

QUICK START GUIDE

AC-AEX-RC-HUB



AUDIO CENTRALIZER WITH STEREO MATRIXING

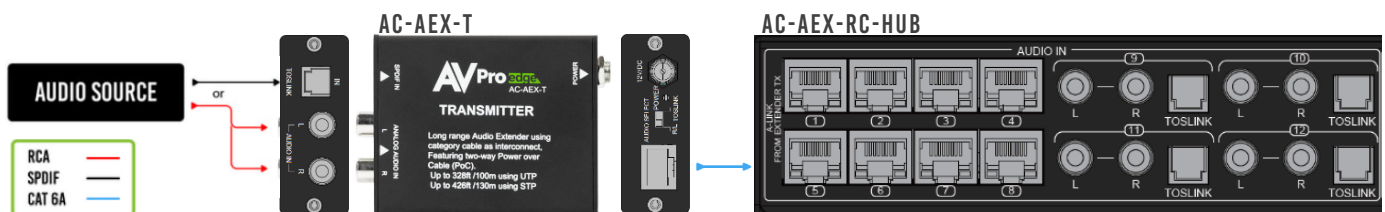
The AC-AEX-RC-HUB is a 12 I/O 1U rack-mountable audio recall centralizer with stereo matrix switching. Designed to receive extended audio over Category Cable, TOSLINK digital audio, and line-level analog stereo signals from up to 12 source devices, the AC-AEX-RC-HUB provides remote audio source signals to a centrally located audio distribution system, such as an audio matrix or multi-zone amplifier, with a maximum distance of up to 130 meters (426 feet).



AC-AEX-T (SOLD SEPARATELY)

The AVPro Edge AC-AEX-T is a digital/analog audio transmitter that extends stereo signals over a Category cable via AVPro Edge's exclusive AEX technology. The AC-AEX-T is powered remotely via PoC (Power over Cable) when connected to the AC-AEX-RC-HUB or AC-AEX-R and is ideal for sending audio from a source device (such as a display, record player, or local auxiliary input) located in a separate zone back to a centrally located audio distribution system.

 **NOTE:** EACH A-LINK PORT ON THE AC-AEX-RC-HUB MUST BE PAIRED WITH AN AC-AEX-T AUDIO TRANSMITTER FOR COMPLETE OPERATION.

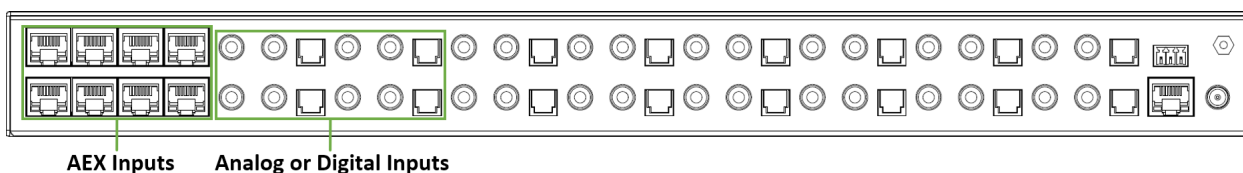


INITIAL SETUP

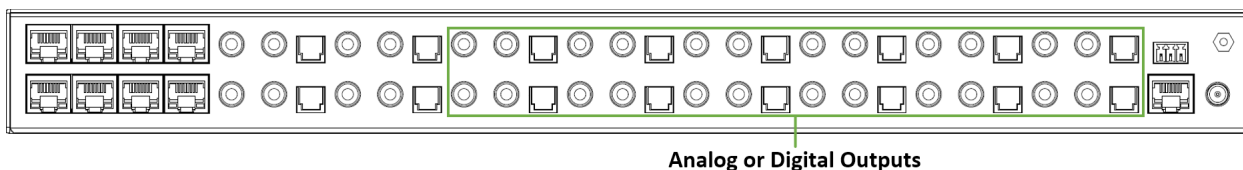
Make the physical connections to the input and output devices using the following steps below. For initial setup, make all the audio input and output connections. Next, connect the AC-AEX-RC-HUB to a LAN (Local Area Network) via the NETWORK RJ45 port (next to the power connector). Using a PC on the same network, access the Web UI and check for available firmware updates to the unit.

