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Overview

Hardware,
Interfaces,
Features
- Five Status-LEDs
  - POWER, SYNC, ALARM, INPUT 1, INPUT 2
- Illuminated graphic display with 160 x 32 pixels & front keypad
  - For configuration and status.

**Front View**
- Two independent LAN interfaces for control and VoIP applications.
- Word clock input/output
- Programmable GPIO interface
  - 8 x TTL input/output
  - 8 x Relays (8 x normally open contact)
- Redundant Power Supply (optional)

- Slot 1: unused
- Slot 2: Dante
  - 32 channels
  - 2 Ethernet interfaces
- 19” housing x 1 U
- Without fan for silent operation
- Low power consumption of typ. 15 W
- Optional redundant power supply

- VLAN support
- QoS support
- 32 Dante channels
- Supports a Dante audio sampling rate of 48 kHz.
- Up to 5 Control-PCs can connect to the system simultaneously.
• Install the MAGIC ACX Software with administrator rights on your PC and then start the software with administrator rights.
  ▪ From Windows 7 and higher via the context menu “Run as administrator”, even if you are currently logged on as administrator.

• Under MENU → CONFIGURATION → CONTROL INTERFACE, enter the systems to be controlled.

• Add systems by double-clicking a line or use the ADD/EDIT key.

• Remove a system using DELETE.

• DELETE ALL removes all entries from the list.

• The order of the entries can be changed via UP and DOWN. The sequence determines the order of the systems in the main window.

Starting the PC Software
• INTERFACE: The connection to the device is established via the LAN interface (UDP).

• PARAMETERS:
  ▪ INTERFACE: If the PC has several network interfaces, specify here which of them is to be used.
  ▪ IP ADDRESS: IP address of the MAGIC ACX.
  ▪ PORT: UDP port of the control connection on the MAGIC ACX. The default value is 10 000.

• Press the HANG UP key (to the right of the OK key) on the device twice to display the currently assigned IP address of the system.

• The network settings may be configured on the device under MENU → SYSTEM SETTINGS → LAN SETTINGS.
• The software can connect to up to 10 *MAGIC ACX* systems simultaneously.

• The *MAGIC ACX* systems can be distributed over up to 10 pages.

• The pages are selected via tabs (1).

• Depending on the screen resolution, up to 10 *MAGIC ACX* systems can be displayed simultaneously on one page.
On the right-hand side you will find information on the WAN streams:

- **STREAM FROM/TO**: IP address and port of the remote MAGIC ACX sending/receiving the stream.
- **STREAM**: Number of channels and sample rate of the transmitted audio stream.
- **SRA @ 48 kHz**: Clock deviation between the local and remote Dante domains.
- **BUFFER**: WAN receive buffer level graph over time.
- **JITTER**: WAN RX Jitter graph over time.
- **SHORT/LONG TERM STATISTICS**: Click inside the graphs to switch the time interval of the graphs between 5 min and 1 day.
• The left graph shows the WAN RX BUFFER LEVEL.
  ▪ The graph also signals the Buffer state using different colours:
    • GREEN: Buffer OK.
    • YELLOW: Buffer overrun / underrun.
    • RED: Stream Loss.

• The right graph shows the WAN RX JITTER.
  ▪ The graph also signals the Jitter state using different colours:
    • GREEN: Jitter OK.
    • YELLOW: Packet Loss.
    • RED: Stream Loss.

• Legend:
  ▪ The TIME PERIOD is shown in brackets.
  ▪ The current value is shown in green in the middle.
  ▪ The scale is displayed on the right

Main Window (3)
The MAIN WINDOW is available in two styles:

- CLASSIC: All functions are accessible from the menu bar.
- BORDERLESS: Press the menu icon (○) to open the sidebar with access to all functions.
  - Without the title bar, the window can no longer be moved with the mouse.
  - To temporarily show the title bar, press the SCROLL LOCK key on the keyboard.

Switch between the styles via LOCAL SETTINGS – SHOW TITLE BAR.
Local Settings

These settings are stored on the PC. Each instance on each PC stores its own record. The storage location depends on the SETTINGS FOLDER setting in the LOCAL SETTINGS (see Tips & Tricks).
• All Settings under CONFIGURATION → LOCAL SETTINGS are stored on the PC.

