher is on the same subnet as the controlling PC when you are subnetting (see **Subnetting — A Primer** on page 113).

The **Mail Server IP Address** field (see **figure 40**, on the previous page) displays the IP address of the mail server that handles the e-mail for the facility in which the DMS matrix switcher is installed.

Valid addresses consist of four 1-, 2-, or 3-digit numeric subfields, properly called octets, separated by dots (periods). Each field can be numbered from 000 through 255. Leading zeroes, up to 3 digits total per field, are optional. Values of 256 and above are invalid.

The default addresses are as follows, but if these conflict with other equipment at your installation, you can change the addresses to any valid value:

- **IP address:**   192.168.254.254
- **Gateway address:** 0.0.0.0
- **Subnet mask:** 255.255.0.0

> **NOTE:**   The address fields are unavailable for editing when DHCP is selected.

The **Extron Name/Descriptor** field contains the name of the matrix switcher. This descriptor can be changed to any valid name, up to 12 alphanumeric characters.

> **NOTE:**   The following characters are invalid or not recommended in the **Extron Name/Descriptor** field:
> {space} + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

The **Mail Server Domain Name** field displays the domain name that the DMS matrix switcher uses to log on to the e-mail server. Standard domain conventions (such as *nnn*.com) apply.

> **NOTE:**   The following characters are invalid or not recommended in a domain name:
> {space} + ~ , = ' [ ] { } < > ' " ; : | \ and ?. The @ character is only acceptable as the lead-in to the domain name (such as @folklore.net).

Edit any of these fields as follows:

1. Click in the desired field. The graphic cursor becomes a text cursor.
2. Edit the address or name as desired.
3. Press <Tab> on the keyboard or click in another field to exit the field.
4. Click **Take** to make the address change take effect.

Hardware Address field

The hardware (MAC) address is hardcoded in the switcher and cannot be changed.

Use DHCP checkbox

The **Use DHCP** checkbox directs the matrix switcher to ignore any entered IP addresses and to obtain its IP address using Dynamic Host Configuration Protocol (DHCP) (if the network is DHCP capable). The default setting is off (deselected). Contact the local system administrator to determine whether to use DHCP.

Date, Time (local), and GMT (offset) fields

See **figure 40**, on the page 68.

The **Date** field displays the current date in the local zone.

The **Time (local)** field displays the current time in the local time zone.

The **GMT** field displays the amount of time, in hours and minutes, that the local time varies from the GMT international time reference.

> **NOTE:** Rather than using the following procedure, you can click **Sync Time to PC** to set the switcher to the internal time on your computer.

If desired, adjust any of these values as follows:

1. Click in the desired field. The field changes to an editable field appropriate to the value being changed and the graphic cursor becomes a text cursor.

    - The **Date:** field becomes a set date field, with the date in the format (M)M/(D)D/YYYY. Leading zeroes are not shown.

      Date : [01/15/2011]

    - The **Time (local):** field becomes a set time field, with the time in the format HH:MM:SS (00:00:00 to 23:59:59).

      Time (local) : [03:57:00]

    - The **GMT** field becomes a set offset field, with the offset in the format ±HH:MM (–12:00 to +14:00).

      GMT [-8:00]

2. Edit the field as desired to set the proper value. For time, remember to use 24-hour time. Leading zeroes are optional.

3. Press <Tab> on the keyboard or click in another field to exit the edited field.

4. Click **Take** to make the date change take effect.

Sync Time to PC button

Click **Sync Time to PC** to force the computer you are operating to send its internal time to the switcher in a set time command.

Use Daylight Saving checkbox

Click in the **Use Daylight Saving** checkbox to turn Daylight Saving Time on and off for North America. When Daylight Saving Time is turned on, the switcher automatically updates its internal clock between Standard Time and Daylight Saving Time in the spring and fall on the date that the time change occurs in North America. When Daylight Saving Time is turned off, the switcher does not adjust its time reference.

> **NOTE:** For Daylight Saving Time in Europe and Brazil, see the **Set Daylight Saving Time** SIS command on page 59.

Administrator Password and User Password fields

See **figure 40**, on the page 68.

The **Administrator Password** field displays the password required to log on to the matrix switcher via the Ethernet port with all of the administrator rights and privileges. The **User Password** field displays the password required to log on to the matrix switcher via the Ethernet port as a user, without all of the administrator rights and privileges. Passwords are case sensitive and are limited to 12 upper-case and lower-case alphanumeric characters.

While you are logged on as a user, both password fields are masked with asterisks (************) as a security measure.

> **NOTES:**
>
> - The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password (see **Passwords Page** on page 92 to change the password).
>
> - Editing the **Administrator Password** field while connected via the Ethernet port can immediately disconnect the user from the switcher. Extron recommends editing this field using either the serial port or USB port and protecting the Ethernet access to this screen by assigning an administrator password to qualified and knowledgeable personnel only.
>
> - An administrator password must be created before a user password can be created.
>
> - The following characters are invalid or not recommended in passwords: {space} + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

Edit either password field as follows:

1. Click in the desired **Password** field. The pointer tool becomes a text cursor.

2. Edit the case-sensitive password as desired.

3. Press <**Tab**> on the keyboard or click in another field to exit the **Password** field.

4. Click **Take** to make the password change take effect.

E-mail Addressee fields

The eight **E-mail Addressee** fields permit the administrator to identify the e-mail addresses of the personnel to whom the matrix switcher e-mails notification of its failure and repair status. Figure 41 shows a typical e-mail from the switcher.
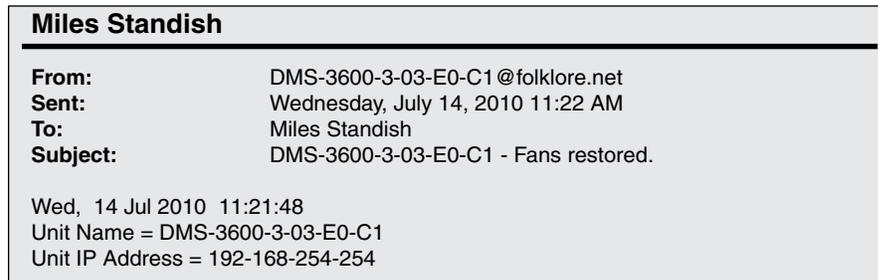

Miles Standish

From: DMS-3600-3-03-E0-C1@folklore.net
Sent: Wednesday, July 14, 2010 11:22 AM
To: Miles Standish
Subject: DMS-3600-3-03-E0-C1 - Fans restored.

Wed, 14 Jul 2010 11:21:48
Unit Name = DMS-3600-3-03-E0-C1
Unit IP Address = 192-168-254-254

Figure 41.   **Typical DMS Switcher E-mail**

The radio buttons and check boxes associated with each address field (see figure 42) permit the administrator to specify e-mail requirements for each recipient.
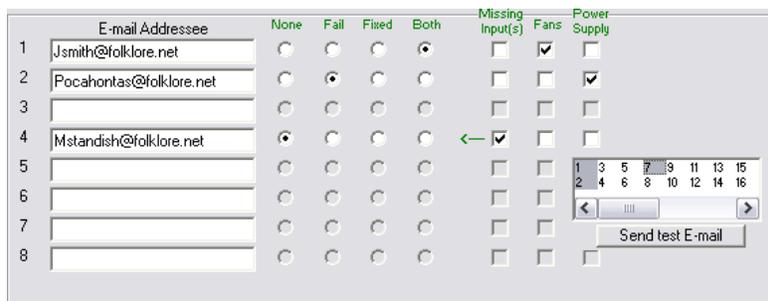

Figure 42.   **E-mail Addressee Fields**

Edit these fields and controls as follows:

1. Click in the desired **E-mail Addressee** field. The pointer tool becomes a text cursor.

2. Edit the e-mail address as desired. Standard e-mail address conventions apply (for example: *nnnnn@xxx*.com).

3. Press <**Tab**> on the keyboard or click in another field to exit the e-mail addressee field.

4. In the square check boxes associated with each addressee, select one or more options about which the addressee is to be e-mailed: **Missing Input(s)**, **Fans**, and **Power Supply**. In the floating box that contains the input numbers, select the inputs to be monitored.

5. In the round radio buttons associated with each addressee, select whether the addressee is to be e-mailed of failures, fixes, both, or not be notified.
The **None** radio button is useful for temporarily removing personnel from the e-mail list when they are unavailable, such as on travel or vacation.

6. If desired, click **Send test E-mail** to test the e-mail function.

7. Click **Take** to make the e-mail address changes take effect.

Updating Firmware

The firmware upgrade utility provides a way to replace the firmware that is coded on the control board in the switcher without taking the switcher out of service.

Update the switcher firmware as follows:

1. Perform steps 1 through 7 of **Installing the Software**, beginning on page 61, to download the firmware upgrade from the Extron website.

2. Click **Run** twice in response to the security warnings (see figure 43, ❶). The PC downloads the firmware update from the Extron website and starts the Extron `Installation Program` to extract the firmware file.

Figure 43.   Downloading Firmware Upgrade Files — Security Warning

The `InstallShield Wizard` opens (see **figure 44** on the next page).
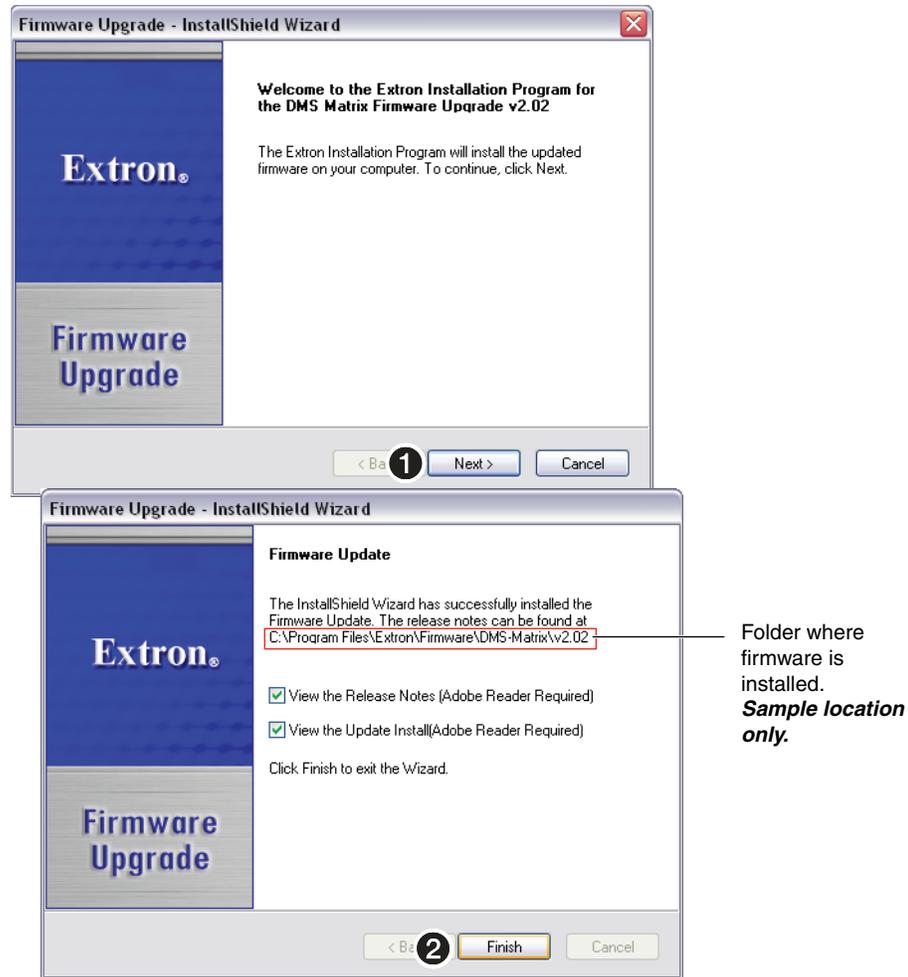
Figure 44.   Downloading Firmware Upgrade Files — InstallShield

3. Click **Next** (see figure 44, ❶). The program extracts the firmware files and places them in a folder identified in the `InstallShield Wizard` window. Note the folder to which the firmware file is saved.

4. Click **Finish** to exit the program (❷).

5. Connect a computer running Windows to the serial port (see **Remote Port** on page 11), USB port (see **Front Panel Configuration Port** on page 13) , or LAN port (see **Ethernet Port** on page 11) of the switcher.

6. Start the Matrix Switchers Control Program and connect to the matrix switcher (see steps 1 through 4 in **Starting the program** starting on page 65).

7. Click **Tools** > **Update** firmware.

    If you are connected via the LAN port, the `Choose File to Upload` dialog box opens (see figure 45 and **Ethernet-connected firmware upload** on the next page).

    If you are connected via either serial port, the `Firmware Loader` window opens (see figure 46 and **Serial-port or USB-port-connected firmware upload** on page 76).

