



**Grass Valley**  
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# **KALEIDO-IP X310**

# **KALEIDO-IP X110**

**High quality IP video multiviewers**

**Installation & Service Manual**

M926-9402-105  
2021-11-24

[www.grassvalley.com](http://www.grassvalley.com)

## FCC Compliance

In order to comply with FCC/CFR47: Part 15 regulations, it is necessary to use high-quality, triple-screened Media or Monitor cable assemblies with integrated ferrite suppression at both ends.

## Patent Information

This product may be protected by one or more patents.

For further information, please visit: [www.grassvalley.com/patents/](http://www.grassvalley.com/patents/)

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Title	Kaleido-IP X330 & X130 Installation & Service Manual
Part Number	M926-9402-105
Revision	2021-11-23, 14:50

## Important Safety Information

This section provides important safety guidelines for operators and service personnel. Specific warnings and cautions appear throughout the manual where they apply. Please read and follow this important information, especially those instructions related to the risk of electric shock or injury to persons.

### Symbols and Their Meanings



Indicates that dangerous high voltage is present within the equipment enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



Indicates that the user, operator or service technician should refer to the product manuals for important operating, maintenance, or service instructions.



This is a prompt to note the fuse rating when replacing fuses. The fuse referenced in the text must be replaced with one having the ratings indicated.



Identifies a protective grounding terminal which must be connected to earth ground prior to making any other equipment connections.



Identifies an external protective grounding terminal which may be connected to earth ground as a supplement to an internal grounding terminal.



Indicates that static sensitive components are present, which may be damaged by electrostatic discharge. Use anti-static procedures, equipment and surfaces during servicing.



Indicates that the equipment has more than one power supply cord, and that all power supply cords must be disconnected before servicing to avoid electric shock.



The presence of this symbol in or on Grass Valley equipment means that it has been tested and certified as complying with applicable Underwriters Laboratory (UL) regulations and recommendations for USA.



The presence of this symbol in or on Grass Valley equipment means that it has been tested and certified as complying with applicable Canadian Standard Association (CSA) regulations and recommendations for USA/Canada.



The presence of this symbol in or on Grass Valley equipment means that it has been tested and certified as complying with applicable Underwriters Laboratory (UL) regulations and recommendations for USA/Canada.



The presence of this symbol in or on Grass Valley equipment means that it has been tested and certified as complying with applicable Intertek Testing Services regulations and recommendations for USA/Canada.



The presence of this symbol in or on Grass Valley product means that it complies with all applicable European Union (CE) directives.



The presence of this symbol in or on Grass Valley product means that it complies with safety of laser product applicable standards.

## Warnings



A warning indicates a possible hazard to personnel, which may cause injury or death. Observe the following general warnings when using or working on this equipment:

- Appropriately listed/certified mains supply power cords must be used for the connection of the equipment to the rated mains voltage.
- This product relies on the building protection. Ensure that a fuse or circuit breaker for the rated mains voltage is used on the phase conductors.
- Any instructions in this manual that require opening the equipment cover or enclosure are for use by qualified service personnel only.
- Do not operate the equipment in wet or damp conditions.
- This equipment is grounded through the grounding conductor of the power cords. To avoid electrical shock, plug the power cords into a properly wired receptacle before connecting the equipment inputs or outputs.
- Route power cords and other cables so they are not likely to be damaged. Properly support heavy cable bundles to avoid connector damage.
- Disconnect power before cleaning the equipment. Do not use liquid or aerosol cleaners; use only a damp cloth.
- Dangerous voltages may exist at several points in this equipment. To avoid injury, do not touch exposed connections and components while power is on.
- High leakage current may be present. Earth connection of product is essential before connecting power.
- Prior to servicing, remove jewelry such as rings, watches, and other metallic objects.
- To avoid fire hazard, use only the fuse type and rating specified in the service instructions for this product, or on the equipment.
- To avoid explosion, do not operate this equipment in an explosive atmosphere.
- Use proper lift points. Do not use door latches to lift or move equipment.
- Avoid mechanical hazards. Allow all rotating devices to come to a stop before servicing.
- Have qualified service personnel perform safety checks after any service.

## Cautions



A caution indicates a possible hazard to equipment that could result in equipment damage. Observe the following cautions when operating or working on this equipment:

- This equipment is meant to be installed in a restricted access location.
- When installing this equipment, do not attach the power cord to building surfaces.
- Products that have no on/off switch, and use an external power supply must be installed in proximity to a main power outlet that is easily accessible.
- Use the correct voltage setting. If this product lacks auto-ranging power supplies, before applying power ensure that each power supply is set to match the power source.
- Provide proper ventilation. To prevent product overheating, provide equipment ventilation in accordance with the installation instructions.
- Do not operate with suspected equipment failure. If you suspect product damage or equipment failure, have the equipment inspected by qualified service personnel.
- To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so. Refer all servicing to qualified service personnel.
- This unit may have more than one power supply cord. Disconnect all power supply cords before servicing to avoid electric shock.
- Follow static precautions at all times when handling this equipment. Servicing should be done in a static-free environment.
- To reduce the risk of electric shock, plug each power supply cord into separate branch circuits employing separate service grounds.

## Cautions for LCD and TFT Displays



Excessive usage may harm your vision. Rest for 10 minutes for every 30 minutes of usage.

If the LCD or TFT glass is broken, handle glass fragments with care when disposing of them. If any fluid leaks out of a damaged glass cell, be careful not to get the liquid crystal fluid in your mouth or skin. If the liquid crystal touches your skin or clothes, wash it off immediately using soap and water. Never swallow the fluid. The toxicity is extremely low but caution should be exercised at all times.

## Mesures de sécurité et avis importants

La présente section fournit des consignes de sécurité importantes pour les opérateurs et le personnel de service. Des avertissements ou mises en garde spécifiques figurent dans le manuel, dans les sections où ils s'appliquent. Prenez le temps de bien lire les consignes et assurez-vous de les respecter, en particulier celles qui sont destinées à prévenir les décharges électriques ou les blessures.

## Signification des symboles utilisés



Signale la présence d'une tension élevée et dangereuse dans le boîtier de l'équipement ; cette tension peut être suffisante pour constituer un risque de décharge électrique.



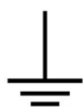
Avertit les instructions importantes relatives à la documentation accompagnant l'équipement.



Invite au calibre du fusible lors du remplacement de ce dernier. Le fusible auquel il est fait référence dans le texte doit être remplacé par un fusible du même calibre.



Identifie une borne de mise à la terre de protection. Il faut relier cette borne à la terre avant d'effectuer toute autre connexion à l'équipement.



Identifie une borne de mise à la terre externe qui peut être connectée en tant que borne de mise à la terre supplémentaire.



Signale la présence de composants sensibles à l'électricité statique et qui sont susceptibles d'être endommagés par une décharge électrostatique. Utilisez des procédures, des équipements et des surfaces antistatiques durant les interventions d'entretien.



Le symbole ci-contre signifie que l'appareil comporte plus d'un cordon d'alimentation. Utilisez le cordon approprié pour toute opération d'entretien, afin de prévenir les chocs électriques.



La marque UL certifie que l'appareil visé a été testé par Underwriters Laboratory (UL) et reconnu conforme aux exigences applicables en matière de sécurité électrique en vigueur au Canada et aux États-Unis.



La marque C-CSA-US certifie que l'appareil visé a été testé par la Commission canadienne de normalisation (CSA) et reconnu conforme aux exigences applicables en matière de sécurité électrique en vigueur au Canada et aux États-Unis.



La marque C-UL-US certifie que l'appareil visé a été testé par Underwriters Laboratory (UL) et reconnu conforme aux exigences applicables en matière de sécurité électrique en vigueur au Canada et aux États-Unis.



La marque ETL Listed d'Intertek pour le marché Nord-Américain certifie que l'appareil visé a été testé par Intertek et reconnu conforme aux exigences applicables en matière de sécurité électrique en vigueur au Canada et aux États-Unis.



Le marquage CE indique que l'appareil visé est conforme aux exigences essentielles des directives applicables de l'Union européenne en matière de sécurité électrique, de compatibilité électromagnétique et de conformité environnementale.



Le symbole ci-contre sur un appareil Grass Valley ou à l'intérieur de l'appareil indique qu'il est conforme aux normes applicables en matière de sécurité laser.