1 CONNECT THE DEVICES

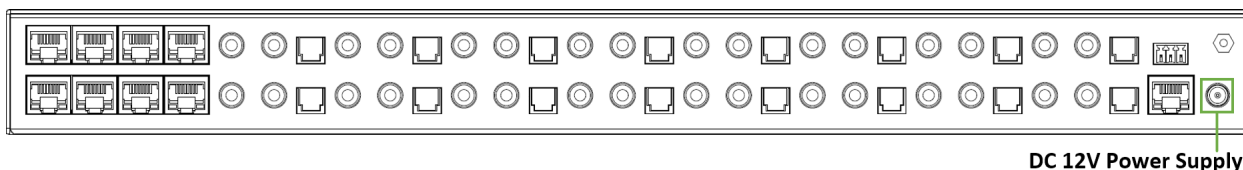
- 1 Connect the audio source devices to the audio inputs on the back of the unit.



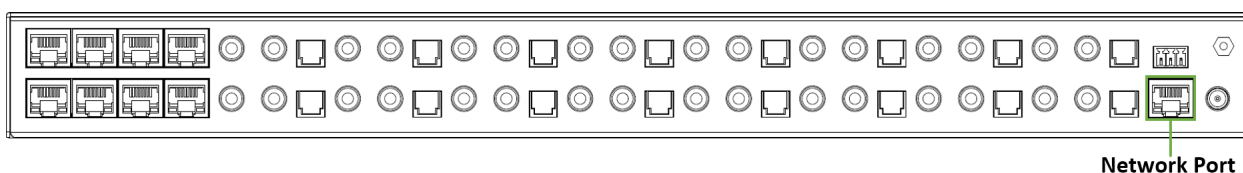
- 2 Connect the audio output devices to the audio outputs on the back of the unit.



- 3 Connect the power port on the back of the unit to a suitable power source with the supplied power cable.



- 4 Connect the NETWORK port on the back of the unit to a LAN, router, or third-party control system.



2 LOCATE THE IP ADDRESS

The default IP setting is DHCP mode, an IP address will automatically be assigned to the unit by the DHCP server. Use a PC on the same network to locate the unit's IP address, then enter it into a web browser (such as Chrome or Edge) to access the unit's Web UI. Once connected, you can use the Web UI to assign a static IP address. If there is no DHCP server on the network, the unit's IP address can also be located by connecting to the RS-232 port on the back of the unit and sending the serial command `GET HIP` using the API with a serial communication program, such as Hercules, MyUart, PuTTY, or Termitte RS232.

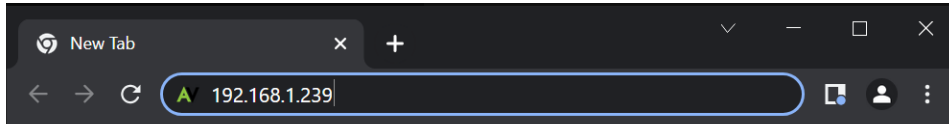
3 ACCESS THE WEB UI

The AC-AEX-RC-HUB features the built-in AVPro Edge User Interface (AEUI) and can be accessed through a web browser for configuration and control. For initial setup, it is recommended to connect to the AC-AEX-RC-HUB with a computer on the same network to access the built-in Web UI and check for available firmware updates to the unit.

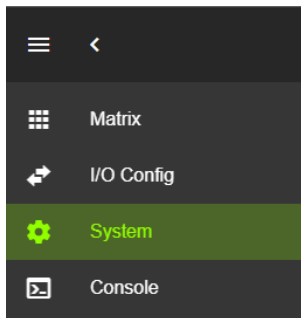
OTA CLOUD SERVICES

Firmware updates to the unit can be performed OTA (Over-the-Air) by enabling the *Cloud Services* setting on the Web UI. This allows the unit to search the Cloud for the latest versions of firmware. If a newer version is detected that what is currently installed on the unit, a dialog box will prompt the new update is available from the Web UI.

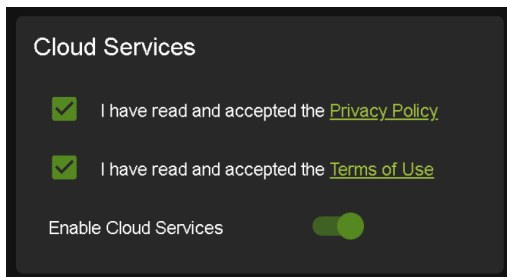
- 1 Enter the unit's IP address into a Chrome or Edge web browser to access the unit's Web UI.



- 2 Navigate to the *System* tab page.