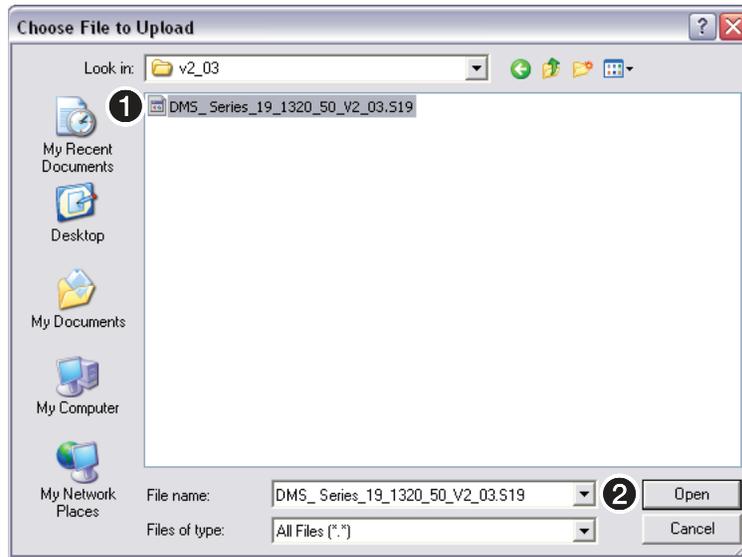## Ethernet-connected firmware upload

Figure 45. Choose File to Upload Dialog Box

1. Navigate to the folder where you saved the firmware upgrade file. Select the file (see figure 45, ❶).

> **NOTES:**
> - Valid firmware files must have the file extension `.S19`. Any other file extension is not a firmware upgrade.
> - The original factory-installed firmware is permanently available on the DMS matrix switcher. If the attempted firmware upload fails for any reason, the switcher reverts to the factory-installed firmware.

2. Click **Open** (❷). The software advises you that you are about to reprogram the firmware of the switcher. Click **OK** to continue.

A status window opens that advises that the upload is in progress. The firmware upload to the DMS matrix switcher may take a few minutes. When the status window closes and the front panel button indications on the switcher flash amber, green, red, and amber and then return to either off or to background illumination, the upload is complete.
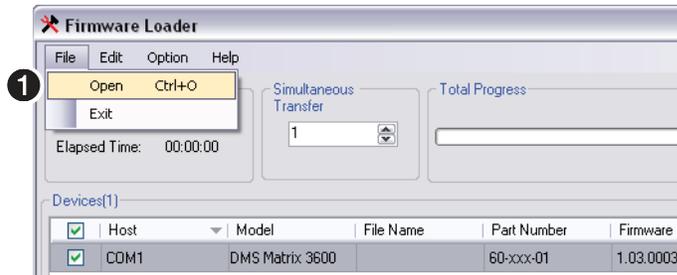
Serial-port- or USB-port-connected firmware upload

Figure 46.   Extron Firmware Loader Window

1. Select the DMS matrix switcher and click **File** > **Open** (see figure 46, ❶).

    The `Choose File to Upload` dialog box opens (see figure 47).
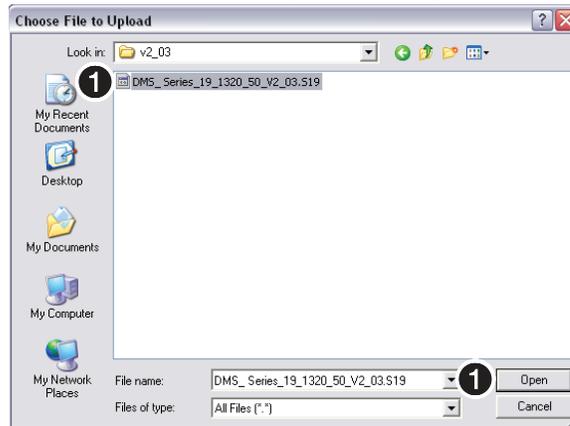

Figure 47.   Choose File to Upload Dialog Box

2. Navigate to and select the new firmware file. Click **Open** (❷). The `Choose File to Upload` dialog box closes.

    > **ATTENTION:**
    >
    > - Valid firmware files must have the file extension .S19. A file with any other extension is not a firmware upgrade for this device and could cause the device to stop functioning.
    >
    > - Les fichiers firmware valides doivent contenir l'extension fichier .S19. Un fichier avec n'importe quelle autre extension n'est pas une mise à jour de firmware pour cet appareil et l'appareil pourrait arrêter de fonctionner.

3. In the `Firmware Loader` window, click **Begin** (see figure 48).

    The `Total Progress and Progress` status bars show the progress of the upload, which may take several minutes. Once the status bars have progressed from **0%** to **100%**, and `Status` is listed as `Complete`, the firmware loader utility resets the switcher.
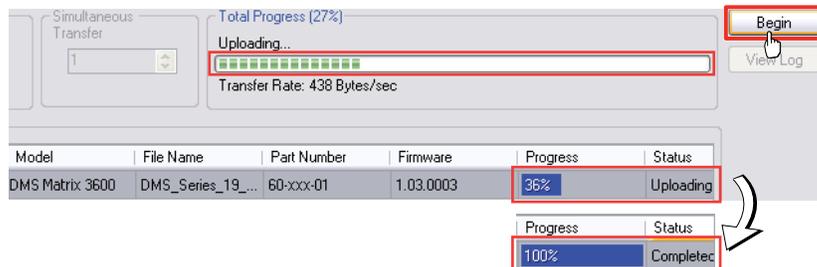

Figure 48.   Firmware Loader Screen

4. Click **Exit** to close the Firmware Loader.

Uploading HTML Files

You can create customized HTML pages for the switcher to display. The `HTML Files List` window (see figure 49), accessible via the Tools menu, provides a way to view the contents of the file system and upload custom HTML pages to the switcher.

> **NOTE:** The `HTML Files List` window is for inserting your own HTML pages. This is not the window to replace the firmware that controls all switcher operation (see **Updating Firmware** on page 73 to replace the firmware).
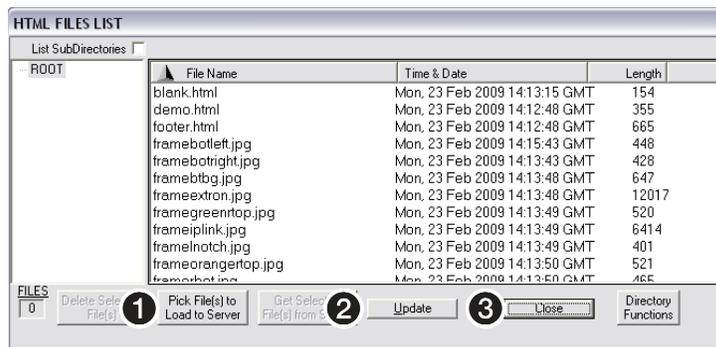

Figure 49. HTML Files List Window

> **NOTE:** The files listed in figure 49 are shown for example only and may not be present on your switcher.

Upload HTML pages as follows:

> **NOTE:** The following characters are invalid or not recommended in file names: {space} + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

1. Connect the PC to the matrix switcher via the RS-232/RS-422 port, USB port, or Ethernet port on the switcher.
2. Start the `Matrix Switchers Control Program` and connect to the DMS matrix switcher (see steps 1 through 4, **Starting the program** starting on page 65).
3. Click `Tools` > `HTML File Manager`.
4. Click `Pick File(s) to Load to Server` (❶). An `Open File` dialog box opens.
5. Navigate to the folder where you saved the HTML file. Select the file.

> **NOTES:**
> - To select multiple files, hold the <`Ctrl`> key while you select the desired files.
> - If you want one of the HTML files that you created to be the default start-up page, name the file "index.html." The DMS matrix switcher automatically looks for that file name when you first connect to it using an Internet browser.

6. Click `Open`. The upload of files to the DMS matrix switcher may take a few minutes.
7. Click `Update` to confirm the upload (❷).
8. Click `Close` to exit the `HTML Files List` window (❸).

Windows Buttons, Drop Boxes, and Trash Can

The buttons, drop boxes, and trash can on the right side of the `Matrix Switchers Control Program` window perform the following functions:

Power — Unavailable for DMS matrix switchers, because the switcher power cannot be controlled via software.

`Executive Mode` — Allows you to lock out front panel operations, except for the view-only mode functions. Click the button to cycle between locked (the indicator displays red) and unlocked (the indicator is white).

`Rooms menu` — Displays a list of up to 10 rooms. You can select a room from the list to display it in the window.

> **NOTE:** A **Room** is a subset of outputs that are logically related to each other, as determined by the operator. The DMS matrix switcher supports up to 10 rooms, each of which can consist of from 1 to 16 outputs.

`Presets menu` — Displays a list of up to 32 global presets and up to 100 room presets (10 rooms x 10 presets per room). You can select a preset from the list to display it and either activate it (**`Go`**) or delete it (**`Delete`**).

**`Presets`** – **`Go`** — Activates the selected preset as the current configuration.

`Presets` – **`Save as ...`** — Allows the current set of ties to be saved as a preset. Enter the preset number when prompted to do so.

`Presets` – **`Delete`** — Allows the current preset to be deleted.

`Changes` – **`Take`** — Allows you to save to file any changes made to the displayed configuration.

`Changes` – **`Cancel`** — Returns to the previous screen, undoing any changes you have made.

Trash can — Drag and drop from an input or output button to the trash can to erase all ties associated with that input or output.
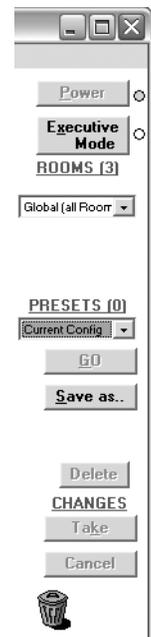
Windows Menus

> **NOTE:** Selections in the various drop-down menus in the following pages that are gray are unavailable for selection.

File menu

`Save Matrix settings as ...` — Saves a complete set of up to 32 presets, plus the last active setting (preset #0), to a file. Saved settings include assigned icons and icon captions.

**`Restore Matrix settings from ...`** — Loads and activates a previously saved setting file.

`Save This-Session's settings` — Saves the current assigned icons and icon captions.

`Restore Last-Session's settings` — Loads the icons and icon captions that were saved during the last session. If you saved the changes from the previous session the last time you exited the program, the ties from that session are also loaded.

`Select printer` — Selects the target printer.

`Print tie map` — Prints the tie set that is displayed on the screen.

`Exit` — Closes the `Matrix Switchers Control Program`.
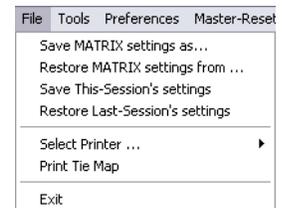
Tools menu

Assign Device Icons — Displays the complete set of input and output device icons. You can drag any of these icons to the input and output boxes.

Edit Device Palette — Allows you to add your own device icon graphics.

Mute-Outputs settings — Displays the Mute Adjust screen, from which you can mute each output.

EDID settings — Displays the EDID Configuration dialog box (see figure 50), from which you can select a pre-programmed resolution and refresh rate for an input and save the output resolution of the monitor connected to output 1 to one of the user-defined locations.
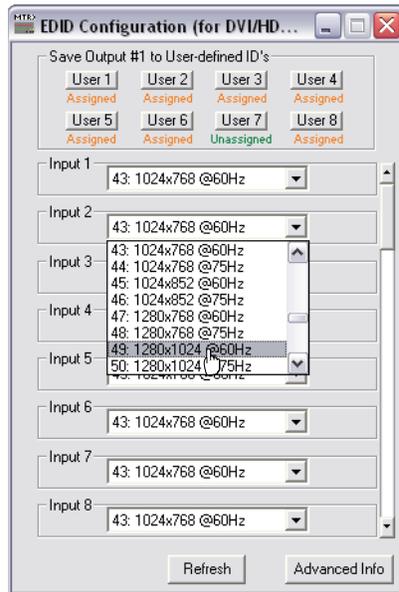

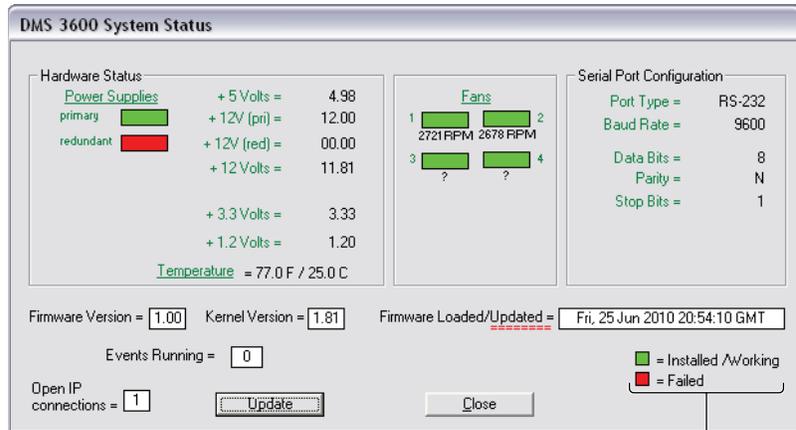**Figure 50. EDID Configuration Dialog Box**

NOTES:

- EDID communicates video display information, including native resolution and vertical interval refresh rate requirements, to the input. The input device then outputs the optimal video format for the output (such as a display) based on the provided EDID data, ensuring proper video image quality. This communication takes place over the Display Data Channel (DDC).

- In the `EDID Configuration` window, the EDID data can come from either an active output or be set to a specified value.

Update Firmware … — Allows you to replace the firmware that is coded on the control board in the switcher without taking the switcher out of service, opening the switcher enclosure, and replacing the firmware chip set (see **Updating Firmware** on page 73).