• On page APPLICATION PARAMETER the appearance of the PC software is configured.

• MAIN WINDOW SIZE: The size of the program window in pixels.
  ▪ AUTO: The window size is automatically set to full screen resolution at program start.
  ▪ CUSTOM: The window size can be specified pixel by pixel under CUSTOM WINDOW SIZE.
  ▪ Some frequently used window sizes can be selected directly.

• LAYOUT: Arrangement of the MAGIC ACX systems on the main window:
  ▪ COLUMNS: Number of systems next to each other.
  ▪ ROWS: Number of systems on top of each other.
  ▪ HIDE UNITS WITHOUT CONFIGURED IP ADDRESS: Gaps in the list of systems under CONTROL INTERFACE are skipped.
  ▪ SPACE BETWEEN ROWS: Height of the horizontal space between two rows.
• **SHOW TITLE BAR**: Displays the classic Windows title bar along with the menu bar. Otherwise, the title bar will disappear, and the menu will be offered in a sidebar that can be opened by pressing the menu button in the upper left corner.

• **SHOW WINDOW ON FIXED POSITION**: The window is displayed at the given position (in pixels) on the screen when the program starts.

• **PAGE LABELS**: Labelling of the tabs in the main window.
• Determine how the settings are stored on the local PC on page SETTINGS FOLDER:
  ▪ FOR CURRENT USER: Each user has separate settings and can change them themselves.
  ▪ FOR ALL USERS: All users of the PC use identical settings. Administrator rights are needed to change them.
  ▪ IN THIS FOLDER: The settings are saved to a file in the specified location.

• SAVE SETTINGS ENCRYPTED: The local settings are stored encrypted.

• If you want to create a backup of the local settings, the command `showprofilepath` under ADMINISTRATION → SYSTEM PANEL shows where the file can be found.
Configuration Overview
The settings can be found in the CONFIGURATION menu. There is a submenu for each connected MAGIC ACX device. CONFIGURATION opens the settings of the respective system:

- These settings are stored on the device.
- All settings under OPERATION SETTINGS can be saved as PRESET.
- A SUPER PRESET contains all settings under OPERATION SETTINGS and SYSTEM SETTINGS.

PRESETS and SUPER PRESETS are stored on the device and can be managed and loaded via CONFIGURATION ➔ SYSTEM X ➔ PRESETS.
Presets are managed via CONFIGURATION → SYSTEM X → PRESETS:

- **SAVE PRESET AS:** The current configuration of the OPERATION SETTINGS branch is saved as a Preset. The name is freely selectable (max. 16 characters).
- **SAVE SUPER PRESET AS:** The entire current system configuration is saved as a super Preset. The name is freely selectable (max. 16 characters).
- **MANAGE PRESETS:** Displays a list of all stored Presets and offers additional management functions:
  - **NEW PRESET:** Creates a new Preset based on the current configuration.
  - **NEW SUPER PRESET:** Creates a new super Preset based on the current configuration.
  - **EDIT:** Opens the selected Preset for editing.
  - **SELECT:** Activates the selected Preset.
  - **IMPORT:** Imports a Preset stored on the PC.
  - **EXPORT:** Saves a selected Preset to the PC.
  - **EXPORT ALL:** Saves all Presets to the PC.
- **List of Presets:** The menu also displays all available Presets. Click on a Preset to activate it.
• The system configuration can be stored in a file under **FILE → SYSTEM X → EXPORT SYSTEM SETTINGS**.

• To restore a backup, open the file using **FILE → SYSTEM X → IMPORT SYSTEM SETTINGS**.

• It is also recommended to recreate the backup file after a firmware update, as it cannot be guaranteed that old backups are compatible with the latest firmware.
  - In such a case, the device would first have to be downgraded to the software version with which the backup file was created.
- The local settings are automatically protected when working under a user account while FOR ALL USERS is selected under CONFIGURATION → LOCAL SETTINGS → SETTINGS LOCATION.

- To also protect the system settings, a password must be set under LOGIN.

- Two levels are available:
  - ADMINISTRATOR: Log in with this password to access all functions and settings.
  - USER: Log in with this password to load presets.

- Note: If you have forgotten the administrator password, the device can only be unlocked by resetting it to factory settings.
Operation Settings

Settings that can be saved in a PRESET.
• 5 PCs can connect to a MAGIC ACX system simultaneously.