## Avertissements



Les avertissements signalent des conditions ou des pratiques susceptibles d'occasionner des blessures graves, voire fatales. Veuillez vous familiariser avec les avertissements d'ordre général ci-dessous :

- Un cordon d'alimentation dûment homologué doit être utilisé pour connecter l'appareil à une tension de secteur de 120 V CA ou 240 V CA.
- La protection de ce produit contre les courts-circuits (surintensités) dépend de l'installation électrique du bâtiment. Assurez-vous qu'120 V CA ou 240 V CA est utilisé sur les conducteurs de phase.
- Dans le présent manuel, toutes les instructions qui nécessitent d'ouvrir le couvercle de l'équipement sont destinées exclusivement au personnel technique qualifié.
- N'utilisez pas cet appareil dans un environnement humide.
- Cet équipement est mis à la terre par le conducteur de mise à la terre des cordons d'alimentation. Pour éviter les chocs électriques, branchez les cordons d'alimentation sur une prise correctement câblée avant de brancher les entrées et sorties de l'équipement.
- Acheminez les cordons d'alimentation et autres câbles de façon à ce qu'ils ne risquent pas d'être endommagés. Supportez correctement les enroulements de câbles afin de ne pas endommager les connecteurs.
- Coupez l'alimentation avant de nettoyer l'équipement. Ne pas utiliser de nettoyeurs liquides ou en aérosol. Utilisez uniquement un chiffon humide.
- Des tensions dangereuses peuvent exister en plusieurs points dans cet équipement. Pour éviter toute blessure, ne touchez pas aux connexions ou aux composants exposés lorsque l'appareil est sous tension.
- Avant de procéder à toute opération d'entretien ou de dépannage, enlevez tous vos bijoux (notamment vos bagues, votre montre et autres objets métalliques).
- Pour éviter tout risque d'incendie, utilisez uniquement les fusibles du type et du calibre indiqués sur l'équipement ou dans la documentation qui l'accompagne.
- Ne pas utiliser cet appareil dans une atmosphère explosive.
- Présence possible de courants de fuite. Un raccordement à la masse est indispensable avant la mise sous tension.
- Après tout travail d'entretien ou de réparation, faites effectuer des contrôles de sécurité par le personnel technique qualifié.

## Mises en garde



Les mises en garde signalent des conditions ou des pratiques susceptibles d'endommager l'équipement. Veuillez vous familiariser avec les mises en garde ci-dessous :

- L'appareil est conçu pour être installé dans un endroit à accès restreint.
- Au moment d'installer l'équipement, ne fixez pas les cordons d'alimentation aux surfaces intérieures de l'édifice.
- Les produits qui nd'alimentation externe doivent être installés à proximité dd'accès.
- Si l'équipement n'est pas pourvu d'un modules d'alimentation auto-adaptables, vérifiez la configuration de chacun des modules dtension.
- Assurez une ventilation adéquate. Pour éviter toute surchauffe du produit, assurez une ventilation de l'équipement conformément aux instructions d'installation.
- N'utilisez pas l'équipement si vous suspectez un dysfonctionnement du produit. Faites-le inspecter par un technicien qualifié.
- Pour réduire le risque de choc électrique, ncelles qui sont décrites dans le présent manuel, sauf si vous êtes qualifié pour le faire. Confiez les réparations à un technicien qualifié. La maintenance doit se réaliser dans un milieu libre d'électricité statique.
- L'appareil peut comporter plus d'un cordon délectriques, débrancher tous les cordons dd'entretien.
- Veillez à toujours prendre les mesures de protection antistatique appropriées quand vous manipulez l'équipement.
- Pour réduire le risque de choc électrique, branchez chaque cordon ddes circuits de dérivation distincts utilisant des zones de service distinctes.

## Précautions pour les écrans LCD et TFT



Regarder l'écran pendant une trop longue période de temps peut nuire à votre vision. Prenez une pause de 10 minutes, après 30 minutes d'utilisation.

Si lmoment de vous en débarrasser. veuillez à ce que le cristal liquide navec la peau ou la bouche. En cas de contact avec la peau ou les vêtements, laver immédiatement à lextremement faible, mais la prudence demeure de mise en tout temps.

## Environmental Information

European (CE) WEEE directive.



This symbol on the product(s) means that at the end of life disposal it should not be mixed with general waste.

Visit [www.grassvalley.com](http://www.grassvalley.com) for recycling information.



Grass Valley believes this environmental information to be correct but cannot guarantee its completeness or accuracy since it is based on data received from sources outside our company. All specifications are subject to change without notice.

If you have questions about Grass Valley environmental and social involvement (WEEE, RoHS, REACH, etc.), please contact us at [environment@grassvalley.com](mailto:environment@grassvalley.com).

## Laser Safety - Fiber Output SFP and QSFP Modules Warning

### LASER SAFETY



The average optical output power does not exceed 0 dBm (1mW) under normal operating conditions. Unused optical outputs should be covered to prevent direct exposure to the laser beam.

Even though the power of these lasers is low, the beam should be treated with caution and common sense because it is intense and concentrated. Laser radiation can cause irreversible and permanent damage of eyesight. Please read the following guidelines carefully:

- Make sure that a fiber is connected to the board applied. If a fiber cable (e.g. patchcord) is already connected to an output, make sure that the cable
- **Do not** look in the end of a fiber to see if light is coming out. The laser wavelengths being used are totally invisible to the human eye and can cause permanent damage. Always use optical instrumentation, such as an optical power meter, to verify light output.

### Mains Supply Voltage

Before connecting the equipment, observe the safety warnings section and ensure that the local mains supply is within the rating stated on the rear of the equipment.

## Safety and EMC Standards

This equipment complies with the following standards:

## Safety Standards



### Information Technology Equipment - Safety Part 1

#### **EN60950-1: 2006**

Safety of Information Technology Equipment Including Electrical Business Equipment.

#### **UL1419 (4<sup>th</sup> Edition)**

Standard for Safety – Professional Video and Audio equipment (UL file number E193966)

## EMC Standards

This unit conforms to the following standards:

#### **EN55032:2015 (Class A)**

Electromagnetic Compatibility of multimedia equipment - Emission requirements

#### **EN61000-3-2:2014 (Class A)**

Electromagnetic Compatibility - Limits for harmonic current emissions

#### **EN61000-3-3:2013**

Electromagnetic Compatibility - Limits of voltage changes, voltage fluctuations and flicker

#### **EN55103-2:2009 (Environment E2)**

Electromagnetic Compatibility, Product family standard for audio, video, audio-visual and entertainment lighting control apparatus for professional use. Part 2. Immunity

#### **WARNING**

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

FCC / CFR 47:Part 15 (Class A)

Federal Communications Commission Rules Part 15, Subpart B

Caution to the user that changes or modifications not expressly approved by the party responsible for compliance could void the user

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**Note:** 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. These limits are designed to 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 harmful interference in which case the user will be required to correct the interference at his own expense.

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## **EMC Performance of Cables and Connectors**

Grass Valley products are designed to meet or exceed the requirements of the appropriate European EMC standards. In order to achieve this performance in real installations it is essential to use cables and connectors with good EMC characteristics.

All signal connections (including remote control connections) shall be made with screened cables terminated in connectors having a metal shell. The cable screen shall have a large-area contact with the metal shell.

### **SIGNAL/DATA PORTS**

For unconnected signal/data ports on the unit, fit shielding covers. For example, fit EMI blanking covers to SFP+ type ports; and fit 75  $\Omega$  RF terminators to BNC type ports.

### **COAXIAL CABLES**

Coaxial cables connections (particularly serial digital video connections) shall be made with high-quality double-screened coaxial cables such as Belden 8281 or BBC type PSF1/2M and Belden 1694A (for 3Gbps).

### **D-TYPE CONNECTORS**

D-type connectors shall have metal shells making good RF contact with the cable screen. Connectors having "dimples" which improve the contact between the plug and socket shells, are recommended.

Notices

# toc

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# 1 Overview

Welcome to the Kaleido family of multiviewers! This Installation & Service Manual is designed to help you get your Kaleido-IP multiviewer up and running. The following chapters will guide you through the installation of a Kaleido-IP system in its default configuration. This chapter provides an overview of the Kaleido-IP unit.



## Related Documentation

Use the following related documentation to configure the multiviewer and to better understand the features available with this multiviewer. You can obtain the latest product documentation from the Documentation Library section of Grass Valley's website ([www.grassvalley.com/docs/multiviewers](http://www.grassvalley.com/docs/multiviewers)).

Document Number	Title
M770-2800	Kaleido Software User's Manual
M770-2103	Kaleido Software Release Notes
M770-9904	Kaleido Software Product Comparison Charts
GVB-1-0133F-EN-DS	Kaleido-IP Datasheet
M770-9905	Kaleido Multiviewers Documentation Resource Guide
M926-9402	Kaleido-IP Installation & Service Manual
M926-3804	Kaleido-IP Cascade Step-by-Step Configuration
G24884-003	Intel® Server System R1000GZ/GL Family Service Guide
M735-9902	Kaleido-RCP2 Guide to Installation and Operation
M876-9900	RCP-200 Guide to Installation and Operation
M916-9900	DXF-200 DVI/HDMI Optical Extension System User's Manual
M407-9900	iControl Router User Guide
Published online	iControl Online Help iControl Solo Online Help
13-00926-010	Kaleido-IP Migration to Version 11 or Higher Upgrade Guide

## Software and Firmware Updates

You can obtain the latest software, drivers, and sample databases from the *Downloads* section of the Grass Valley's website ([www.grassvalley.com/dl/multiviewers](http://www.grassvalley.com/dl/multiviewers)).

## About the Multiviewer

The Kaleido-IP can monitor and display HD and SD television programs distributed over IP, across two HDTV displays or through one or two streaming outputs. It supports numerous compressed and uncompressed video and audio formats. See [Decoding Capacity](#), on page 101 for more information the multiviewer's performance.