IP Options — Allows you to set IP options (see **IP Settings/Options Window** on page 68).

Hardware Status — Opens the Status dialog box (see figure 51), which provides an overall view of the status of the matrix switcher, including the power supply voltages, the temperature status, the Remote RS-232/RS-422 port configuration, and the installed and updated firmware status.

Proper operation.
Component has failed.

Figure 51.   Status Dialog Box

Physical Switcher Layout — Opens the DMS Physical Configuration dialog box (see figure 52), which displays the I/O board type installed in each slot. The **In Channels** or **Out Channels** field can be helpful in identifying a specific input or output. In figure 52, for example, output 29 is identified as slot 8, connector A (**8o01**).
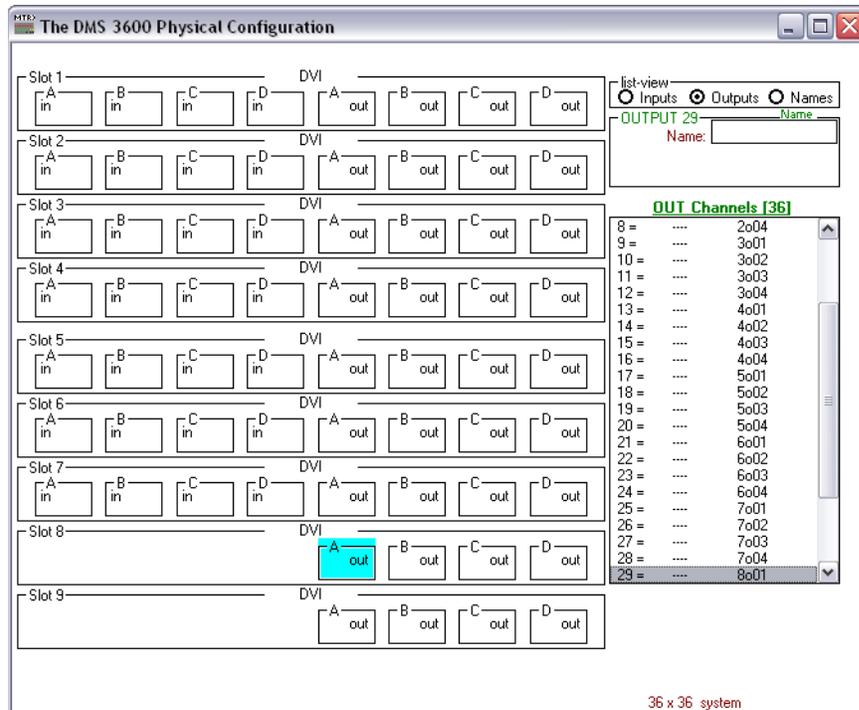

Figure 52.   Physical Configuration Dialog Box

Name presets — Allows you to assign a name to each of the memory presets.

> **NOTES:**
> - Preset names are limited to 12 upper- and lower-case alphanumeric characters, space, and the _ and / characters.
> - The following characters are invalid or not recommended in preset names: + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

Show RS-232 Strings — Displays the ASCII commands that are used by the current configuration. You can refer to these for SIS programming.

I/O group settings — Allows you to establish I/O groups.

Room configuration — Allows you to assign outputs to rooms or delete outputs from rooms.

> **NOTE:** A Room is a subset of outputs that are logically related to each other, as determined by the operator. The DMS matrix switcher supports up to 10 rooms, each of which can consist of from 1 to 16 outputs.
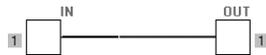
Initialize ... — Initializes and clears any or all of the following: ties, presets, preset names, icon names, and icons.

Preferences menu

Immediate Changes — Causes configuration changes to take effect immediately.

Hold/Verify Changes — Delays implementation of configuration changes until the Changes – Take button is pressed.

Ties as Lines — Displays ties as lines (below).

Ties as Crosspoints — Displays ties as a matrix of inputs and outputs (see figure 53). Ties that have been made are indicated as amber or green boxes. Ties that will take effect when you click **Take** are indicated by +. Ties that will be broken when you click **Take** are indicated by –.

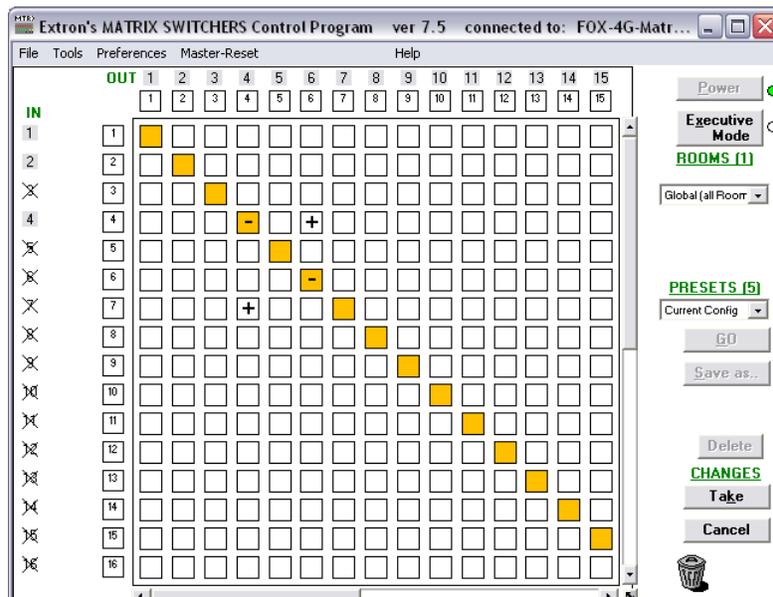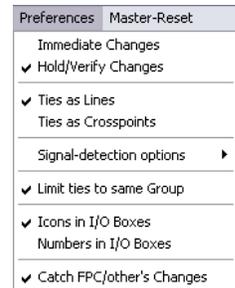**Figure 53.** Ties Shown as Crosspoints

Signal-detection options — Allows you to set the signal presence feature as follows, to:

- Automatically refresh the display every 10 seconds.
- Update the display whenever you refresh the screen.
- Never sample and display the link status.

Icons in I/O Boxes — Erases any numbers in the I/O boxes in the `Control Program` window (see **figure 39**, on page 67). You can place icons in the boxes.

Numbers in I/O Boxes — Erases any icons in the I/O boxes in the `Control Program` window and fills each box with the associated input or output number.

Catch FPC/other's changes — When checked, sets the switcher to report all configuration and setting changes to the serial port or Ethernet connection that turned this selection on. These reports allow the Matrix Switchers Control Program to track the changes that occur in the configuration and settings of the switcher, whether commanded via the front panel, either serial port, or the Ethernet port.

Master-Reset selection

Master reset performs all of the following functions:

- Clears all ties
- Clears all presets
- Clears all output mutes
- Resets all I/O grouping

> **NOTE:** Master reset does not reset the Internet protocol (IP) settings.

Using *Emulation* Mode

Emulation mode allows you to set up the software without attaching the switcher to the computer. To use *Emulation* mode, do the following:

1. Double-click the **Matrix Switchers Control Program** icon in the Extron Electronics group or folder.

2. Choose **Emulate**, and click **OK**.

3. Choose an emulation file to open, and click **OK**. The file DEMO.MTX provides a sample of a completed matrix setup. Selecting the file NEW.INI or clicking **Cancel** provides a blank setup to get you started.

4. Enter the file name under which you want to save any changes to the file, and click **OK**.

5. Select **DMS** as the Matrix Model (see figure 54) and either **DMS 1600/3600** or **DMS 2000/3200** as the `Default Size`. Check the boards that are installed; and select the type, input/output (**4x4**), input only (**4x0**), or output only (**0x4**), for each board.

6. Click **OK**.
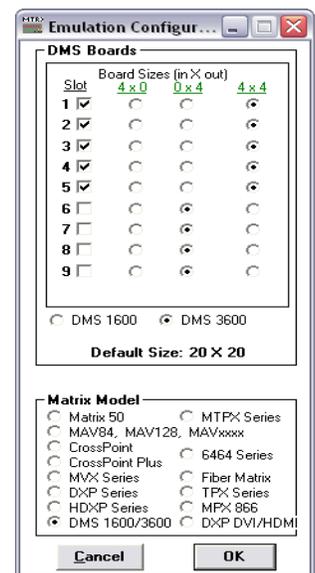
7. Continue using the program as described on **page 66**.

Figure 54.   Emulation Mode Configuration

Using the Help System

For information about program features, you can access the help program in any of the following ways:

- From the Extron Electronics program folder or group, double-click on the MATRIX Switcher Help icon (shown at right).

- From within the Matrix Switchers Control Program, click the Help menu on the main screen.

- From within the Matrix Switchers Control Program, press the <**F1**> key.

Button Label Generator Program

The Button Label Generator software creates labels that you can place in the translucent covers above and below the input and output buttons. You can create labels with names, alphanumeric characters, or even color bitmaps for easy and intuitive input and output selection (see **Installing Labels in the Buttons of the Matrix Switcher** on page 106, for the procedure for removing and replacing the translucent covers).

Installing the Button Label Generator Software

The Extron Button Label Generator is available on the Extron website, **www.extron.com**, under the Download Center tab. Click the `Software` link (see figure 54, ❶), and download and install the program on your PC.
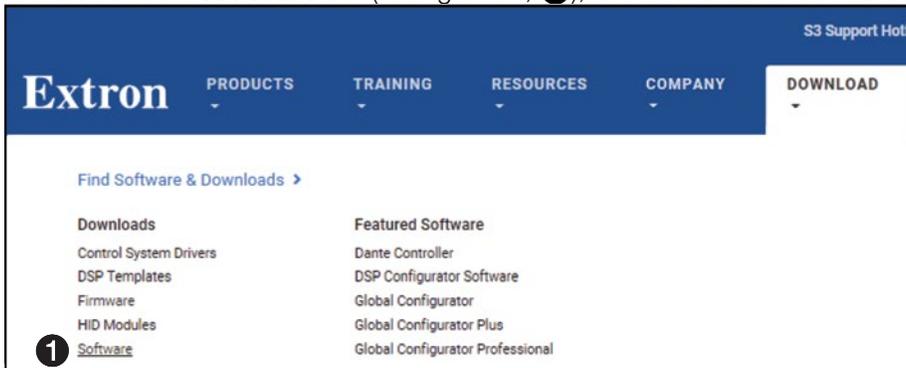
Figure 54. Location of Software on the Website

By default, the Windows installation creates a `C:\Program Files\Extron\ButtonLabelGenerator` directory and places the Button Label Generator icon into a group or folder named "Extron Electronics."

> **NOTE:** For Windows 7 and newer, the folder is `C:\Program Files (x86)\Extron\ButtonLabelGenerator`.

Using the Button Label Generator Software

To run the Button Label Generator program, click **Start** > **Programs** > **Extron Electronics** > **Button Label Generator** > **Button Label Generator**. The `Button Label Generator` window opens (see figure 55).
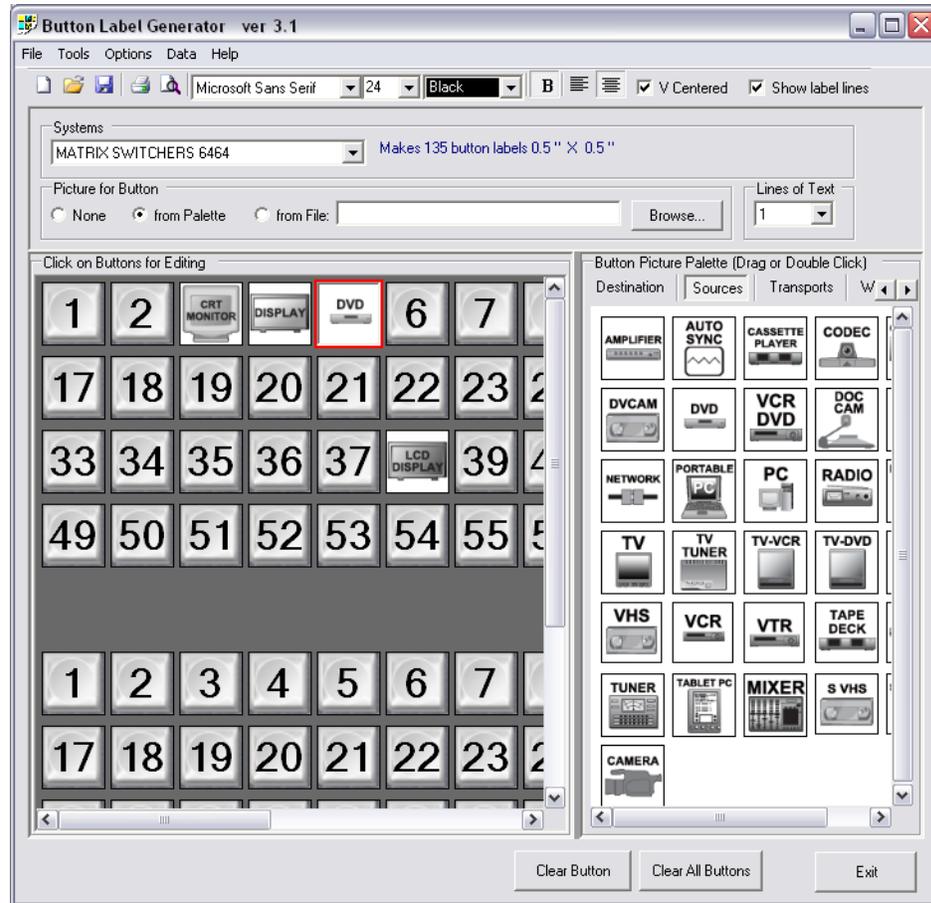
Figure 55. **Button Label Generator Window**

In the `Systems` selection box:

• Choose the **Matrix Switchers 1616** drop-down option to match the button label size and quantities for a DMS 1600 switcher.