• If the CLIENTS list on the CLIENTS/SECURITY page is empty, any PC can connect to the system.

• If there is an entry in the CLIENTS list, access protection is active.
  ▪ All PCs in the list can connect directly to the system
  ▪ On all other PCs, the administrator password must be entered when establishing a connection.
  ▪ Up to 20 PCs can be entered in the list. Any 5 of them can connect simultaneously to a device.
Transmission of the Dante audio signals over Ethernet is configured on the DANTE WAN BRIDGE page.

The device can operate as sender, receiver or both. Enable the respective options:
- ENABLE TRANSMISSION
- ENABLE RECEPTION

Dante WAN Bridge
- **LAN INTERFACE**: LAN port and IP address of the MAGIC ACX for sending data.
- **STREAM TO (IP ADDR.)**: Destination IP address to send the audio stream to.
- **UDP PORT**: Local and remote UDP port of the audio stream.
- **QUALITY OF SERVICE**: DiffServ parameters of the network. Select one from the list or enter a custom value.
- **NUMBER OF CHANNELS**: Select the number of Dante channels to transmit. The system will always start with the first Dante channel.
- **RESOLUTION**: Select the audio quality. Audio is transmitted in uncompressed PCM format with:
  - 16 Bits per Sample or
  - 24 Bits per Sample
- **LAN INTERFACE**: LAN port and IP address of the MAGIC ACX for receiving data.
- **STREAM TO (IP ADD.)**: IP address of the remote system sending the data.
- **UDP PORT**: Local and remote UDP port of the audio stream.
- **SAMPLE RATE ADAPTATION**: Local and remote Dante network may not run with synchronized clock. This leads to recurrent crackle in the audio signal. Sample rate adaption prevents the noise but diminishes the audio quality slightly.
- **JITTER BUFFER MODE**:
  - **FIXED**: Set a fixed JITTER BUFFER SIZE. If the buffer is too small, short audio dropouts will occur. Big buffer sizes increase the transmission delay.
  - **AUTO**: The system monitors the Jitter over time and adjusts the buffer for minimal delay while preventing dropouts.
• AUDIO NONE ZERO DETECTION: The system can monitor the audio signals and notify the user if a channel contains only zeros.
  ▪ ACTIVATE TX DETECTION: Monitors the audio signal coming from the Dante module.
  ▪ ACTIVATE RX DETECTION: Monitors the audio signal coming from the remote system.
  ▪ MEASURE INTERVAL: Time in seconds when no signal was detected before the user is notified.

• The user is notified via an exclamation mark in the channels level meter on the MAIN PANEL.

• If all channels contain only zeros an alarm is raised.
Under TTL/RELAY, functions for controlling the device and signals for displaying the system status can be configured. Functions and signals are available via TTL/Relay contacts. The list shows an overview of the configured functions and signals. Double-clicking a line opens the configuration of the GPIO.
- Double-clicking a line opens the configuration of the GPIO.
- A TTL Pin can be configured as INPUT or OUTPUT.
- A Relay supports only OUTPUT signals.
- INPUT signals:
  - LOAD PRESET.
- OUTPUT signals:
  - ANY SYSTEM ALARM PENDING
  - APPLICATION ALARM PENDING
    - Select all desired alarms in the list.

**TTL / Relay (2)**
System Settings

Settings that cannot be saved in a PRESET.
- The language for the front display can be set under DISPLAY LANGUAGE.
- KEY TONE activates the key click on the front keypad.
- Backlight and contrast of the front display are set under DISPLAY.
- Under NAME you can enter a device name, which is displayed on the main window.
- REDUNDANT POWER SUPPLY → ENABLE ALARM activates the alarm if any of the two power supplies fails.
- LOGFILE: The system logs events in an internal logfile.
  - DISABLE: No logging.
  - ENABLE: The system writes a logfile. It can store about 35000 entries. Once the logfile is full, the system starts to overwrite the oldest entries.
- Configure the network interfaces on the LAN INTERFACE page. The Device has two LAN interfaces.
- You may assign two additional IP addresses per interface to utilise them in VLANs.
- LINK TYPE: Use AUTO unless AVT support suggests otherwise.
- DISABLE INSUFFICIENT LAN ALARM: Disable the alarm which is set when the Ethernet Link supports only 10 Mbit/s or is just half duplex.
- UDP CONTROL PORT: for PC communication.
- For safety reasons, the PC access to the system should be restricted to one interface under ACCESSIBLE FROM in the CONTROL section. It can be set on the front display under MENU → SYSTEM SETTINGS → LAN SETTINGS → CTRL LAN INTERFACE as well.
- Enable the VLAN functionality on the VLAN page.
- To assign a service to a VLAN select 802.1QTAG in the TPID column. Select NONE to disable VLAN for this service.
- Select the desired PRIORITY.
- Enter the VLAN-ID in the VID column.
- The IP address of the device in the VLAN is selected on the configuration page of the respective service.
SNMP must be activated to monitor the *MAGIC ACX* with a network management system.