A Kaleido-IP multiviewer system in its default configuration includes a predefined room and some layouts. Once you have connected your Kaleido-IP to your local management and *Media Networks*, hooked up one or two 1920 × 1080 @ 60 Hz (HDTV) displays, and specified source information, you can start using these layouts to monitor video signals distributed over IP. Consult the *Kaleido Software User's Manual* for instructions on how to define more rooms and layouts to suit your specific requirements. See [Related Documentation](#), on page 17.

## Limitations

The Kaleido-IP multiviewer supports a subset of the features offered by other Kaleido Multiviewer series models as shown in the *Kaleido Multiviewer Product Comparison Guide* (see [Related Documentation](#), on page 17). The Kaleido-IP currently also does not support the following Kaleido Software V9.XX features:

- Automatic output resolution detection
- Cropping and zooming (underscan/overscan)
- Spanned monitors

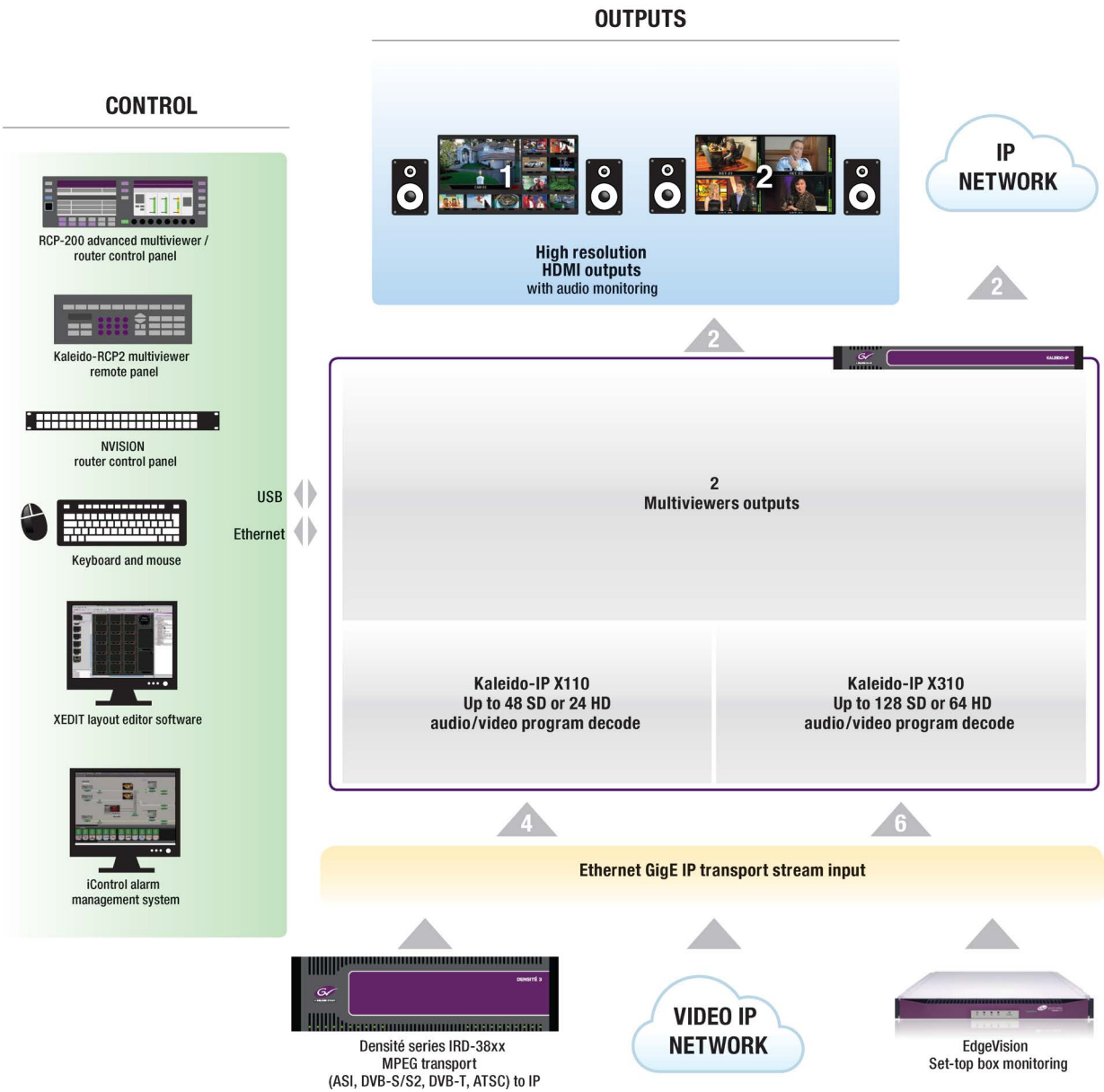
## Kaleido Software Minimum Version Compatibility

A Kaleido-IP multiviewer cannot be downgraded to a Kaleido Software version earlier than 7.33. When downgrading this multiviewer, certain other requirements and limitations may be in effect; see [Upgrading the Multiviewer](#), on page 89 for more information.

To upgrade a multiviewer, see [Upgrading the Multiviewer](#), on page 89.

Whenever possible, upgrade the multiviewer to use the latest Kaleido Software version to take advantage of the latest bug fixes and stability enhancements. See the Kaleido Software Release Notes for more information about a Kaleido Software release.

# Overview of the Kaleido-IP System





# 2 Installation

This chapter provides information about system requirements, items shipped with your Kaleido-IP unit and it will guide you through the installation of a Kaleido-IP X310, or Kaleido-IP X110 multiviewer.

## Getting Organized / Unpacking

### Required Materials

**Your Kaleido-IP system package includes the following:**

- Kaleido-IP unit
- Installation hardware and rails, including manufacturer's documentation for the rails
- Two 25.4 cm (10 in.) DisplayPort-to-HDMI adapter cables
- Two power cords
- Kaleido Multiviewers Documentation Resource Guide

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**Note:** In line with our commitment to environmental preservation, only the *Kaleido Multiviewers Documentation Resource Guide*, and some related documents (e.g., welcome letters, warranty cards) are distributed in printed form. You can obtain the latest version of the Kaleido Software User's Manual and Installation & Service Manual for this multiviewer model, as well as the Release Notes, from the *Documentation Library* section of the Grass Valley website. Software, drivers, and sample databases are available from the *Downloads* section of the website.

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**In addition to the above, you will need the following (not supplied):**

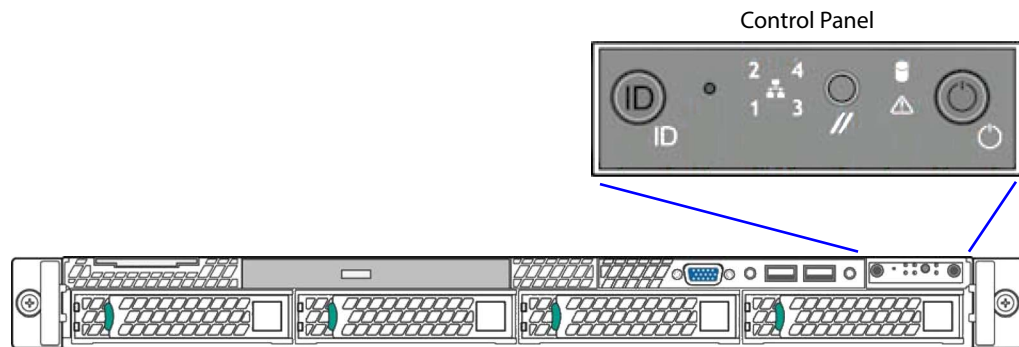
- One or two displays for every Kaleido-IP unit
- Keyboard, mouse for basic Kaleido-IP configuration
- One dedicated 1000Base-T (or 100Base-T) Ethernet switch with enough ports for your Kaleido-IP units, client PCs, and Kaleido-RCP2 devices
- Dedicated 1000Base-T (or 100Base-T) Ethernet switches
  - Up to three more dedicated 1000Base-T (or 100Base-T) Ethernet switches for equipment with four network adapters to connect to high-bitrate data streams
  - Up to five more dedicated 1000Base-T (or 100Base-T) Ethernet switches for equipment with six network adapters to connect to high-bitrate data streams
- Client PC (see [System Requirements for a Client PC](#), on page 43)

- Cables (to connect your multiviewers to displays, and to the networks):

Cable type	Purpose
CAT-5	For Ethernet connectivity ( <i>Management Network, Media Networks</i> )
Display cables	Extension modules—for example Grass Valley's DXF-200 (part number DXF-200-C)—or standard DVI, HDMI, or DisplayPort cables. DisplayPort-to-DVI adapters, if needed.

## Frame Physical Interface

When the front cover is removed, the following controls and indicators are available.



For more information about the frame's controls and indicators, refer to the Intel® Server System R1000GZ/GL Family Service Guide. See [Related Documentation](#), on page 17.