• Choose the **Matrix Switchers 6464** drop-down option to match the button label size and provide the quantities for a DMS 2000, DMS 3200, and DMS 3600 switcher.

• Using standard Windows controls, create and print labels that can be placed in the clear button caps on the front panel of the switcher.

• Click **Clear All Buttons** and create new labels as many times as necessary to make all of the button labels that you need.

To access the help program, click the **Help** menu.

HTML Operation

This section describes the operation of the DMS 1600 and DMS 3600 via their embedded web pages, including:

- **Opening the Embedded Web Pages**
- **Status Tab**
- **Configuration Tab**
- **File Management Tab**
- **Control Tab**
- **Special Characters**

The switcher can be controlled and operated through its LAN port, connected via a LAN or WAN, using a web browser such as Microsoft Internet Explorer®. The display of the status or operation of the switcher has the appearance of web pages. This chapter describes the factory-installed HTML pages, which are always available and cannot be erased or overwritten.

> **NOTE:** If your Ethernet connection to the matrix switcher is unstable, try turning off the proxy server in your web browser. In Internet Explorer, click **Tools** > **Internet Options** > **Connections** > **LAN Settings**, uncheck the **Use a proxy server...** box, and then click **OK**.

Opening the Embedded Web Pages

Access the switcher using HTML pages as follows:

1. Start the web browser program.
2. Click in the **Address** field of the browser.
3. Enter the matrix IP address in the Address field of the browser.

   > **NOTE:** If the local system administrators have not changed the value, the factory-specified default, `192.168.254.254`, is the correct value for this field.

4. If you want the browser to display a page other than the default page (such as a custom page that you have uploaded), enter a slash (/) and the file name to open.

   > **NOTES:**
   > - The **Address** field of the browser should display the address in the following format: *xxx.xxx.xxx.xxx*/{*optional_file_name.html*}.
   > - The following characters are invalid or are not recommended in file names: {space} + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

5. Press <**Enter**> on the keyboard. The switcher checks to see if it is password protected.

If the switcher is not password protected, it checks and downloads the HTML pages (proceed to step 7).

If the switcher is password protected, the switcher downloads the `Enter Network Password` dialog box (see figure 56).

Figure 56.   Enter Network Password Dialog Box

> **NOTE:**   A User name entry is not required.

6. Click in the **Password** field and type in the appropriate administrator or user password. Click **OK**.

> **NOTE:**   The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive

7. The switcher checks several possibilities, in the following order, and then responds accordingly:

- Does the address include a specific file name, such as
  `192.168.254.254/file_name.html`? If so, the switcher downloads that HTML page.

- Is there a file in the switcher that is named "`index.html`"?
  If so, the switcher downloads "`index.html`" as the default startup page.

- If neither of the above conditions is true, the switcher downloads the factory-installed default startup page, "`nortxe_index.html`", also known as the System Status page (see **figure 57**, on the next page).

Status Tab

System Status Page

The `System Status` page (see figure 57) provides an overall view of the status of the matrix switcher, including individual voltages and the serial port status (if applicable). The `System Status` page is the default page that the switcher downloads when you connect to the switcher. Access the System Status page from other pages by clicking the **Status** tab.
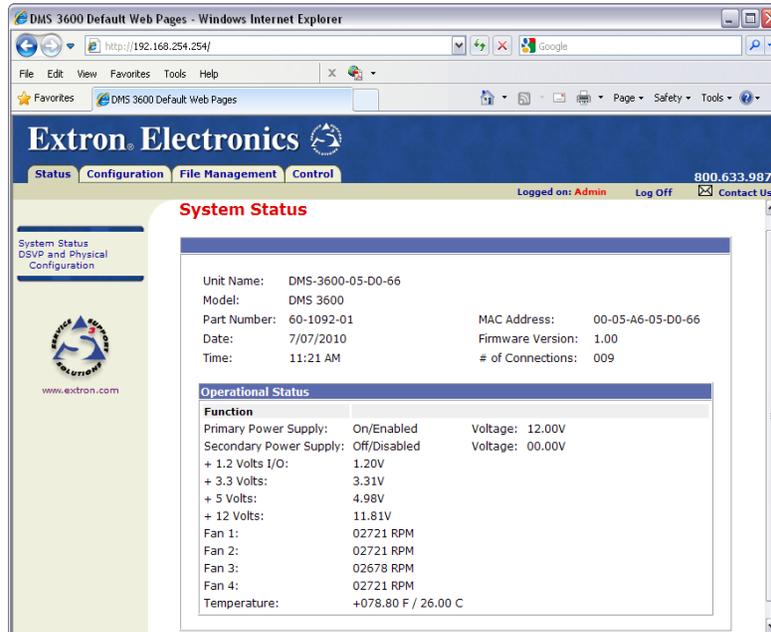
Figure 57. **System Status Page**

The `System Status` page periodically updates itself to reflect the latest status of the switcher components. If a variable changes, the display shows the change the next time it updates.

DSVP and Physical Configuration Page

You can view the board type and signal status of each I/O board slot on the `DSVP and Physical Configuration` page (see figure 58). Click the **DSVP and Physical Configuration** link to the left of the Status page to download the DSVP and `Physical Configuration` page. The page updates every 30 seconds to show the latest board types and signal status.

Figure 58. DSVP and Physical Configuration Page

Configuration Tab

System Settings Page

The DMS matrix switcher downloads the `System Settings` page (see figure 59) when you click the **`Configuration`** tab. The screen consists of fields in which you can view and edit IP administration and system settings (see **Ethernet Connection** on page 108 for basic information about IP addresses and subnetting.
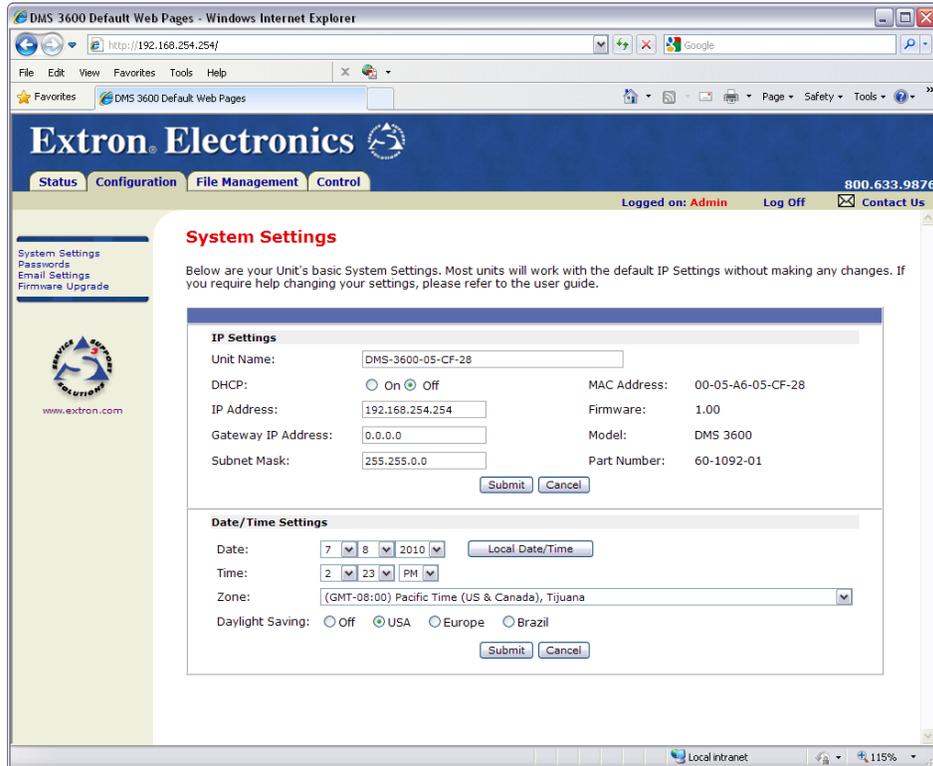
Figure 59.   System Settings Page

On password-protected connections, there are two levels of protection: administrator and user. Administrators have full access to all switching capabilities and editing functions. Users can create ties, create and recall presets, set output mutes, and view all settings with the exception of passwords.

IP Settings fields

The `IP Settings` fields provide a location for viewing and editing settings unique to the Ethernet interface. After editing any of the settings on this page, click **Submit** at the bottom of the IP Settings fields section.

Unit Name field

The `Unit Name` field contains the name used as the "from" information when the switcher e-mails notification of its failed or repaired status. This name field can be changed to any valid name, up to 24 alphanumeric characters.

> **NOTE:**   The following characters are invalid or not recommend in the matrix name:
> + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

DHCP radio button

The **DHCP On** radio button directs the switcher to ignore any entered IP addresses and to obtain its IP address from a Dynamic Host Configuration Protocol (DHCP) server (if the network is DHCP capable). The **DHCP Off** radio button turns DHCP off. The default selection is **DHCP Off**. Contact the local system administrator to determine if DHCP is appropriate.

IP Address field

The `IP Address` field contains the IP address of the connected switcher. This value is encoded in the flash memory of the switcher.

Standard IP protocol consists of addresses comprised of four 1-, 2-, or 3-digit numeric subfields, properly called octets, separated by dots (periods). Each field can be numbered from 000 through 255. Leading zeroes, up to 3 digits total per field, are optional. Values of 256 and above are invalid.

The factory-installed default address is `192.168.254.254`, but if this conflicts with other equipment at your installation, you can change the IP address to any valid value.

> **NOTE:** IP address changes can cause conflicts with other equipment. Only local system administrators should change IP addresses.

Gateway IP Address field

The `Gateway IP Address` field identifies the address of the gateway to the mail server to be used if the switcher and the mail server are not on the same subnet. Standard IP protocol rules apply to the Gateway IP address

Subnet Mask field

The `Subnet Mask` field is used to determine whether the switcher is on the same subnet as the mail server when you are subnetting. For more information, see **Subnetting — A Primer** on page 113.

MAC Address field

The Media Access Control (MAC) Address is hardcoded in the switcher and cannot be changed.

Firmware field

The `Firmware` field identifies the installed firmware version. This field is hardcoded in the switcher and cannot be changed without updating the firmware.

Model field

The `Model` field identifies the number of inputs and outputs. This field is hardcoded in the switcher and cannot be changed.

Part Number field

The `Part Number` field identifies the part number of your switcher. This field is hardcoded in the switcher and cannot be changed.

Date/Time Settings fields

The **Date/Time Settings** fields (see figure 60) provide a location for viewing and setting the time functions.

Figure 60.   Date/Time Settings Fields

To sync the clock in the switcher to the connected PC, simply click **Local Date/Time** and then click **Submit**.

> **NOTE:** Use of the **Local Date/Time** button has no effect on the Zone and Daylight Savings functions.

For more complete control of the date and time settings, change the settings as follows:

1. Click the drop box for the desired variable. The adjustable variables are month, day, year, hours, minutes, AM/PM, and (time) zone. A drop-down scroll box opens (the year drop box is selected in figure 59).

2. Click and drag the slider or click the scroll up ▲ button or the scroll down ▼ button until the desired variable is visible.

3. Click the desired variable.

> **NOTE:** If setting the time, set the local time. The **Zone** variable allows you to then enter the offset from Greenwich Mean Time (GMT).
>
> The **Zone** field identifies the standard time zone selected and displays the amount of time, in hours and minutes, that the local time varies from the GMT international time reference.

4. Repeat steps 1 through 3 for other variables that need to be changed.

5. If appropriate, select the correct **Daylight Saving** radio button to turn on the daylight savings time feature for your region or nation.

> **NOTE:** When **Daylight Saving Time** is turned on, the switcher automatically updates its internal clock between Standard Time and Daylight Saving Time in the spring and fall on the date that the time change occurs in the country or region selected. When **Daylight Saving Time** is turned off, the switcher does not adjust its time reference.