Up to four destinations for SNMP Traps can be configured.

The desired ALARM TRAPS can be selected individually, or assigned to four categories in order to minimise the number of messages in the network management system.

The necessary MIBs can be found in the installation directory of the *MAGIC ACX* PC software.
Enable NTP to synchronize the built-in clock.

- If NTP is deactivated, the PC software synchronizes the MAGIC ACX clock with the PC clock when the PC connection is established.

The clock is used to create timestamps for the internal logfile.

The PRIMARY SERVER provides the time information for the system.

The ALTERNATIVE SERVER is used if the Primary Server is not available.

Set the parameters for each server:

- LAN: LAN interface of the MAGIC ACX.
- IP ADDRESS: IP address of the NTP server.
- PORT: Port of the NTP protocol on the server.
The appropriate firmware is supplied with each PC software version and is stored in the installation directory of the application during installation.

If the firmware version of a device does not match the PC software, a request to update the firmware appears when establishing a connection with this device.

Via ADMINISTRATION ➔ SYSTEM X ➔ FIRMWARE DOWNLOAD the appropriate firmware can be loaded onto the MAGIC ACX system.

A list of all connected systems is displayed. Check all devices to be updated.

These devices will be updated after pressing the START button without further user interaction.
• The detailed system status is displayed via EXTRAS → SYSTEM X → SYSTEM MONITOR:
  ▪ Green LED: OK
  ▪ Yellow LED: Warning
  ▪ Red LED: Alarm

• For each alarm LED, an error counter provides information on the frequency of the error.
  ▪ Use ALARM COUNTER RESET to reset the error counters.

• The SYSTEM STATE shows information on:
  ▪ SYSTEM TEMPERATURE: If the temperature rises over 57°C the OVERHEATED alarm is triggered. Make sure to have 1U of air space above the MAGIC ACX for cooling.
  ▪ DSP LOAD: Main DSP utilization in %.
• The ETHERNET STATE shows:
  ▪ Link state, port bandwidth and current data rates of the MAGIC ACX’s LAN interfaces.
  ▪ Link state and port bandwidth of the Dante module’s LAN interface.

• IP TRANSMISSION JITTER shows:
  ▪ The current jitter of the WAN connection.
  ▪ The maximum Jitter within the last 5 Minutes.
  ▪ The maximum Jitter since the last MAX. JITTER RESET.

• IP TRANSMISSION QUALITY:
  ▪ PACKET LOSS: Number of packets missing in the received WAN stream.
  ▪ STREAM LOSS: If the system doesn’t receive WAN data for more than 10 ms the stream is considered interrupted.
  ▪ Click ALARM COUNTER RESET to reset the counters.

• TEST SINUS ACTIVATION
  ▪ Enable RX to play a 1 kHz Sinus signal on all Dante audio channels.
  ▪ Enable TX to play a 1 kHz Sinus signal on all WAN audio channels.
  ▪ Use the slider to adjust the LEVEL of the sinus signal.

• Connected PCs shows IP address and port of all PCs connected to the MAGIC ACX.
Open EXTRAS – SYSTEM X – LOGFILE VIEWER to download the MAGIC ACX’s internal logfile. It is converted to a human readable format by the PC software.

Each entry consists of:

- **DATE / UTC**: Timestamp of the entry in UTC format.
- **DURATION**: Only for alarms. Time period since the alarm status changed last time.
- **TYPE**: 

Logfile Viewer
• Via ADMINISTRATION → SYSTEM X → REGISTRATION you can check which SOFTWARE OPTIONS are available in your system.