## Mechanical Installation

### Setting up the Kaleido-IP Hardware

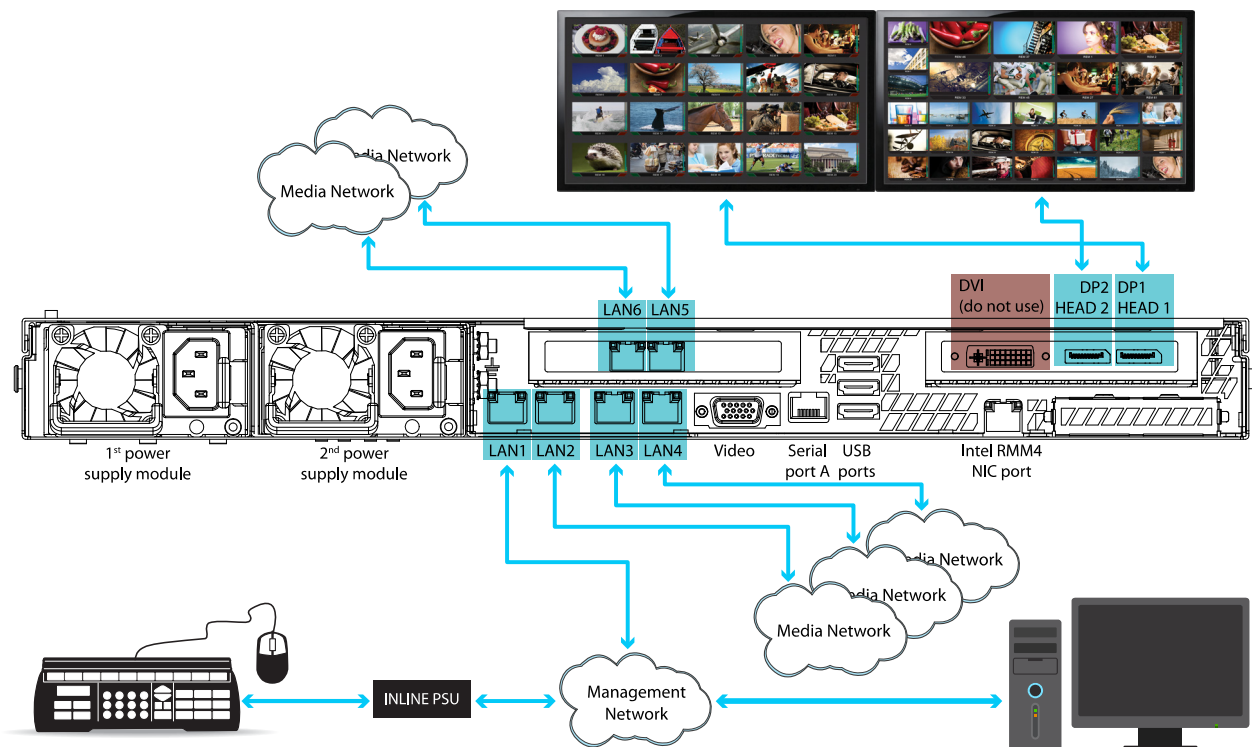
#### To set up the Kaleido-IP hardware

- Refer to the Intel® Server System R1000GZ/GL Family Service Guide (see [Related Documentation](#), on page 17) and mount the unit in a standard 19-inch rack. Make sure that the unit has adequate ventilation.

# 3 Multiviewer Cabling

This chapter shows how to interconnect the multiviewer with its associated equipment.

## Cabling Diagram



Cabling diagram for a Kaleido-IP X310 with two additional Media Ports. The Kaleido-IP X110 rear panel is identical, except for LAN5 and LAN6, which are not available for this model.

## Kaleido-IP Multiviewer Ethernet Port Usage

On the Kaleido-IP multiviewer's rear panel are Ethernet connections that are used as follows:

- The management port **LAN1** is used for multiviewer management: that is, any PC that uses XEdit or XAdmin to configure this multiviewer and any Kaleido-RCP2 / RCP-200 must have IP connectivity to the **LAN1** port. The management port **LAN1** port can be used for media streams also.
- The media ports **LAN2** and higher are to be used for media streams only.
- Media ports **LAN5** and **LAN6** available on a Kaleido-IP X310 can specifically be used to:
  - Receive SMPTE ST 2022-6 / SMPTE ST 2110 encoded streams.

- Transmit SMPTE ST 2110-20 video streams.
- These are licensed options. See [Available Hardware and Software Options](#), on page 73

## Commissioning the Multiviewer

Connect the multiviewer as follows.

- 1 With the Kaleido-IP frame installed in its designated rack position, power up the frame. The multiviewer starts up. The startup sequence takes approximately four minutes.
- 2 Connect your Kaleido-IP multiviewer's Ethernet ports to two or more Ethernet switches (one *Management Network* and one or more *Media Networks*) according to [Kaleido-IP Multiviewer Ethernet Port Usage](#), on page 23 and [Cabling Diagram](#), on page 23).

---

**Note:** To disconnect an RJ-45 network cable connected to the optional **LAN5** or **LAN6** media ports, you may need to use the blade of a flat screwdriver to reach the cable's locking mechanism.

---

- 3 Connect a client PC, and the Kaleido-RCP2 (if available) to the switch on **LAN1**. You can also connect a mouse and a keyboard to your Kaleido-RCP2.

---

### Notes

- The Kaleido-RCP2 is an optional device, and may not have been shipped with your Kaleido-IP system. For information on this and other options for your multiviewer system, contact your Grass Valley sales representative.
  - You may need to upgrade your Kaleido-RCP2 devices (if available) to the latest firmware. See [Software and Firmware Updates](#), on page 18. Refer to the *Kaleido-RCP2 Guide to Installation and Operation* (see [Related Documentation](#), on page 17) for instructions on how to determine the firmware level, and how to perform the upgrade.
- 

- 4 Connect one of the DisplayPort outputs of the multiviewer to a display that supports a resolution of 1920 × 1080 @ 60 Hz (HDTV)(see [Cabling Diagram](#), on page 23).

---

### Notes

- Depending on your display type, you may use the DisplayPort-to-HDMI that shipped with your system, or DisplayPort-to-DVI adapters (not included).
- Although the Kaleido-IP unit has one DVI and two DisplayPort outputs, only the two DisplayPort outputs are used.
- To disconnect a display cable at the DisplayPort outputs, you may need to use an object (e.g., the blade of a flat screwdriver) to reach the cable's locking mechanism.
- Disconnecting and reconnecting any Kaleido-IP DisplayPort-to-HDMI adapter may require a restart. The adapter cables must be properly connected when the multiviewer restarts. If you connect such an adapter after the multiviewer has restarted, the display will remain blank.



---

Notes (continued)

- If your displays are not collocated with your Kaleido-IP unit, you may choose to employ DXF-200 transmitter/receiver devices that allow you to install a display up to 1,000 meters (3,300 feet) from the signal source. In this case, use the provided DisplayPort-to-HDMI cable between the Kaleido-IP and the DXF-200-TX module.  
For more information on the DXF-200, refer to the *DXF-200 DVI/HDMI Optical Extension System User's Manual*, see [Related Documentation](#), on page 17.

- 5 Connect the power cords, and then turn the power on. The power switch is located on the front panel.<sup>1</sup>

---

**IMPORTANT**

Should you want to add or replace a display or AV receiver at a later time, make sure the multiviewer is powered off, before making these changes. In the advent that you have connected such a device while the multiviewer was running, you must restart the multiviewer for audio monitoring to be functional. See [Restarting or Shutting Down the Multiviewer](#), on page 80.

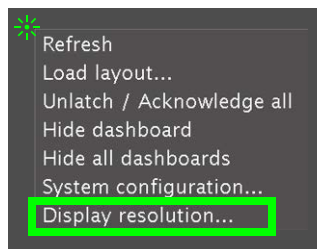
- 6 If you want to use a different display resolution, see [Changing the Output Resolution](#), on page 25, for detailed instructions.

## Changing the Output Resolution

The multiviewer's output resolution can also be set in XEdit in the Rooms tab. To set the multiviewer's streaming output resolution, see [Configuring Head Streaming](#), on page 77.

### To change a display's resolution from the monitor wall

- 1 Connect a mouse to one of the Kaleido-IP frame's USB ports. See [Troubleshooting with the Kaleido-IP frame's USB ports](#), on page 97 for more information about this.
- 2 Right-click anywhere on the monitor wall, point to **Monitor Wall** (if you clicked a monitor), and then click **Display resolution**.



The **Display Resolution** window appears.

---

1. The Kaleido Software does not support activating a soft shutdown from the Kaleido-IP frame's power button.



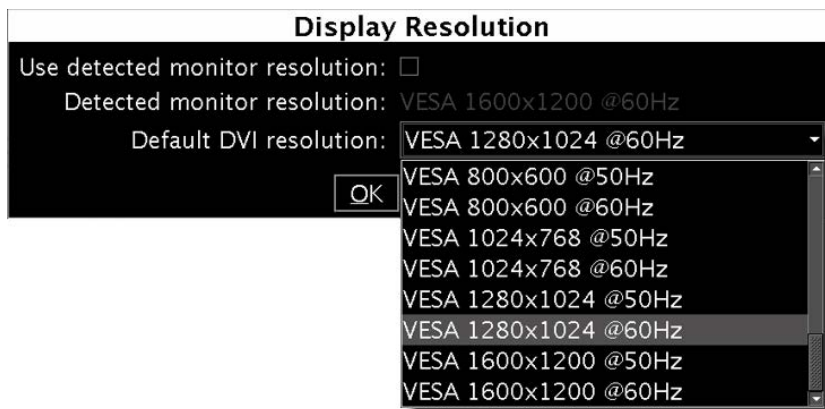
- 3 Clear the **Use detected monitor resolution** check box.