6. Click **Submit**.

Passwords Page

Access the `Passwords` page (see figure 61) by clicking the **Passwords** link on the `System Settings` page.
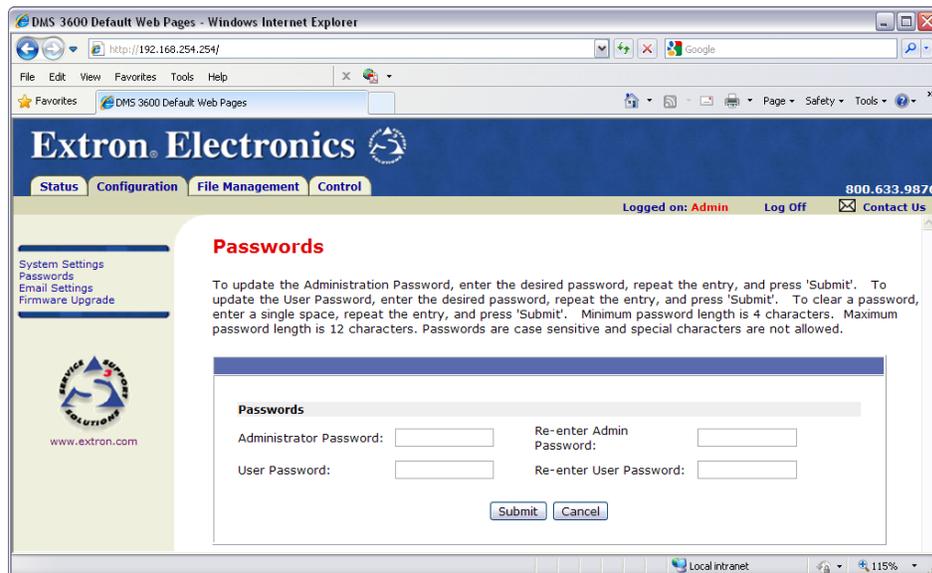
Figure 61. **Passwords Page**

The fields on the `Passwords` page are for entering and verifying administrator and user passwords.

If you do not want to password protect an access level, the **Password** field and the **Re-Enter Password** field must be cleared.

> **NOTE:** The device is shipped password-protected. A user name entry is required for connection. Enter **admin** for administrator-level access or **user** for user-level access. These user names must be entered in lowercase characters. After entering the appropriate user name, enter the device serial number in the **Password** field.
>
> In the event of a complete system reset, the passwords convert to the default, which is no password. New passwords need to be configured to secure the device.

To password protect the switcher, each password must be entered twice; once in the **Password** field and then again in the **Re-enter Password** field. Passwords are case sensitive and are limited to 12 upper-case and lower-case alphanumeric characters. Characters in these fields are masked by asterisks (*********). After entering the desired password in both fields, click **Submit**.

> **NOTE:** An administrator password must be created before a user password can be created.

To clear an existing password so that no password is required, enter a single space character in the **Password** and **Re-enter Password** fields, and click **Submit**.

Email Settings Page

Reach the Email Settings page (see figure 62) by clicking the **Email Settings** link on the System Settings page. The Email Settings page has fields for setting up the e-mail notification capabilities of the switcher. For the e-mail settings and for each row of the e-mail notification settings, click **Edit** to make the fields available for editing. The button changes to **Save**. After editing the associated settings, click **Save**.

Figure 62. Email Settings Page

Mail IP Address field

The **Mail IP Address** field displays the IP address and the domain name of the e-mail server for the facility in which the DMS matrix switcher is installed. Standard IP protocol rules apply to the Mail IP address

Domain Name field

The **Domain Name** field displays the domain name that the DMS matrix switcher uses to log on to the e-mail server. Standard domain name conventions (for example: *xxx.com*) apply.

> **NOTE:** The following characters are invalid or not recommended in a domain name: {space} @ + ~ , = ' [ ] { } < > ' " ; : | \ and ?.

Email Address fields

The eight `Email Address` fields identify the e-mail addresses of the personnel to whom the DMS matrix switcher e-mails notification of its failure and repair status. Standard e-mail address conventions (*xxxxx@xxx.com*) apply.

The check boxes and drop boxes associated with each address field permit you to specify specific criteria under which the switcher will e-mail recipients. In the associated `Missing Input` drop boxes, select the inputs to monitor for presence or absence of a signal. Check the `Fans` and `Power` boxes to monitor the cooling and power supplies. In the associated `Email Options` drop box, select whether the recipient is to be e-mailed of failures, fixes, both, not notified, or to be removed from the e-mail list. The `Suspend` option is useful for temporarily removing personnel from the e-mail list when they are unavailable, such as when travelling or on vacation. Deleting an e-mail addressee and clicking the `Submit` button removes the recipient from e-mail notification completely.

Firmware Upgrade Page

The `Firmware Upgrade` page provides a way to replace the switcher firmware without taking the switcher out of service. Access the `Firmware Upgrade` page (see figure 63) by clicking the `Firmware Upgrade` link on the `System Settings` page.
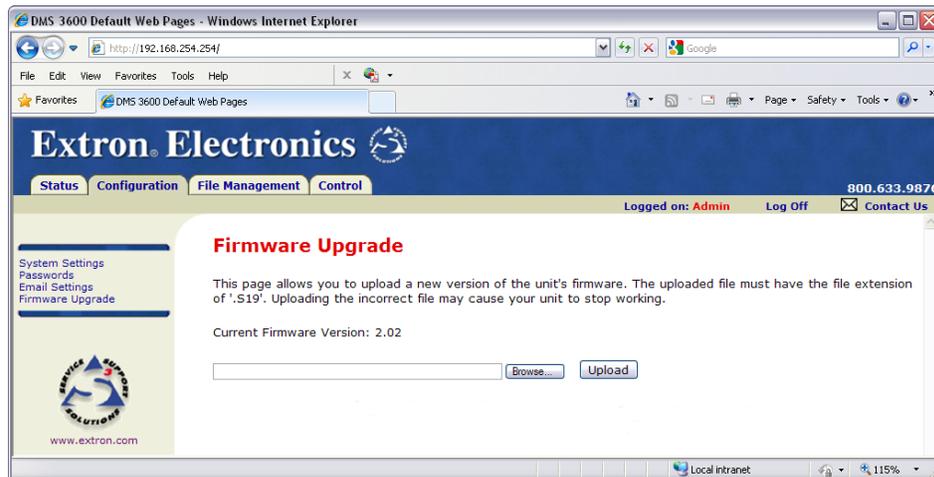
Figure 63. **Firmware Upgrade Page**

Update the switcher firmware as follows:

> **NOTE:** The `Firmware Upgrade` page is *only* for replacing the firmware that controls all switcher operation. To insert your own custom HTML pages, see **File Management Tab** on page 96.

1. Perform steps 1 through 6 of **Updating Firmware** on page 73.

   > **NOTE:** Note the folder to which the firmware file is saved.

2. Connect the PC to the DMS matrix switcher via the LAN port on the switcher.

3. Access the DMS matrix switcher using HTML pages.

4. Click the `Configuration` tab.

5. Click the **Firmware Upgrade** link (see figure 64 [❶]).
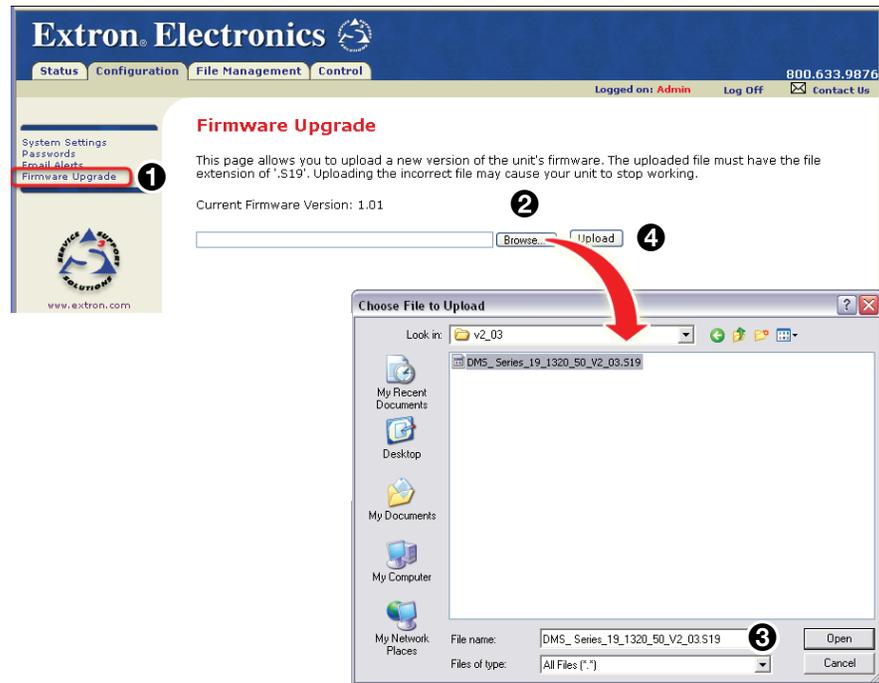
Figure 64.   **Firmware Upgrade**

6. Click **Browse** (❷). A `Choose File` window opens.

7. Navigate to the folder where you saved the firmware upgrade file. Select the file (❸).

> **NOTES:**
> - Valid firmware files must have the file extension "`.S19`." Any other file extension is not a firmware upgrade.
> - The original factory-installed firmware is permanently available on the DMS matrix switcher. If the attempted firmware upload fails for any reason, the switcher automatically reverts to the factory-installed firmware.

8. Click **Open**.

9. Click **Upload** (❹). The firmware upload to the DMS matrix switcher may take a few minutes.

File Management Tab

File Management Page

To delete files such as HTML pages from the switcher or to upload your own files to the switcher, click the **File Management** tab. The switcher downloads the `File Management` HTML page (see figure 65).
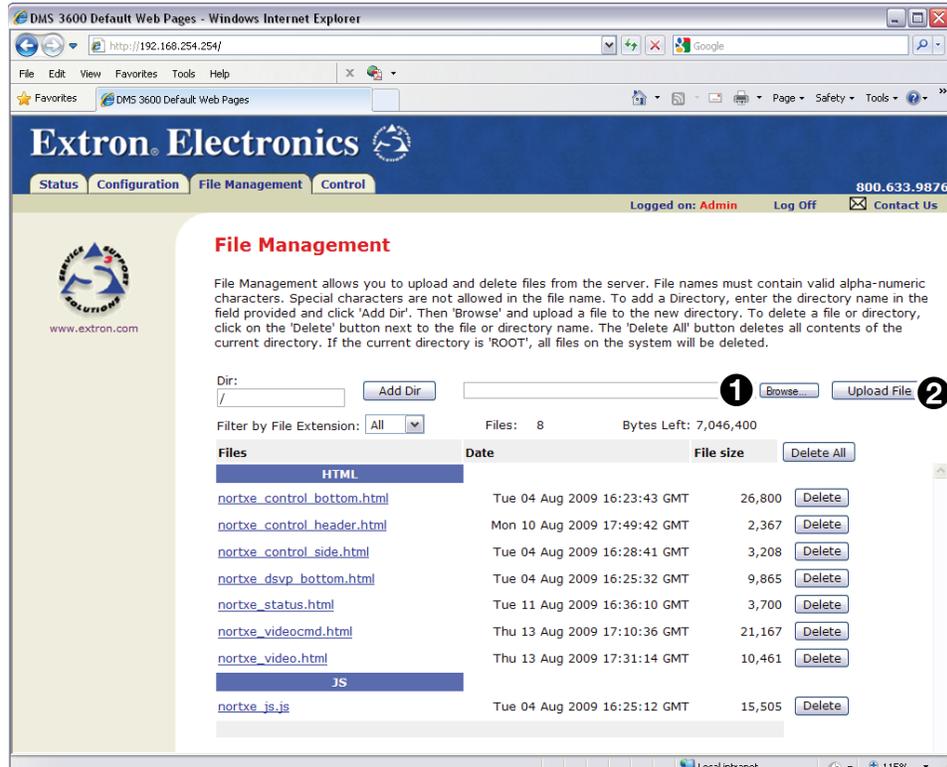
Figure 65.   File Management Page

> **NOTE:**   The files listed in figure 65 are shown for example only and may not be present on your switcher.

To delete a file, click **Delete** associated with a file.

Upload your own files as follows:

> **NOTE:**   The following characters are invalid or not recommended in file names: {space} + ~ , @ = ' [ ] { } < > ' " ; : | \ and ?.

1.   Click **Browse** (see figure 66 [❶]).

2.   Browse through your system and select the desired files.

> **NOTE:**   If you want one of the pages that you create and upload to be the default startup page, name that file "`index.html`."

3.   Click **Upload File** (❷). The files that you selected appear in the list.

Control Tab

Set and View Ties Page

You can create ties on the `Set and View Ties` page (see figure 66). Access the `Set and View Ties` page by clicking the **Control** tab.
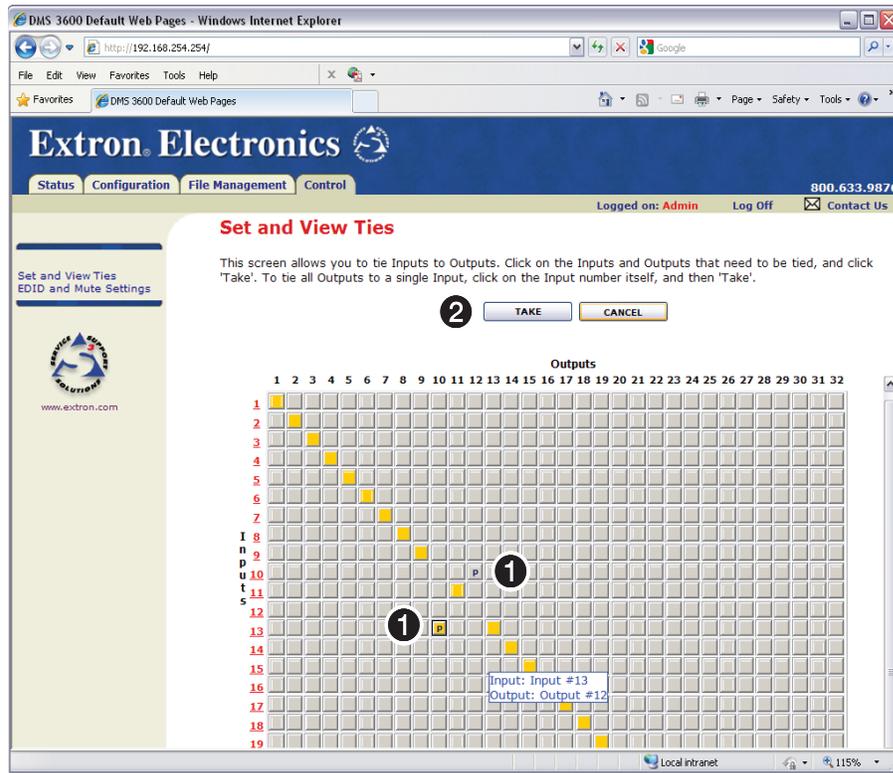
Figure 66. Set and View Ties Page

The page consists of a matrix of input (rows) and output (columns) selection buttons of two colors:

- **Amber** — indicate **ties**.
- **Gray** — indicate **no ties**.