• To activate optional system functionality, you will be provided with a password key.
  ▪ This key is calculated on the basis of the device FACTORY-NUMBER, which you need to send us together with the order.
  ▪ Click ENTER PASSWORD to enter the key.
  ▪ The option will then be marked as available in the list.
  ▪ Restart the system to make sure the new functionality is fully operative.
HELP → About MAGIC

THipPro Intercom displays the versions of the PC software and the firmware versions of the devices.
Overview

(1) LEDs
- Power LED
- Sync LED (Audio stream transmission and reception OK)
- Alarm LED (System alarm or application alarm pending)
- INPUT 1 LED (Ethernet link status of the Dante module)
- INPUT 2 LED (Ethernet link status of the LAN interfaces used for transmission and reception.)

(2) TFT Screen

(3) Softkeys (The associated function is displayed next to the key in the Display.)

(4) Control Pad
- Up
- Down
- OK
- Left (Dial)
- Right (Hang up)

(5) Number Pad
• When the system has booted it shows the AVT LOGO screen (①).

• Press the RIGHT key on the CONTROL PAD to display the BASIC INFORMATION screen (②).

• Press the MENU softkey to enter the configuration and system information screens.

• When the AVT LOGO screen (①) is displayed, the system will automatically switch to the MAIN OPERATION screen (③) after 10 seconds.
  - You may also press the STATUS softkey to enter the MAIN OPERATION screen (③).
The first OPERATION screen (①) shows source and target IP addresses, number of channels in each direction as well as information on packet loss and current Jitter.

- Press the CLR softkey to reset the packet loss counter.

- Press the INFO softkey to display the ALARMS screen (②). It lists all pending alarms of the system.
- Press the >> softkey on the ALARM screen (1) to display detailed information on the RX stream (2):
  - JITTER CURRENT: Jitter in ms in the last measuring interval of 5 seconds.
  - JITTER 5 MINUTES: Maximum Jitter within the last 5 minutes.
  - JITTER MAXIMUM: Highest Jitter since resetting the statistics.

- Press the CLR softkey to reset the Jitter, Packet Loss and Stream Loss statistics.

- Press the DOWN key on the CONTROL PAD to scroll down for further information:
  - PACKET LOSS: Number of packets lost since resetting the statistics.
  - STREAM LOSS: Receiving no packets for more than 10 ms is considered a stream loss.
  - RATE ADAPTION: Current clock deviation between the Dante domains.
  - RECEIVE BUFFER size in ms.
  - NUMBER OF AUDIO CH received.
  - RESOLUTION: Bit depth of the audio samples.
  - SAMPLES/PACKET. Audio Samples per Channel per RTP Packet. Each packet contains all channels simultaneously.
  - SUBNET used for reception.
  - STREAM FROM: source IP address of the audio stream.
  - UDP PORT of the audio stream.
  - VLAN used for audio stream reception
    - OFF if VLAN is disabled
    - VLAN-ID and VLAN-PRIORITY if VLAN is enabled.
• Press the DOWN key on the CONTROL PAD to scroll down for further information:
  ▪ PACKET LOSS: Number of packets lost since resetting the statistics.
  ▪ STREAM LOSS: Receiving no packets for more than 10 ms is considered a stream loss.
  ▪ RATE ADAPTION: Current clock deviation between the Dante domains.
  ▪ RECEIVE BUFFER size in ms.
  ▪ NUMBER OF AUDIO CH received.
  ▪ RESOLUTION: Bit depth of the audio samples.
  ▪ SAMPLES/PACKET. Audio Samples per Channel per RTP Packet. Each packet contains all channels simultaneously.
  ▪ SUBNET used for reception.
  ▪ STREAM FROM: source IP address of the audio stream.
  ▪ UDP PORT of the audio stream.
  ▪ VLAN used for audio stream reception
    • OFF if VLAN is disabled
    • VLAN-ID and VLAN-PRIORITY if VLAN is enabled.
Press the >> softkey on the RX STREAM screen (①) to display detailed information on the TX stream (②):