---

**Note:** In the case of a Kaleido-IP multiviewer, the value indicated for **Detected monitor resolution** in the **Display Resolution** window is always “unknown” since the Kaleido-IP does not support automatic resolution detection.

---

- 4 Select the desired resolution from the **Default DVI resolution** list.



- 5 Click **OK**.  
The output resolution is adjusted accordingly.

# 4 IP Network Setup

## Introduction

This chapter shows how to implement IP network connectivity with the multiviewer.

## Networking Essentials

The following network prerequisites must be met:

- The management port **LAN1** is used for multiviewer management: that is, any PC that uses XEdit or XAdmin to configure this multiviewer and any Kaleido-RCP2 / RCP-200 must have IP connectivity to the **LAN1** port. The **LAN1** port can be used for media streams also.
- The media ports **LAN2** and higher are to be used for media streams only.
- The Ethernet switch for the *Management Network* must support 100 Mbps full-duplex connections. The Ethernet switch associated with the *Media Network* should support 1000 Mbps full-duplex.
- The port on the Ethernet switch to which the multiviewer is connected should be configured to auto-negotiate. By default, multiviewers have their Ethernet ports set to auto-negotiate. If a switch does not support auto-negotiation, the recommended settings are 1000 Mbps, full-duplex for a switch associated with a Kaleido-IP *Media Network*, and 100 Mbps, full-duplex, for all other cases. As required by the IEEE-802.3 standard, section 28D.5, 1000 Mbps full-duplex communication is only supported via auto-negotiation.

- **Kaleido-IP support for multicast join and leave:** it is possible to add and configure up to 6000 logical sources in a Kaleido-IP system without exceeding the network's bandwidth or the unit's decoding resources. See [Decoding Capacity](#), on page 101 for details on the number of programs and total streaming bandwidth supported.

The Kaleido-IP multiviewer joins a multicast group only when decoding is required, that is when a source is being monitored on the wall. In addition, streams that are not decoded are joined momentarily in a polling manner—one stream at a time—to update the PMT and PAT information. The Kaleido-IP leaves the multicast group as soon as a change of layout implies that a different set of streams must be decoded.

However, if your situation involves frequent changes of layout (e.g., loading a new layout to the monitor wall every minute) then, when you are creating or editing a layout, make sure to terminate XEdit's connection to the Kaleido-IP once configuration tasks are completed.

The Kaleido-IP multiviewer must be configured with at least two IP addresses; one for the *Management Network*, and one for a *Media Network*, with the corresponding network mask and gateway settings, and a system name. The Kaleido-IP X310 model may require up to six IP addresses. In XAdmin and XEdit, a Kaleido-IP X110 or Kaleido-IP X310 with *two* network adapters is identified as **Kaleido-IP-2**. A Kaleido-IP X110 or Kaleido-IP X310 with *four*

network adapters is identified as **Kaleido-IP-4**, and a Kaleido-IP X310 with six network adapters is identified as **Kaleido-IP-6**.

A client PC must have IP connectivity with the *Management Network*, to communicate with the multiviewer (see [System Requirements for a Client PC](#), on page 43) so it can be configured with XEdit and XAdmin. You must also configure any Kaleido-RCP2 units you may have ordered (see [Using a Kaleido-RCP2 with Default Settings](#), on page 72).

The Kaleido-IP is shipped with the following default settings.

#### Kaleido-IP default IP settings

Parameter	Kaleido-IP-6	Kaleido-IP-4	Kaleido-IP-2
Management Port IP address ( <b>LAN1</b> )	Assigned by the network's DHCP server	Assigned by the network's DHCP server	Assigned by the network's DHCP server
Network mask	255.255.0.0	255.255.0.0	255.255.0.0
Default gateway	10.0.0.1	10.0.0.1	10.0.0.1
Link mode	Auto-negotiate	Auto-negotiate	Auto-negotiate
Media Port 1 IP address ( <b>LAN2</b> )	10.0.3.70	10.0.3.70	10.0.3.70
Network mask	255.255.255.0	255.255.255.0	255.255.255.0
Gateway	None	None	None
Link mode	Auto-negotiate	Auto-negotiate	Auto-negotiate
Media Port 2 IP address ( <b>LAN3</b> )	10.0.3.71	10.0.3.71	—
Network mask	255.255.255.0	255.255.255.0	
Gateway	None	None	
Link mode	Auto-negotiate	Auto-negotiate	
Media Port 3 IP address ( <b>LAN4</b> )	10.0.3.72	10.0.3.72	—
Network mask	255.255.255.0	255.255.255.0	
Gateway	None	None	
Link mode	Auto-negotiate	Auto-negotiate	
Media Port 4 IP address ( <b>LAN5</b> )	172.30.3.74	—	—
Network mask	255.255.255.0		
Gateway	None		
Link mode	Auto-negotiate		
Media Port 5 IP address ( <b>LAN6</b> )	172.30.3.75	—	—
Network mask	255.255.255.0		
Gateway	None		
Link mode	Auto-negotiate		

---

**Note:** If the *Management Port* IP address of your Kaleido-IP has been changed (i.e. it no longer corresponds to the as-shipped configuration), it is still possible to determine the current *Management Port* IP address setting. See [Verifying the Management Port IP Address and Application Version](#) on page 87.

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## Unicast and Multicast Sources and Destinations

Video sources and the multiviewer’s streamed mosaic outputs support both unicast and multicast operation. The IP address used determines the operating mode (unicast / multicast).

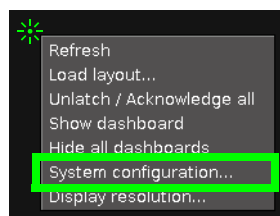
IP Packet Transmission Method	Description	IP Address Range
Unicast	One source sends a stream to a specific destination (point-to-point)	0.0.0.0 and 223.255.255.255
Multicast	One source streams to one or more destinations at the same time on the same subnet	224.0.0.0 and 239.255.255.255

## Changing the Management Network IP Address from the Monitor Wall

The *Management Network* IP address, system name, and other parameters can be set via a control panel on the monitor wall, however this will also change the current IP address of the *Media Network* interfaces.

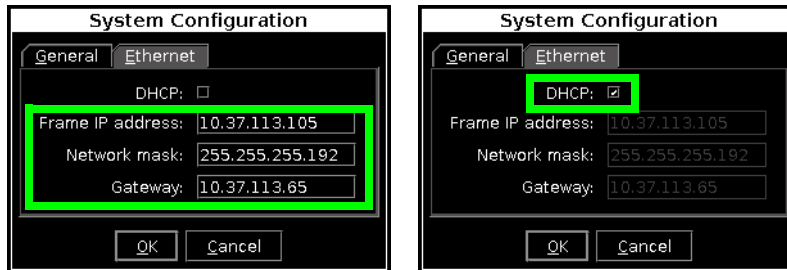
### To change the Management Network IP address of the Kaleido-IP from the monitor wall

- 1 Connect a mouse to one of the USB connectors of the Kaleido-IP. See [Troubleshooting with the Kaleido-IP frame’s USB ports](#), on page 97 for more information about this.
- 2 Connect a keyboard to one of the USB connectors of the Kaleido-IP.
- 3 Right-click anywhere on the monitor wall, point to **Monitor Wall** (if you clicked a monitor), and then click **System configuration**.



The **System Configuration** window appears.

- 4 Click the **Ethernet** tab.



- 5 If your network has a DHCP server, set DHCP to automatically obtain an IP address from the network. Otherwise, set a fixed IP address manually: type the required **Frame IP address** (for the *Management Network*), **Network mask**, and **Gateway** address in the appropriate boxes.

---

**Note:** When the DHCP server's lease time for IP addresses expire, DHCP-enabled devices on the network renew their IP configuration data.

When the multiviewer is assigned a new IP address from the DHCP server, you must reboot the multiviewer so it can apply the new IP address to its configuration.

For this reason, once the DHCP server has assigned an IP address to the multiviewer and you have IP connectivity to the multiviewer, set a static IP address for the multiviewer. See [Configuring a Multiviewer's IP, Date, and Time Settings with XAdmin](#), on page 31. Ask your network administrator to provide you with one or more static IP addresses you need for this purpose. However, if you are using an NMOS registry with the Kaleido-IP, then the LAN1 (management network) must be set to use DHCP.

---

- 6 Click **OK**.
- 7 When prompted to restart the system to apply your changes, click **Yes**.
- 8 Continue with the next procedure to set the IP addresses for the *Media Networks*.

Once you have configured the *Management Network* IP address from the monitor wall, use XAdmin to configure an IP address for the network adapter that is connected to the *Media Network*.

## Configuring a Multiviewer's IP, Date, and Time Settings with XAdmin

### To change the Kaleido-IP's management and Media IP addresses

- 1 Open a Web browser window and type your multiviewer's *Management* IP address in the address bar. See [Opening XAdmin](#), on page 52.  
The XAdmin *Status and Options* page appears.
- 2 Click **System configuration**, in the navigation area on the left of the page.  
The *System Configuration* page appears, showing the current system name, management and Media IP addresses, network masks, default gateway, connection-speed and duplex-mode settings, as well as the date and time settings.