Creating or deleting a tie

Make or break a tie as follows:

1. Move the mouse over the matrix of input and output selection buttons. Click a button to
   - Create a pending tie of the input and output associated with that button
   - Create a pending untie of the input and output associated with that button

   A "P" (for pending) appears in the button (see figure 67 [❶]).

   > **NOTES:**
   > - Because of command length limitations in the browser, you can make a maximum of 30 connections with a single **Take** command (step 2).
   > - To tie an input to all outputs, click the input number for that input.

2. Click **Take** (❷) to make the configuration changes or **Cancel** to abandon the configuration changes.

EDID and Mute Settings Page

The `EDID and Mute Settings` page provides a way to set the EDID resolution and refresh rate for each input and to mute and unmute all or individual outputs. Access the `EDID and Mute Settings` page (see figure 67) by clicking the **EDID and Mute Settings** link on the `Set and View Ties` page.
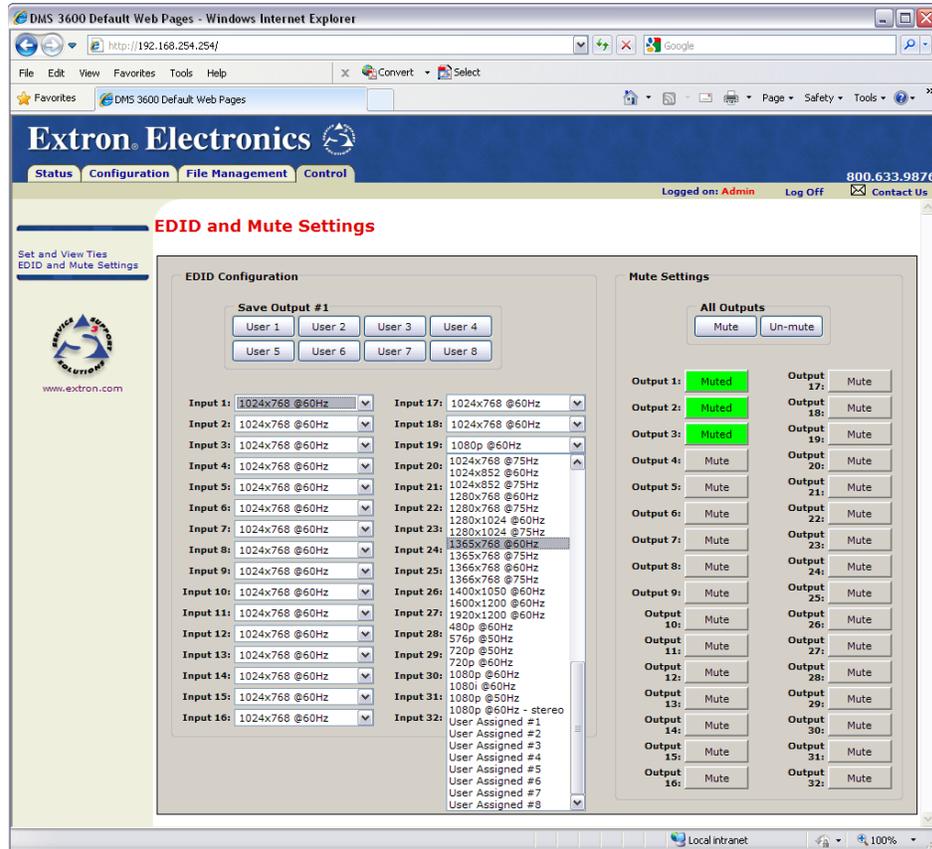
Figure 67.   EDID and Mute Settings Page

> **NOTES:**
> - EDID communicates video display information, including native resolution and vertical interval refresh rate requirements, to the input. The input device then outputs the optimal video format for the output (such as a display) based on the provided EDID data, ensuring proper video image quality. This communication takes place over the Display Data Channel (DDC).
> - On the `EDID and Mute Settings` page, the EDID data can come from either an active output or be set to a specified value.

Select the resolution and refresh rate for an output by using the drop-down box for that input.

Save the output resolution of the monitor connected to output 1 to one of the User Assigned locations by clicking the desired User button.

Toggle mute on and off for an output by clicking the **Mute** button for that output.

Special Characters

The HTML language reserves certain characters for specific functions. Extron recommends against using these characters as part of the name of the switcher, preset names, passwords, or locally created file names.

Use of the following characters is not recommended:
{space} + ~ , @ = ' [ ] { } < > ' " semicolon (;) colon (:) | \ and ?.

Maintenance and Modifications

This section covers maintaining and modifying the DMS matrix switchers, including:

- **Mounting the Switcher**
- **Removing and Installing the I/O Board or Blank Panel**
- **Removing and Installing the Power Supply Module (DMS 1600 and DMS 3600)**
- **Removing and Installing a Fan Module (DMS 1600 and DMS 3600)**
- **Removing and Installing Button Labels**

Mounting the Switcher

The DMS 1600 is housed in a rack-mountable, 4U high metal enclosure with mounting flanges for standard 19-inch racks. The DMS 2000 is in a 3U high enclosure. The DMS 3200 is in a 5U high enclosure. The DMS 3600 is in an 8U high enclosure.

UL Guidelines

The following Underwriters Laboratories (UL) guidelines pertain to the installation of the matrix switcher into a rack.

- **Elevated operating ambient** — If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consider installing the equipment in an environment compatible with the maximum ambient temperature specified by the manufacturer [Tma = +32 to +122 °F (0 to +50 °C)].

- **Reduced air flow** — Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.

- **Mechanical loading** — Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.

- **Circuit overloading** — Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

- **Reliable earthing (grounding)** — Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (such as the use of power strips).

Mounting Instructions

If desired, rack mount the switcher as follows:

1. Insert the switcher into the rack, aligning the holes in the mounting bracket with those in the rack.

2. Secure the switcher to the rack using the supplied bolts.

Removing and Installing the I/O Board or Blank Panel

> **NOTE:** For proper cooling and air flow, install boards or blank panels in all locations.

Figure 68 shows a mix of I/O boards. On the boards, the input and output DVI connectors are identified as A through D. Each I/O board is identified by the input and output numbers supported by the board position (1 - 4, 5 - 8, and so on).
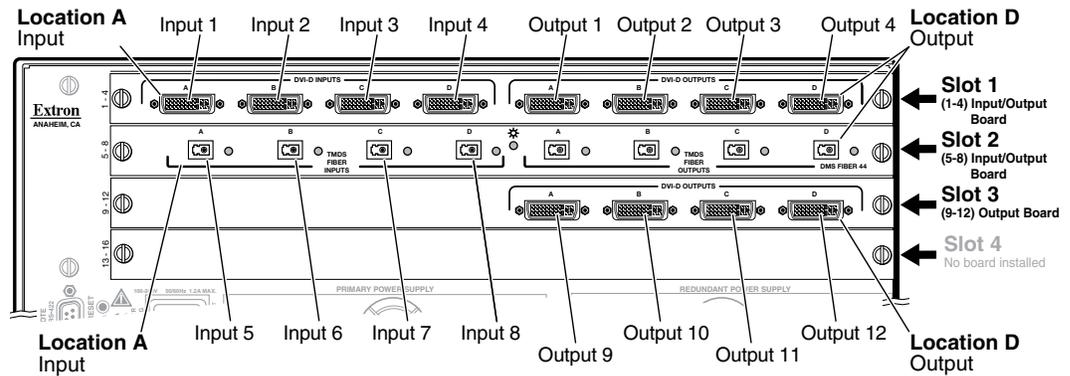
Figure 68.   Arrangement of Inputs and Outputs on the I/O Boards

Slot	Inputs and outputs	Slot	Inputs and outputs
1	1 through 4	5*	17 through 20
2	5 through 8	6†	21 through 24
3	9 through 12	7†	25 through 28
4	13 through 16	8†	29 through 32
		9◆	33 through 36

  *   DMS 2000, DMS 3200, and DMS 3600 only
  †   DMS 3200 and DMS 3600 only
  ◆   DMS 3600 only

Locations A through D correspond to the input and output numbers identified by the board position numbers. (For example, the input and output numbers supported by the I/O board in slot 2 (location 5 - 8) are as follows: A = 5, B = 6, C = 7, and D = 8.) Inputs and outputs are grouped separately, with inputs A through D on the left and outputs A through D on the right.

Below are installation guidelines for the switcher configuration; if you incorrectly order the I/O boards, the switcher will not recognize some inputs, outputs, or both.

- You **must** install a 4x4 DVI or fiber optic input and output board in the top slot (slot 1).

- You can install any of the six board types (a 4x4 DVI or fiber optic input and output board, a 4 DVI or fiber optic input board, or a 4 DVI or fiber optic output board) or a blank panel in the next slot (slot 2).

- You can install any of the board types in the slot directly underneath a 4x4 input and output board.

- After you install a 4-input board or 4-output board, all active boards underneath it **must** be the same size (4-input or 4-output).

- Within these size guidelines (4-input must follow 4-input or 4-output must follow 4-output), you can follow a DVI board with a fiber optic board or follow a fiber optic board with a DVI board.

- If you install a blank panel, all slots under it **must** contain blank panels (you cannot skip a slot).

ATTENTION:

- Do not touch the electronic components or the backplane or circuit board connectors without being electrically grounded. Handle circuit boards by their edges only. Electrostatic discharge (ESD) can damage equipment, although you may not feel, see, or hear it.

- Ne pas toucher les composants électroniques ou les connecteurs sur la carte mère ou sur les circuits imprimés sans être électriquement relié à la terre. Manipuler les circuits imprimés en les tenant seulement par leurs bords. Les décharges électrostatiques (ESD) peuvent endommager l'équipement, même si vous ne pouvez pas le sentir, le voir ou l'entendre.

NOTE: The boards are hot-swappable. You do not need to power down the switcher to remove or install a board.

Removing the I/O Board or Blank Panel

Remove an input/output board, input board, output board, or blank panel as follows:

1. **For a board**, disconnect any connected cables.
2. Rotate the left and right knurled knobs to completely loosen the screws.
3. Gently pull on the screws to loosen the board or panel from the backplane.
4. Slide the board or panel out of the chassis (see figure 69).
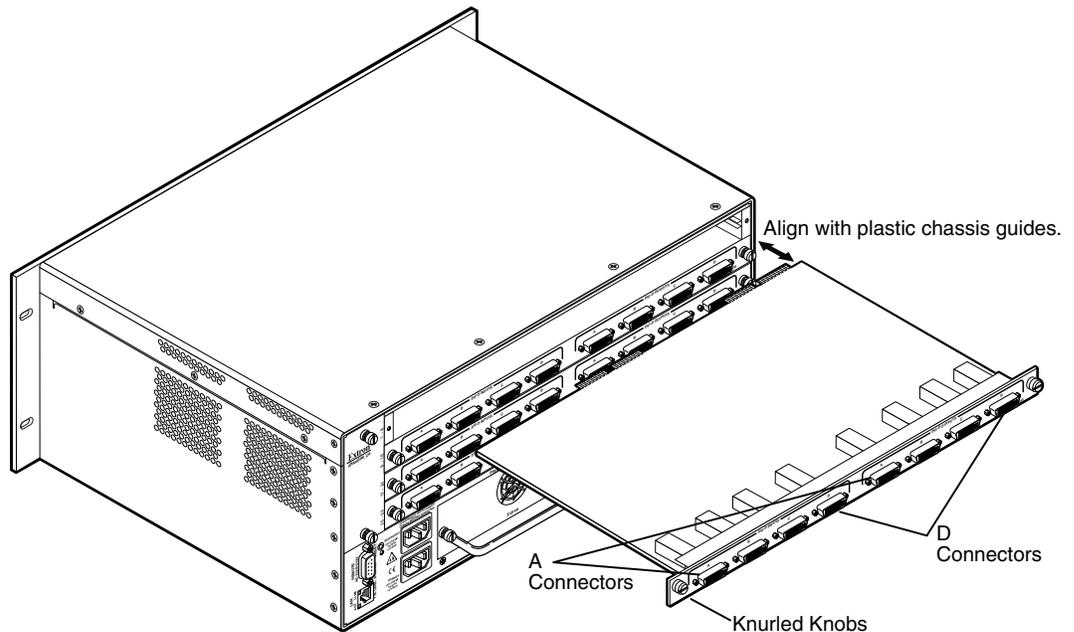
Figure 69.   I/O Board Replacement

5. Place the removed board on an antistatic surface or in an antistatic container.

Installing the I/O Board or Blank Panel

Install an input/output board, input board, output board, or blank panel as follows:

1. **For a board**, orient the board to be installed so that the A connectors are on the left and the D connectors are on the right as you face the rear of the switcher.