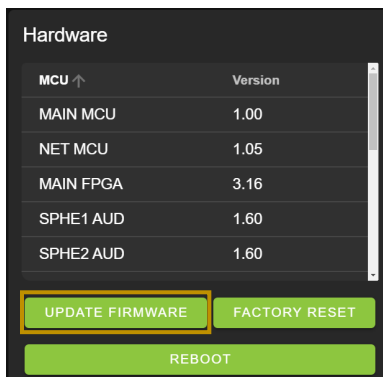


- 3 In the *Cloud Services* section, review the *Privacy Policy* and *Terms of Use*, then check both boxes and select the *Enable Cloud Services* toggle setting.



 **IMPORTANT:** THIS IS A REQUIRED STEP IN ORDER FOR THE UNIT TO PERFORM OTA FIRMWARE UPDATES.

- 4 In the *Hardware* section, select the *Update Firmware* button. The unit will now check the Cloud for available firmware updates.



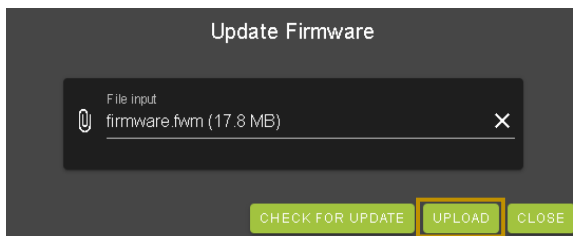
- 5 If the unit is already installed with the latest version of firmware, a notification window will prompt the message "No update available!" at the top of the page.



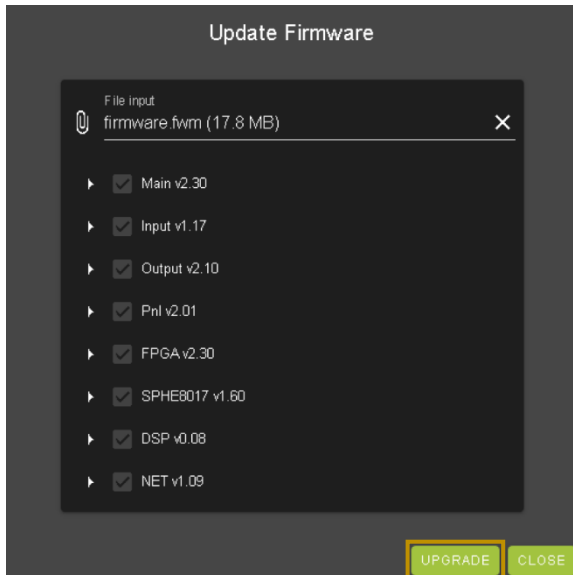
- 6 If a newer version of firmware is detected from the Cloud, a notification window will prompt the message "New firmware update is available!". Select the *Update* button.



- 7 The unit's new firmware file will automatically populate into the *File input* field from the Cloud. Select the *Upload* button.



- 8 From this screen, newer versions of firmware can be viewed before they are installed. Select the *Upgrade* button. The unit will now begin installing the latest versions of firmware. DO NOT refresh the webpage or power off the unit during the update.



- 9 Once the progress bar reaches 100%, select the *Close* button and refresh the webpage.
- 10 The unit will automatically reboot once the firmware updates are complete. After the unit reboots, refresh the webpage to verify that the firmware updates were successful.

NOTE: SOME UPDATES REQUIRE PREVIOUS VERSIONS TO BE INSTALLED FIRST AND MAY REQUIRE MORE THAN ONE UPDATE TO BE FULLY CURRENT. YOU MAY SEE ADDITIONAL MESSAGES TO UPDATE FIRMWARE (SEE STEP 6).

TROUBLESHOOTING

- **Verify Power** - Check that the power supply is properly connected and on an active circuit. Press the OK button on the front panel, this should illuminate the Input/Output LEDs.
- **Verify Connections** - Check that all cables are connected securely and properly terminated where applicable.
- **Verify Current Versions** - Check if are any firmware/software/driver updates available for the devices.
- **Good Indicator Lights, but No Sound** - Verify the signal being sent from the audio source and signal format is compatible with devices in the signal chain. Ensure the input audio source is matrixed to the correct audio output, input and output is enabled, and output is set to an audible volume level and not muted.
- **Static, Buzzing, or Humming Noises** - Use shielded RCA cabling between the AC-AEX-RC-HUB and the connected analog devices to maintain a high level of audio performance. Ground the matrix to the conducting parts (equipment rack, mounting devices, truss systems, electrical switchboards, metal electrical conduits, etc.) This technique ensures all the equipment in an electrical system will use the same reference value for their signals and reduces the possibility of a ground loop, which can result in a shift in video signals and mains frequencies to exhibit a buzzing or humming noise in audio systems.

**HAVE A QUESTION OR NEED ASSISTANCE?
DON'T HESITATE TO CONTACT US!**

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