The screenshot displays the XAdmin web interface for system configuration. The left sidebar shows a navigation menu with 'System configuration' highlighted in green. The main content area is titled 'General' and includes the following sections:

- System name:** kip-43f6ca892ed2ebc1
- Ethernet**
  - LAN1 (management port):** DHCP is checked. IP address: 10.37.65.223, Network mask: 255.255.255.0, Default gateway: 10.37.65.1. Link mode: 1000Mbps full-duplex.
  - LAN6 (media port):** DHCP is unchecked. IP address: 192.193.30.2, Network mask: 255.255.255.252, Gateway: 192.193.30.1. Link mode: 10000Mbps full-duplex.
- DNS and proxy configuration:** A 'Configure' button is present.
- Date and Time**
  - Date and time source in use: PTP
  - Current date and time: Monday September 13, 2021 04:32:38 PM UTC-4
  - Date and time format: English (United States)
  - Time zone: America/New\_York
  - PTP configuration:** Selected. Domain number: 127, Announce interval: 1, Announce receipt timeout count: 3, Locked to PTP: Yes, Grand master: 08:00:11:FF:FE:22:03:FF, Boundary clock: B4:DE:31:FF:FE:B1:0E:77, Interfaces in use: LAN5/LAN6, Interface active: LAN6, Step: Two step, Average offset: 0ns.
  - NTP configuration:** Unselected. NTP server IP address: 10.10.10.66.
  - Local configuration:** Unselected. New date: September 13, 2021, New time: 4:32:38 PM.
- Nmos Registry Configuration:** Nmos registry IP address: 10.37.65.24, Nmos Registration Port: 4041, Nmos Query Port: 4041.
- Font configuration:** A 'Configure' button is present.
- Virtual LAN configuration:** A 'Configure' button is present.

At the bottom of the page, there is a 'Save' button and a message: 'Click Save to save your settings and continue.'

- 3 Under **General**, type a descriptive name for your system to make it readily identifiable. If there are more than one multiviewer in the same network environment, it is important to assign each a unique system name, so that you can tell them apart (for example, when using a remote control panel such as the Kaleido-RCP2 or RCP-200).

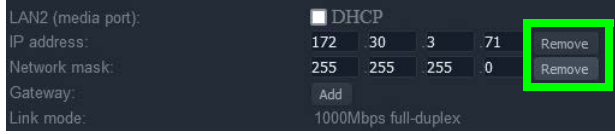


Note: The system name must comply with RFC 1123, because it is also used as the device's host name. Up to 8 characters are allowed, limited to A-Z, a-z, 0-9, and the hyphen character. The system name cannot start or end with a hyphen character.

- 4 Under **Ethernet**, type the appropriate IP addresses, network masks, and gateway settings, and review the detected connection speeds and duplex modes for your Kaleido-IP's network adapters. When using configurations that use SMPTE ST 2110-20 or SMPTE ST 2022-7, further specific configuration procedures must also be followed.

To implement	For further information, see also
SMPTE ST 2110-20	<a href="#">Configuring Head Streaming</a> , on page 77

Parameter	Description
DHCP	<p>Enable this option to allow the network's DHCP server set the port's IP configuration.</p> <p>If you are using an NMOS registry with the Kaleido-IP, then the LAN1 (management network) must be set to use DHCP.</p> <p>Note: When the DHCP server's lease time for IP addresses expires, DHCP-enabled devices on the network renew their IP configuration data.</p> <p>When the multiviewer is assigned a new IP address from the DHCP server, you must reboot the multiviewer so it can apply the new IP address to its configuration.</p> <p>For this reason, once the DHCP server has assigned an IP address to the multiviewer and you have IP connectivity to the multiviewer, set a static IP address for the multiviewer. Ask your network administrator to provide you with one or more static IP addresses you need for this purpose.</p>
LAN1 (management port) IP address	<p>Set the network IP address to be used for multiviewer management: that is, any PC that uses XEdit or XAdmin to configure this multiviewer and any Kaleido-RCP2 / RCP-200 must have IP connectivity to the <b>LAN1</b> port. The <b>LAN1</b> port can be used for media streams also.</p>

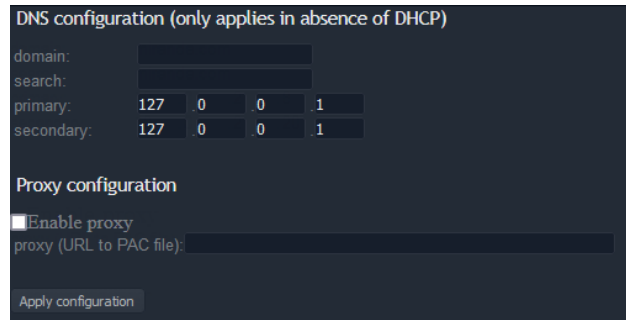


Parameter	Description
LAN2 or higher (media port)	<p>Set the network IP addresses to be used for the <i>Media Network</i>. This port must have IP connectivity to the associated streaming devices (e.g. encoders, multiplexers). See also <a href="#">Kaleido-IP Multiviewer Ethernet Port Usage</a>, on page 23.</p> <p>To omit the network configuration for an unused Media Port, clear the corresponding IP address and network mask by clicking <b>Remove</b>.</p> 
Network mask	Set the connected network's subnet mask.
Default gateway	<p>If your <i>Management Network</i> is not configured with a gateway, clear the default gateway IP address, by clicking <b>Remove</b>.</p> 
Gateway	<p>If <b>LAN1</b>, <b>LAN2</b>, or higher are configured within different subnets, and this multiviewer is meant to monitor HLS, RTSP, or RTMP sources, then add the required gateway addresses by clicking <b>Add</b>, and then typing the appropriate gateway address, for each LAN section.</p> 
Link mode	<p>All network ports are set to auto-negotiate. The connection speed and duplex mode will be set automatically based on the corresponding port settings on the associated switch.</p> <p><b>1000 Mbps full-duplex</b> communication can only be achieved via auto-negotiation, as required by the IEEE-802.3 standard, section 28D.5.</p>

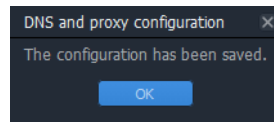
- In XEdit, a URL path can be used to identify a source located on a remoter server to access HTTP, RTSP, or RTMP streams. When using a URL, the multiviewer's DNS server configuration must be configured to allow the multiviewer to be able to resolve the URL to the stream server's current network IP address.

If your network uses a proxy server, then you must configure the proxy server's URL.

- Click **Configure**, under **DNS and proxy configuration**.  
The DNS and Proxy Configuration page appears.



- b Type the appropriate suffixes for your primary domain, and search domain, and the IP addresses for the primary, and secondary DNS server.
- c Select **Enable proxy**, and then type the URL of the appropriate proxy auto-config (PAC) file, if required.
- d Click **Apply configuration**.  
A message appears confirming that the changes have been applied.



- e Click **OK** to dismiss the message.

6 Under **Date and Time**, set the time reference for the multiviewer.

Parameter	Description
Date and time source in use	Shows the current date and time's source: <b>PTP / NTP / Local</b>
Current date and time	Shows the Kaleido-IP's current date and time.
Date and time format	Select the appropriate time format for your location.
Time zone	Select the appropriate time zone for your location.

Parameter	Description <i>(continued)</i>
PTP configuration	<p>Use this option also when your network has a PTP grandmaster.</p> <p><b>Domain number (0-127):</b> set the domain number for the PTP grandmaster to be used. The PTP grandmaster must be on the same domain as the Kaleido-IP.</p> <p><b>Announce interval (sec):</b> sets the interval between PTP announce messages on the active interface.</p> <p><b>Announce receipt timeout count:</b> sets the number of PTP intervals before a timeout occurs on the active interface.</p> <p><b>Locked to PTP:</b> the connection status to the PTP grandmaster. Green: The Kaleido-IP is locked to the PTP clock. Red: The Kaleido-IP is unable to lock to the PTP clock.</p> <p><b>Grand master:</b> the PTP grandmaster clock's identity.</p> <p><b>Boundary clock:</b> the boundary clock's identity.</p> <p><b>Interfaces in use:</b> the PTP protocol is currently enabled and detected on these ports.</p> <p><b>Restart PTP service to update interfaces:</b> After adding a network interface, click to restart the PTP service to refresh the list of available interfaces.</p> <p><b>Interface active:</b> the PTP protocol is currently active on this port.</p> <p><b>Step:</b> Shows the clock's message type.</p> <p><b>Average offset:</b> the measured Kaleido-IP's time offset (delay or advance) with respect to the PTP grandmaster. The maximum permitted operating offset is <math>\pm 500</math> nanoseconds. This refreshes every 30 seconds. When commissioning the Kaleido-IP, wait for the offset to settle below 500 nanoseconds before proceeding.</p>
NTP configuration	<p>If this Kaleido-IP is meant to monitor HLS sources, enable this option, and then type the NTP server's IP address.</p> <p>The Kaleido-IP must have network connectivity to the NTP server.</p>
Local configuration	<p>Use the Kaleido-IP server's internal time base and set the current date and time. This option is the least accurate time keeping option. You may need to readjust this setting every few months to maintain clock accuracy.</p>

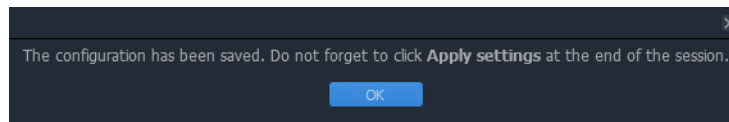
- 7 Under **NMOS Registry Configuration**, point the multiviewer to the NMOS registry, if available.