2. **For a board**, align the board with the left and right plastic chassis guides (see **figure 69**, on the previous page).

3. Gently slide the board or blank panel into the enclosure. **For a board**, slide the board toward the front panel until it meets resistance.

4. Gently seat the board or panel in the backplane.

5. Use a screwdriver to tighten the left and right screws to lock the board or panel in place.

> **NOTE:** The thumbscrews must be tightened with a tool after both initial installation and subsequent installations.

Removing and Installing the Power Supply Module (DMS 1600 and DMS 3600)

> **NOTES:**
> - The redundant power supply is an optional accessory for the DMS 1600. The redundant power supply is standard for the DMS 3600.
> - The power supply modules are hot-swappable. Either power supply can be removed or installed without powering down the switcher.

The primary and redundant power supply modules are identical and hot-swappable. Each power supply module has a 2-color LED, visible on the rear panel, that indicates the status of the power supply outputs. If the LED is lit green, the power supply is operating normally. If the LED is lit red, the supply has failed and should be replaced at the earliest opportunity.

> **ATTENTION:**
> - The DMS matrix switchers use double pole/neutral fusing. Power must be disconnected before servicing internal components.
> - Le DMS utilise un système de fusible neutre/à double pôle. L'alimentation doit être déconnectée avant tout entretien de composants internes.

Removing the Power Supply Module

Remove a power supply module as follows:

1. Rotate the left and right knurled knobs to completely loosen the screws.

2. Gently pull on the handle to loosen the power supply from the backplane (see figure 70).

3. Slide the power supply out of the chassis.

Align with plastic chassis guides.

Knurled Knobs
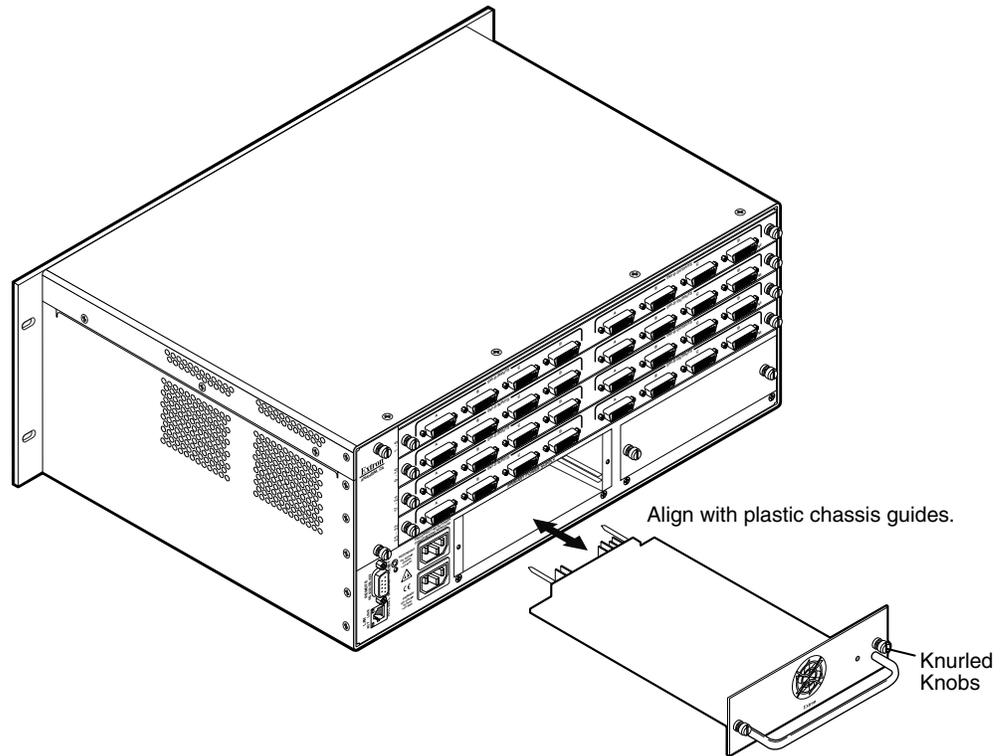
Figure 70.   Power Supply Replacement

Installing the Power Supply Module

Install a power supply module as follows:

1. Orient the power supply module to be installed with the LED to the right.

2. Align the flanges on the power supply module with the left and right plastic chassis guides (see figure 70).

3. Gently slide the power supply module into the enclosure until the power supply meets resistance.

4. Gently seat the power supply in the backplane.

5. Use a screwdriver to tighten the left and right screws to lock the power supply in place.

Removing and Installing a Fan Module (DMS 1600 and DMS 3600)

> **NOTE:** The fan modules are hot-swappable and can be removed or installed without powering down the switcher.

The DMS 1600 has a single fan module. The DMS 3600 has two identical fan modules. If a fan fails, it should be replaced at the earliest opportunity.

Removing a Fan Module

1. Remove and retain the two screws that secure the row identification plate (identifying the rows of the adjacent DVI input and output connectors) to the fan. Retain the plate.

2. Rotate the top and bottom knurled knobs to completely loosen the captive screws (see figure 71).

Align with plastic chassis guides.

Knurled Knobs
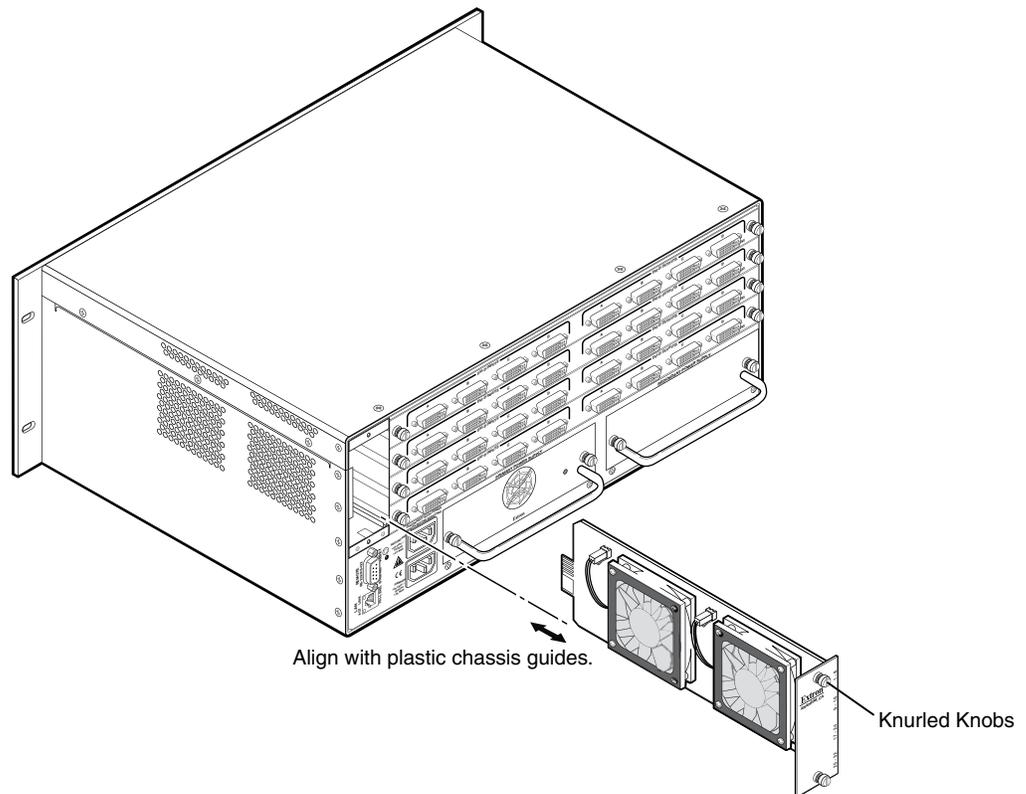
Figure 71. **Fan Replacement**

3. Gently pull on the screws to loosen the fan from the backplane.

4. Slide the fan out of the chassis.

Installing a Fan Module

1. Orient the fan to be installed so that the printing on the back of the panel is right-side up.

2. Align the flanges on the fan with the top and bottom plastic chassis guides (see figure 71).

3. Gently slide the fan into the enclosure until the fan meets resistance.

4. Gently seat the fan in the backplane.

5. Use a screwdriver to tighten the top and bottom screws to lock the fan in place.

6. Secure the row identification plate to the fan.

Removing and Installing Button Labels

Figure 7.3, on the next page provides strips of blank button labels. If desired, copy them or cut them out, write button information in each button area as desired, and put them in the input or output button windows of the switcher. You can also create labels using the Button Label Generator software (see **Button Label Generator Program** on page 83).

Installing Labels in the Buttons of the Matrix Switcher

Install new labels in the front panel buttons as follows:

1. Remove the button from the matrix switcher; use a small, flat bladed screwdriver such as an Extron Tweeker to gently pry a button out from the front panel (see figure 72).

2. Locate the notch in the corner of one side of the clear button cap.

3. Separate the white backing (diffuser) from the clear button cap (lens); insert the blade of the small screwdriver into the corner notch and gently twist the blade.

4. Save the translucent, white diffuser, but remove the text/label insert from the transparent button cap.

5. Insert the replacement button label into the button cap. Check for correct label orientation.

Figure 72. **Illuminated Button Label Replacement**

7. Align the white diffuser plate with the cap. The bumps on the diffuser plate should be aligned (top and bottom) with the notches on the clear button cap. Firmly snap it into place.

8. Align the tabs on the base of the matrix switcher with the notches on the diffuser plate. Gently, but firmly, press the reassembled button into place in the front panel of the switcher.

9. Repeat steps 1 to 7 as needed to relabel other buttons.

Figure 73.   Button Label Blanks

Ethernet Connection

This section provides a high level discussion of the Ethernet connection the switcher and a primer on the subject of subnetting. Topics that are covered, include:

- **Ethernet Link**
- **Subnetting — A Primer**

Ethernet Link

The rear panel Ethernet connector on the DMS matrix switcher can be connected to an Ethernet LAN or WAN. This connection makes SIS control of the switcher possible using a computer connected to the same LAN.

Ethernet Connection

The Ethernet cable can be terminated as a straight-through cable or a crossover cable and must be properly terminated for your application (see figure 74).

- **Crossover cable** — Direct connection between the computer and the DMS matrix switcher
- **Patch (straight-through) cable** — Connection of the DMS matrix switcher to an Ethernet LAN

Pins:
12345678

Insert Twisted Pair Wires

RJ-45 Connector

Crossover Cable

Pin	End 1 Wire color	End 2 Wire color
1	White-green	White-orange
2	Green	Orange
3	White-orange	White-green
4	Blue	Blue
5	White-blue	White-blue
6	Orange	Green
7	White-brown	White-brown
8	Brown	Brown
	T568A	**T568B**

A cable that is wired as T568A at one end and T568B at the other (Tx and Rx pairs reversed) is a "crossover" cable.

Straight-through Cable

Pin	End 1 Wire color	End 2 Wire color
1	White-orange	White-orange
2	Orange	Orange
3	White-green	White-green
4	Blue	Blue
5	White-blue	White-blue
6	Green	Green
7	White-brown	White-brown
8	Brown	Brown
	T568B	**T568B**

A cable that is wired the same at both ends is called a "straight-through" cable, because no pin/pair assignments are swapped.

Figure 74. RJ-45 Connector Pinout Tables

Default IP Address

To access the DMS matrix switcher via the LAN port, you need the IP address of the switcher. If the address has been changed to an address comprised of words and characters, you can determine the actual numeric IP address using the ping utility. If the address has not been changed, the factory-specified default is 192.168.254.254.

Ping can also be used to test the Ethernet link to the DMS matrix switcher.

Pinging to Determine the Extron IP Address

The ping utility is available at the DOS prompt. Ping tests the Ethernet interface between the computer and the DMS matrix switcher. Ping can also be used to determine the actual numeric IP address from an alias and to determine the web address.

Ping the switcher as follows:

1. On the Windows task bar, click on **Start** > **Run**.

2. At the Open prompt, type `command`.

3. Click **OK**.

4. At the DOS prompt, type `ping` *<IP address>* and then press <Enter> . The computer returns a display similar to the one shown in figure 75.