- NUMBER OF AUDIO CH transmitted.
- RESOLUTION: Bit depth of the audio samples.
- SUBNET used for transmission.
- STREAM TO: target IP address of the audio stream.
- UDP PORT of the audio stream.
- QOS: Quality of Service / DiffServ
- VLAN used for audio stream reception
  - OFF if VLAN is disabled
  - VLAN-ID and VLAN-PRIORITY if VLAN is enabled.
Press the >> softkey on the TX STREAM screen (①) to display detailed information on the LAN interfaces (②):

- **STATE**: Ethernet Link, Speed and Duplex mode of the respective LAN interface.
- **TX / RX**: Network throughput of the respective LAN interface in each direction.
• Press the MENU softkey on the AVT LOGO screen (①) to display the MAIN MENU (②) which contains:

  ▪ SYSTEM SETTINGS: Settings which cannot be stored in a Preset.
  ▪ OPERATION SETTINGS: Settings which can be stored in a Preset.
  ▪ STATUS INFORMATION: Shows Alarm Status, Version Information, LAN Status, Software Options and System Temperature.
  ▪ PRESETS: Load, save and delete Presets. Load Factory Settings.
  ▪ LOGIN: Protect the configuration and presets with passwords.
On the MENU (①), navigate to the SYSTEM SETTINGS entry via the UP/DOWN keys and press the SELECT softkey to display the SYSTEM SETTINGS screen (②) which contains:

- GENERAL: Language, Front Keypad, Display, System Name.
- LAN SETTINGS: IP address, subnet mask, default gateway, DNS server and PC control settings.
- NTP: Synchronize the internal clock to an NTP server.
- VLAN
- UTC DATE/TIME: Set the internal clock if no NTP server is available.
On the MENU (①), navigate to the OPERATION SETTINGS entry via the UP/DOWN keys and press the SELECT softkey to display the OPERATION SETTINGS screen (②) which contains:

- **TRANSMISSION**: LAN Interface, Subnet, Target IP Address, UDP Port, Resolution, Number of Channels and Quality of Service.
- **RECEPTION**: LAN Interface, Subnet, Source IP Address and UDP Port.

**Operation Settings**
On the MENU (①) screen, navigate to the STATUS INFORMATION entry via the UP/DOWN keys and press the SELECT softkey to display the STATUS INFORMATION screen (②) which contains:

- ALARM: System and application alarms currently pending.
- VERSION: Firmware version, Factory Number, MAC addresses.
- LAN STATUS: Ethernet link, speed and duplex mode. IP addresses, connected PCs.
- SOFTWARE OPTIONS: Available and enabled licences.
- SYSTEM TEMPERATURE.
On the MENU (①) screen, navigate to the PRESETS entry via the UP/DOWN keys and press the SELECT softkey to display the PRESETS screen (②):
- Available Presets are displayed in a scrollable list which is sorted alphabetically.
- Start typing on the keypad to search the list of Presets.

Navigate to a Preset in the list via the UP/DOWN keys and press the OPTS softkey to:
- LOAD the Preset.
- NEW: Save the current configuration as a new Preset.
- SAVE: Overwrite the Preset with the current configuration.
- DELETE: Delete the Preset.
- LOAD FACTORY SETTINGS: Resets the current configuration to factory settings. Presets and Logfiles remain unchanged.
On the MENU (①) screen, navigate to the LOGIN entry via the UP/DOWN keys and press the SELECT softkey to display the LOGIN screen (②):

- **ADMINISTRATOR PASSWORD:** Set up the administrator password. The password grants access to the configuration and presets.

- **USER PASSWORD:** Set up the user password. The password only allows you to load presets.
After starting the DANTE CONTROLLER software, NETWORK VIEW - ROUTING automatically displays all devices that support the Dante protocol.

The inputs and outputs of the systems can be assigned to each other via the matrix.
In the DANTE CONTROLLER software, the Ethernet interfaces can be configured in the DEVICE VIEW under NETWORK CONFIG, if necessary.

- Assign IP address automatically (default setting)
- Manual adjustment

It is also essential to correctly configure the maximum expected latency in the network, which should be identical for all Dante devices.

Attention: After a REBOOT MAGIC ACX may have to be switched off/on if a DSP alarm appears in the display.
Web: www.avt-nbg.de

Email: support@avt-nbg.de

Phone: +49 911 5271-110

Support