Parameter	Description
Nmos registry IP address	<p>Click <b>Add</b> to set the NMOS Registry Query API URL IP address. For example, to use the NMOS registry built into GV Orbit, use the GV Orbit server's administrator IP address.</p>

Parameter	Description
Nmos Registration Port	Set the NMOS Registry Query API URL registration port number. For example, when used with the NMOS registry built into GV Orbit, the default port number is <b>4041</b> .
Nmos Query Port	Set the NMOS Registry Query API URL query port number. For example, when used with the NMOS registry built into GV Orbit, the default port number is <b>4041</b> .

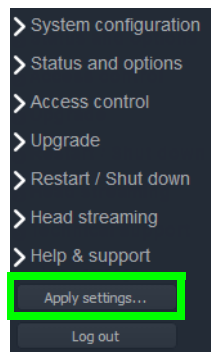
8 Click **Save**.

The new settings are saved locally.



9 Click **OK**.

10 Once a setting change has been saved, the **Apply settings** button becomes available.



11 Click **Apply settings**.

The multiviewer must be restarted for changes to the network configuration to take effect. A message appears prompting you to reboot the system immediately.

12 Click **OK**.

Your Kaleido-IP restarts.

---

**Note:** Settings cannot be applied to a multiviewer system while an upgrade is in progress. If the multiviewer does not reboot after 10 seconds or so, try clicking **Apply settings** again after a minute or two, until the multiviewer reboots.

---

13 If this system must monitor sources from a VLAN environment, then see [Configuring Virtual LAN Adapters on a Kaleido-IP](#), on page 82 to add the required Virtual LAN Adapters.

14 If you need to change the head streaming settings, see [Configuring Head Streaming](#), on page 77.

15 If this system requires new fonts to support subtitles, then see [Adding Fonts to a Kaleido-IP](#), on page 84 to add the required fonts.

## Network Considerations

It is possible to add and configure up to 6000 logical sources without exceeding the network's bandwidth or the unit's decoding resources.

The Kaleido-IP multiviewer supports concurrent decoding of video programs from multi-program and single-program MPEG transport streams, over UDP or RTP Multicast/Unicast. The following table shows the number of HD or SD programs that can be decoded concurrently, depending on the transport stream type and Kaleido-IP model.

	Kaleido-IP X310		Kaleido-IP X110	
	HD	SD	HD	SD
MPEG-2, DCII <sup>i</sup>	64	128	16	48
H.264	32	64	12	24
H.265	9	18	-	-

i. Only *unencrypted* Digicipher 2 (DCII) transport streams are supported.

The Kaleido-IP supports concurrent decoding of up to 512 elementary streams within a program.

The Kaleido-IP supports layouts using up to 600 Mbps of streaming bandwidth. However, when using a layout touring application, the total bandwidth usage per layout should be limited to 400 Mbps across all network interfaces, and the touring period should be at least 30 seconds. In the case of the Kaleido-IP-6, layout touring should be avoided (a source cycling application should be preferred when required). Implementing a source cycling or layout touring configuration requires iControl.

The Kaleido-IP supports streaming over wide area networks (WAN), which are subject to packet delay variation (jitter), latency, packet reordering, and packet loss. It also supports encoders that transmit in bursts or with long delays between packets. The Kaleido-IP can handle transmission delays matching the encoder's video buffer delay, and, in the case of RTP streams, up to  $\pm 120$  ms of packet delay variation.

The Kaleido-IP functions as a fully compliant MPEG-2 decoder as per ISO/IEC 13181-2. It is capable of detecting impairments caused by non-compliant encoding, or corruption resulting from transmission failures, and recovers from such situations.

The Kaleido-IP multiviewer joins a multicast group only when decoding is required, that is when a source is being monitored on the wall. In addition, streams that are not decoded are joined momentarily in a polling manner—one stream at a time—to update the PMT and PAT information. The Kaleido-IP leaves the multicast group as soon as a change of layout implies that a different set of streams must be decoded.

However, if your situation involves frequent changes of layout (e.g., loading a new layout to the monitor wall every minute), then, when you are creating or editing a layout, make sure to terminate XEdit's connection to the Kaleido-IP once configuration tasks are completed.

## TCP/UDP Port Usage

The various Kaleido-IP communication protocols require access to specific ports. In networks where a firewall is present between device A and device B, the ports used to

communicate **from** device A **to** device B must be open on the incoming (external) side of the firewall.

**Note:** All necessary ports are open by default on the multiviewer. There is no mechanism provided for changing the default settings.

### From client to multiviewer

The following ports must be open on the Client (i.e., the workstation running XEdit):

Port	Used for	Transport	Notes
443	HTTPS	TCP	Used by XAdmin for secure access
7	HTTP	TCP	Used by XEdit for ping probing
80		TCP	Used by XEdit and XAdmin
5122		TCP	Used by XEdit for <i>keepalive</i> (heartbeat)
5432		TCP	Used by XEdit for export operations
7600		TCP	Used for troubleshooting the REST API (remote control)
13000		TCP	Online connection
13100		TCP	Used for calibration data from XEdit
5120		RCP2	TCP
10000	TCP		For RCP2 protocol
10001	TCP		For RCP2 protocol
5120	UDP		On multicast 230.8.8.9 for RCP2 protocol
5121	UDP		For RCP2 protocol

### From multiviewer to client

Port	Used for	Transport	Notes
1024–5000 <sup>i</sup> 49152–65535 <sup>ii</sup>	Java RMI	TCP	Remote Method Invocation (client/server communication). Dynamic Allocation of ports. Required for communication between client and Application Server.

i. For Windows XP and earlier

ii. For Windows 7 and later

### From multiviewer to multiviewer

The following ports, used for inter-frame communications, are open by default on all Kaleido Software systems:

Port	Used for	Transport	Notes
22	SSH	TCP	Secure Shell Login is required to login to a multiviewer for maintenance.
4160	Java Jini	TCP	Responsible for discovery and communications between devices/services on a network.
8080	HTTP	TCP	Internal communication
8082		TCP	Internal communication
8083		TCP	Internal communication
8084		TCP	Internal communication
8085		TCP	Internal communication
8086		TCP	Internal communication
8087		TCP	Used for debugging purposes
8090		TCP	Web service
32769		TCP	filenet-rpc
5120		UDP	On multicast 230.8.8.9 for RCP2
7572		UDP	On multicast 230.8.8.8 for "keep-alive" (heartbeat)
7571		UDP	For "keep-alive" (heartbeat)

#### From iControl to multiviewer

Port	Used for	Transport	Notes
4160	Java Jini	TCP	Responsible for discovery and communications between devices/services on a network.
32768– 65535	Java RMI	TCP	Remote Method Invocation (client/server communication). Dynamic Allocation of ports. Required for communication between client and Application Server. This range can be restricted to match specific security requirements. A minimum of 4000 ports should be allocated.

### Between multiviewer and remote control panel

The following ports, used for communications to/from RCP-200 and Kaleido-RCP2 control panels, are open by default on all Kaleido Software systems:

Port	Used for	Transport	Notes
5120	RCP2	TCP	Used to listen for Kaleido Software discovery packets
10000		TCP	For RCP2 protocol
10001		TCP	For RCP2 protocol
5120		UDP	On multicast 230.8.8.9 for RCP2 protocol
5121		UDP	For RCP2 protocol
80	HTTP	TCP	Used by the RCP-200 to obtain information from the multiviewer's system database
13000		TCP	Used by the RCP-200 to control the multiviewer via the gateway

### From multiviewer to peripheral devices

Port	Used for	Transport	Notes
25	SMTP	TCP	Simple Mail Transfer Protocol, for e-mail alerts.
5100	GPI-1501	TCP	Used to obtain information from GPI-1501 General Purpose Interface I/O modules. <sup>i</sup>
5353	mDNS discovery	UDP	Used for mDNS discovery on multicast 224.0.0.251
8851	Alpermann+Velte	TCP	Used to obtain information from Plura (Alpermann+Velte) Studio Production Timer (SPT) systems.
8910 <sup>ii</sup>	TSL (network)	TCP	Used to obtain information from TSL devices that use the TSL UMD version 5.0 protocol.

i. See also: [From multiviewer to multiviewer](#), on page 38.

ii. Configurable.