   The line `Pinging` ... reports the actual numeric IP address, regardless of whether you entered the actual numeric IP address or an alias name.

```
C:\>ping 192.168.254.254

Pinging 192.168.254.254 with 32 bytes of data:

Reply from 192.168.254.254: bytes=32 time<10ms TTL=128
Reply from 192.168.254.254: bytes=32 time<10ms TTL=128
Reply from 192.168.254.254: bytes=32 time<10ms TTL=128
Reply from 192.168.254.254: bytes=32 time<10ms TTL=128

Ping statistics for 192.168.254.254:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

Figure 75.   Typical Ping Response

Pinging to Determine the Web IP Address

The ping utility has a modifier, `-a`, that directs the command to return the web address rather than the numeric IP address.

At the DOS prompt, type `ping -a` *<IP address>* and then press <Enter>. The return display is similar to the ping response shown in figure 76, except that when you specify the `-a` modifier, the line `Pinging mail`... reports the web IP address rather than the numeric IP address, regardless of whether you entered the actual numeric IP address or an alias name.

Configuring the DMS Matrix Switcher for Network use via the ARP Command

The **ARP** (address resolution protocol) command tells your computer to associate the MAC (media access control) address of the DMS matrix switcher with the assigned IP address. You must then use the ping utility to access the controller, at which point the IP address of the controller is reconfigured.

Use ARP to configure the IP address as follows:

1. Obtain a valid IP address for the DMS matrix switcher from your network administrator.

2. Obtain the MAC address (UID #) of the DMS matrix switcher from the label on its rear panel. The MAC address should have this format: 00-05-A6-xx-xx-xx.

3. If the DMS matrix switcher has never been configured and is still set for factory defaults, proceed to step 4. If not, perform a Mode 4 system reset and then proceed to step 4. For detailed information on reset modes (see **Performing Soft System Resets (Modes 3, 4, and 5)** on page 38).

> **NOTES:**
> - The DMS matrix switcher must be configured with the factory default IP address (`192.168.254.254`) before the ARP command is executed, as described below.
> - The factory configured passwords for all accounts on this device have been set to the device serial number. In the event of a complete system reset, the passwords convert to the default, which is no password

4. At the PC, access the MS-DOS command prompt (see **Pinging to Determine the Extron IP Address** on page 109, steps 1 through 3), then enter the `arp –s` command. Type in the desired new IP address for the unit (obtained in step 1) and the MAC address of the unit (from the rear panel of the unit), for example `arp –s 192.168.254.254 00-05-A6-03-69-B0` and then press <**Enter**>.

The computer returns the command prompt (`C:\`).

After you issue the arp -s command, the controller changes to the new address and starts responding to the ping requests to the new address, as described in the next step.

> **NOTE:** You must ping the DMS matrix switcher for the IP address change to take place. The response should show the new IP address (see figure 76).

5. Execute a ping command by entering ping followed by a space and the new IP address at the command prompt. For example:

`ping 192.168.254.254`

```
C:\>ping 192.168.254.254

Pinging 192.168.254.254 with 32 bytes of data:

Reply from 192.168.254.254: bytes=32 time<10ms TTL=128
Reply from 192.168.254.254: bytes=32 time<10ms TTL=128
Reply from 192.168.254.254: bytes=32 time<10ms TTL=128
Reply from 192.168.254.254: bytes=32 time<10ms TTL=128

Ping statistics for 192.168.254.254:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

Figure 76.   Ping with New Address

> **NOTE:** You can reconnect using either Telnet or a web browser to verify that the update was successful.

6. After verifying that the IP address change was successful, enter and issue the `arp –d` command at the DOS prompt. For example:

`arp –d 192.168.254.254` removes `192.168.254.254` from the ARP table

or

`arp –d*` removes all static IP addresses from the ARP table.

Connecting as a Telnet Client

The Telnet utility is available from the DOS prompt. Telnet allows you to input SIS commands to the DMS matrix switcher from the PC via the Ethernet link and the LAN.

Access the DOS prompt and start Telnet as follows:

1. On the Windows task bar, click **Start** > **Run**.

2. At the `Open` prompt, type `command`.

3. Click **OK**.

4. At the `DOS` prompt, type `Telnet` and then press <**Enter**>. The computer returns a display similar to as shown in figure 77.

```
Microsoft (R) windows 2000 (TM) Version 5.0 (Build 2195)
Welcome to Microsoft Telnet Client
Telnet Client Build 5.00.99203.1

Escape Character is 'CTRL+]'

Microsoft Telnet>
```

Figure 77. **Telnet Window**

Telnet Tips

It is not the intention of this guide to detail all of the operations and functionality of Telnet; however, some basic level of understanding is necessary for operating the DMS matrix switcher via Telnet.

Open

Connect to the DMS matrix switcher using the Open command. Once you are connected to the switcher, you can enter the SIS commands the same as you would if you were using the RS-232 link.

Connect to the DMS matrix switcher as follows:

1. At the Telnet prompt, type `open` <*IP address*> and then press <**Enter**>.

   If the switcher is password protected, Telnet displays the password prompt.

   > **NOTE:** The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.

   If the switcher is not password protected, no further prompts are displayed until you break or disconnect the connection to the matrix switcher.

2. If necessary, at the password prompt, type <*password*> and then press <**Enter**>.

   Connection to the switcher via the Ethernet can be password protected. There are two levels of password protection: administrator and user. A person logged on as an administrator has full access to all matrix switcher switching capabilities and editing functions. Users can create ties, set mutes, and view all settings with the exception of passwords. By default, the DMS matrix switcher ships with both passwords set to the device serial number.

Once you are logged in, the switcher returns either `Login Administrator` or `Login User`. No further prompts are displayed until you break or disconnect the connection to the DMS matrix switcher.

Escape character and Esc key

When Telnet is first started, the utility advises that the "`Escape character is 'Ctrl+]'`." Many SIS commands include the keyboard <**Esc**> key. Consequently, some confusion may exist between the Escape character and the <**Esc**> key.

The Telnet Escape character is a key combination, the <**Ctrl**> key and the <**]**> key pressed simultaneously, which returns you to the Telnet prompt while leaving the connection to the DMS matrix switcher intact.

The Escape key is the <**Esc**> key on the computer keyboard.

Local echo

Once connected to the DMS matrix switcher, by default, Telnet does not display your keystrokes on the screen. SIS commands are typed in blindly and only the SIS responses are displayed on the screen. To command Telnet to show keystrokes, at the Telnet prompt, type `set local_echo` and then press <**Enter**> before you open the connection to the switcher.

With local echo turned on, keystrokes and the responses of the switcher are displayed on the same line. For example: `1*1!In1 Out1 All`, where `1*1!` is the SIS command and `In1 Out1 All` is the response.

With local echo turned on, all keystrokes are displayed, even those that should be masked, such as the password entry. For example, when entering a password with local echo turned on, you see a display such as `a*d*m*i*n*`, where `admin` is the keyed in password and `*****` is the masked response.

You can turn off local echo by typing `unset local_echo` and then pressing <**Enter**> at the Telnet prompt. If you are connected to the DMS matrix switcher and need to access the Telnet prompt to turn local echo off, type the Escape character (<**Ctrl>+<]**>).

Set carriage return-line feed

Unless commanded otherwise, Telnet transmits a line feed character only (no carriage return) to the connected switcher when you press the <**Ctrl**> key. This is the correct setting for SIS communication with the switcher. The Telnet `set crlf` command forces Telnet to transmit carriage return and line feed characters when <**Enter**> is pressed, but if crlf is set, the SIS link with the switcher does not function properly.

Close

To close the link to the switcher, access the Telnet prompt by typing the Escape character (<**Ctrl>+<]**>). At the Telnet prompt, type close, and then press <**Enter**>.

Help

For Telnet command definitions, at the Telnet prompt, type **?** and then press <**Enter**>.

Quit

Exit the Telnet utility by typing `quit` and then pressing <**Enter**> at the Telnet prompt. If you are connected to the DMS matrix switcher, access the Telnet prompt by typing the Escape character (<**Ctrl>+<]**>).

Subnetting — A Primer

It is not the purpose of this guide to describe TCP/IP protocol in detail. However, some understanding of TCP/IP subnetting (a subnet is a subset of a network — a set of IP devices that have portions of their IP addresses in common) is necessary in order to understand the interaction of the DMS matrix switcher and the mail server gateway. To understand subnetting at the level required to install and operate the DMS matrix switcher, you must understand the concepts of a gateway, local and remote devices, IP addresses and octets, and subnet masks and octets.

Gateways

The DMS matrix switcher can communicate with the e-mail server that the switcher uses for e-mail notification directly (if they are on the same subnet) or the communication can be routed via a gateway (a computer that provides a link between different subnets).

Local and Remote Devices

The local and remote devices are defined from the point of view of the function being described. In this guide, subnetting is an issue when you are using the controlling PC to set TCP/IP and e-mail values in the matrix switcher (see **IP Settings/Options Window** on page 68 and **Email Settings Page** on page 93). When you are setting up the variables for e-mail notification, which may include subnetting, the matrix switcher is the local device and the e-mail server is the remote device.

IP Addresses and Octets

Valid IP addresses consist of four 1-, 2-, or 3-digit numeric subfields, properly called octets, separated by dots (periods) (see figure 78). Each octet can be numbered from **000** through **255**. Leading zeroes, up to three digits total per octet, are optional. Values of 256 and above are invalid.

Typical IP Address: 192.168.254.254
Octets

Figure 78.   Typical IP Address

Subnet Masks and Octets

The subnet mask (see figure 79) is used to determine whether the local and remote devices are on the same subnet or different subnets. The subnet mask consists of four numeric octets separated by dots. Each octet can be numbered from **000** through **255**. Leading zeroes, up to three digits total per octet, are optional. Each octet typically contains either **255** or **0**. The octets determine whether or not the same octets of two IP addresses will be compared when determining if two devices are on the same subnet.

255 indicates that this octet will be compared between two IP addresses.   0 indicates that this octet will **not** be compared between two IP addresses.

Typical Subnet Mask: 255.255.0.0
Octets

Figure 79.   Typical Subnet Mask

Determining Whether Devices are on the Same Subnet

To determine the subnet, the IP address of the local device is compared to the IP address of the remote device (see figure 80). The octets of each address are compared or not compared, depending on the value in the related subnet mask octet.

If a subnet mask octet contains the value **255**, the related octets of the IP addresses of the local device and the remote device are unmasked.

Unmasked octets are compared (indicated by **?** in figure 80).

If the subnet mask octet contains the value **0**, the related octets of the IP addresses of the local device and remote device are masked.

Masked octets are not compared (indicated by **X** in figure 80).

If the unmasked octets of the two IP addresses **match** (indicated by **=** in figure 80, example 1), the two addresses **are on the same subnet**.

If the two unmasked fields **do not match** (indicated by **≠** in figure 80, example 2 and example 3), the addresses **are not on the same subnet**.

	Example 1	**Example 2**	**Example 3**
Local IP Address:	192.168.254.254	192.168.254.254	192.168.254.254
Subnet Mask:	255.255.0.0 (*?.?.X.X*)	255.255.0.0 (*?.?.X.X*)	255.255.0.0 (*?.?.X.X*)
Remote IP Address:	192.168.2.25	190.190.2.25	192.190.2.25
Match?:	=.=.*X.X* — **Match** (**Same subnet**)	≠.≠.*X.X* — **No match** (**Different subnet**)	=.≠.*X.X* — **No match** (**Different subnet**)

Figure 80. **Comparing the IP Addresses of the Local and Remote Devices**

Extron Warranty

Extron Electronics warrants this product against defects in materials and workmanship for a period of three years from the date of purchase. In the event of malfunction during the warranty period attributable directly to faulty workmanship and/or materials, Extron Electronics will, at its option, repair or replace said products or components, to whatever extent it shall deem necessary to restore said product to proper operating condition, provided that it is returned within the warranty period, with proof of purchase and description of malfunction to:

USA, Canada, South America, and Central America:
Extron Electronics
1230 South Lewis Street
Anaheim, CA 92805
U.S.A.

Europe:
Extron Europe
Hanzeboulevard 10
3825 PH Amersfoort
The Netherlands

Africa:
Extron South Africa
South Tower
160 Jan Smuts Avenue
Rosebank 2196, South Africa

Asia:
Extron Asia Pte Ltd
135 Joo Seng Road, #04-01
PM Industrial Bldg.
Singapore 368363
Singapore

China:
Extron China
686 Ronghua Road
Songjiang District
Shanghai 201611
China

Japan:
Extron Electronics, Japan
Kyodo Building, 16 Ichibancho
Chiyoda-ku, Tokyo 102-0082
Japan

Middle East:
Extron Middle East
Dubai Airport Free Zone
F13, PO Box 293666
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This Limited Warranty does not apply if the fault has been caused by misuse, improper handling care, electrical or mechanical abuse, abnormal operating conditions, or if modifications were made to the product that were not authorized by Extron.

NOTE: If a product is defective, please call Extron and ask for an Application Engineer to receive an RA (Return Authorization) number. This will begin the repair process.

USA:	714.491.1500 or 800.633.9876	**Asia**:	65.6383.4400
Europe:	31.33.453.4040 or 800.3987.6673	**Japan**:	81.3.3511.7655
Africa:	27.11.447.6162	**Middle East**:	971.4.299.1800

Units must be returned insured, with shipping charges prepaid. If not insured, you assume the risk of loss or damage during shipment. Returned units must include the serial number and a description of the problem, as well as the name of the person to contact in case there are any questions.

Extron Electronics makes no further warranties either expressed or implied with respect to the product and its quality, performance, merchantability, or fitness for any particular use. In no event will Extron Electronics be liable for direct, indirect, or consequential damages resulting from any defect in this product even if Extron Electronics has been advised of such damage.

Please note that laws vary from state to state and country to country, and that some provisions of this warranty may not apply to you.