### From peripheral devices to multiviewer

The following ports must be open on peripheral devices (e.g., router controllers):

Port	Transport	Notes
2000	TCP	Used to control a multiviewer's internal router via the SAM (Snell/Pro-Bel) SW-P-02 protocol
4381	TCP	Used to control a multiviewer's internal router via the Nevia (Network) protocol
5194	TCP	Used to control a multiviewer's internal router via the NVEP Router (NP0016) protocol.
5353	UDP	Used for mDNS discovery on multicast 224.0.0.251



Port	Transport	Notes
7600	TCP	Used to control a Kaleido-IP multiviewer via a REST API
14000	TCP	Used to control a multiviewer's internal router via the SAM (Snell/Pro-Bel) SW-P-08 protocol

Router drivers also use default ports:

Port	Driver	Transport	Notes
4000	ETL	TCP	
12345	GVG 7000 Native	TCP	
9193	NVEP NV9000 (NP0017)	TCP	
4381	VikinX Modular	TCP	
9100	Quintech	TCP	
12345	Sony HKSPC	TCP	GVGNP Emulator
5001	Utah RCP-3	TCP	SC-4 Ethernet
2000	SAM (Snell/Pro-Bel) SW-P-02	TCP	
14000	SAM (Snell/Pro-Bel) SW-P-08	TCP	

**Note:** This is configurable in XEdit—you can choose any UDP or TCP/IP port to use for communications between the multiviewer and an external router.

### Between multiviewer and SNMP managers

Port	Used for	Transport	Notes
161	SNMP	UDP	Used for SNMP (Simple Network Management Protocol) communications between external SNMP managers and a multiviewer (e.g., sending get, get-next, and set messages to a multiviewer's SNMP agent, and receiving the response).
1161		UDP	Used for SNMP (Simple Network Management Protocol) communications between external SNMP managers and a <i>Kaleido-IP</i> multiviewer (e.g., sending get, get-next, and set messages to a multiviewer's SNMP agent, and receiving the response).

### Between multiviewer and NTP server

The following ports, used for communications to/from Network Time Protocol servers, are open by default on all Kaleido Multiviewer systems:

Port	Used for	Transport	Notes
123	NTP	TCP	Used for Network Time Protocol synchronization. Port needs to be open in both directions.

## Network Considerations for a Multiviewer Cluster

### IMPORTANT

**Before changing the system name or IP address of a multiviewer associated with a cluster, review the following.**

- If you change the system name or IP address of a cluster member while another cluster member is offline or otherwise unavailable, the cluster's integrity will be broken. If you attempt to make such a change, XEdit will alert you of the situation, prompting you to cancel the operation and try again later, when all cluster members are available. However, in the advent that such a change was made by mistake, or that it as been forced for some reason, you will have to repair the broken cluster (see "Repairing a Cluster System" in the Kaleido Software User's Manual).
- To maintain the integrity of a cluster configuration, such changes must be made by using the system configuration features available in XAdmin.

# 5 System Configuration

This chapter shows how to configure the multiviewer.

## System Requirements for a Client PC

A client PC or laptop meeting the following requirements is required to access the XAdmin Web client, and the other Kaleido Software client applications.

Operating system	Microsoft Windows 10, Windows 8.1, Windows 8, or Windows 7.
Processor	The minimum required by the operating system or better.
Memory	The minimum required by the operating system plus 2 GB or more.
Disk space	The minimum required by the operating system plus 2 GB or more.

## Multiviewer Model Representation in XEdit and XAdmin

The name used to represent a multiviewer model is shown in the table below.

Multiviewer model	Represents
Kaleido-IP-4	A Kaleido-IP X110 or X310, frame with four network adapters
Kaleido-IP-6	A Kaleido-IP X310 frame with six network adapters

## Installing Kaleido Software Client Applications

In addition to the XAdmin Web client, which does not require installation, the Kaleido Software includes the following client applications:

- XEdit is a client application used to create layouts for the monitor wall, and to configure your multiviewer system, from your PC. When this PC has network connectivity to the multiviewer, you can use XEdit to modify layouts and settings directly on the multiviewer, or you can work locally on the computer and then export your changes to the multiviewer.
- If you have only one multiviewer (or if you have more than one but you intend to always have the same version of the Kaleido Software on all of them), download the XEdit installer file from the multiviewer's home page. Whenever you install a new version of the Kaleido Software on the multiviewer, the next time you open XEdit, your copy of the application will be automatically updated from the multiviewer. See [Installing XEdit from your Multiviewer's Home Page](#) on page 44.

- The Router Control Software Single Bus and Matrix View applications (also part of the iRouter Router Control Software packaged with iControl Application Servers) can be used to control your multiviewer's logical sources and monitor wall destinations, via the *KX Router* logical router, or to control other logical routers configured within your multiviewer system. See [Installing Router Control](#) on page 48.

## Installing XEdit from your Multiviewer's Home Page

### To install XEdit from your multiviewer's home page

- 1 With your PC, open a Web browser window and type the multiviewer's IP address in the address bar.

The multiviewer's home page appears.



- 2 Click the **XEdit** button.

The browser prompts you to save an executable file to your hard drive (`Kaleido-windows64-online.exe1`). This file is an online installer, which will download XEdit and other companion elements from your multiviewer, and install them. Some browsers may allow you to run the file directly. Depending on your browser's security features, warnings may appear, which you can safely dismiss.

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1. Installers for Linux or Mac OS X are not available.

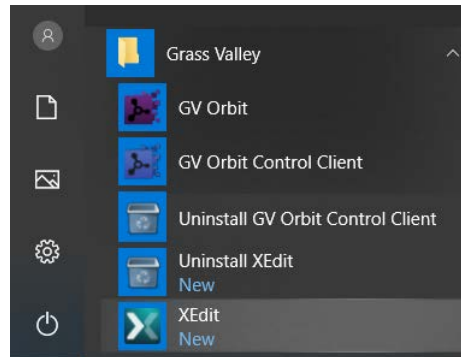
- 3 Unless your browser let you run the file (and you chose to do so), navigate to the location were you saved the installer file and open it.

More security warnings or prompts may appear, which you may safely dismiss or accept.

A window appears, showing the download and installation progress.



At the end of the installation process, with Windows 7, or Windows 10, shortcuts (  ) are added to your desktop and to the Start menu (under **Grass Valley**).



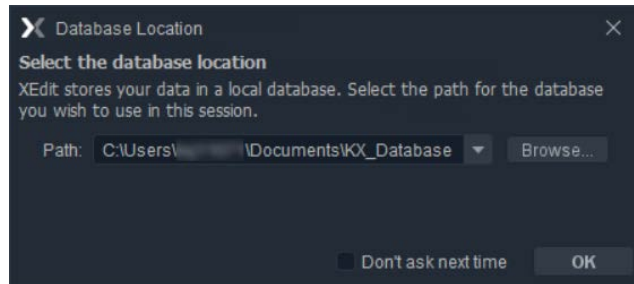
Once the installation has completed, the XEdit startup screen appears.



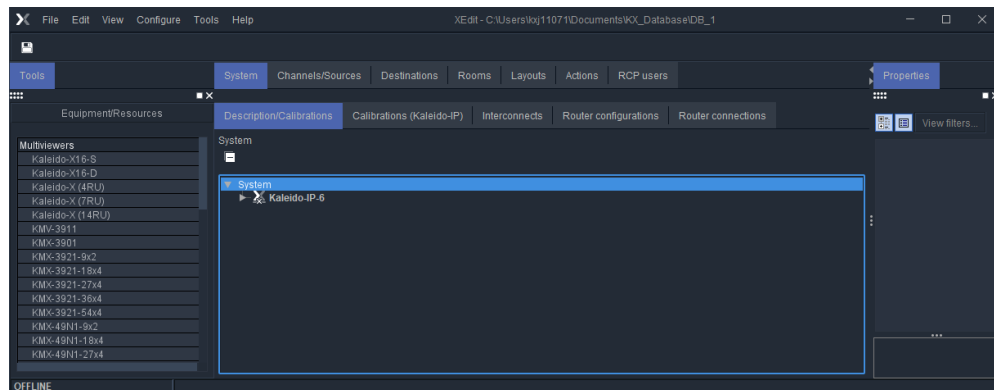
Depending on your Windows Firewall settings, a security alert may appear.


- Click **Allow access** to unblock the application.  
If XEdit cannot find all of the fonts it needs already on your PC, it downloads them from the multiviewer automatically, in which case a message will appear to confirm the font update, and instruct you to restart the application.
- Click **OK** to continue, and then open XEdit again, by using the shortcut on your desktop, in your Apps view (Windows 8.1) or Start screen (Windows 8), or from the Start menu (Windows 7, Windows 10).

- 4 When prompted to specify a database, choose one from the **Path** list, or click **Browse** to navigate to the database you wish to use as your local workspace, and then click **OK**.



Once the database has completed loading, XEdit's main application window appears.



**Note:** Once it has been installed from the multiviewer, XEdit remains on your PC, and can be launched from the  shortcut that was added to your desktop, Apps view, or Start screen (see [page 45](#)), or from the Start menu. Whenever you install a new version of the Kaleido Software on the multiviewer, the next time you open XEdit, your installed copy of the application will be automatically updated from the multiviewer.

For more information about calibrating your system, configuring rooms, creating layouts, and operating the monitor wall, refer to the *Kaleido Software User's Manual*. See [Related Documentation](#), on page 17.

## Uninstalling XEdit

### Uninstalling XEdit (Dynamic Version 7.20 or Later)

#### To uninstall XEdit (dynamic version 7.20 or later)

- 1 Close all XEdit windows you may have open.
- 2 Locate the **Uninstall XEdit** shortcut.
  - If you have Windows 7, or Windows 10: Open the Start menu, click **All Programs**, scroll to the **Grass Valley** folder, and then expand the **Kaleido** folder.



- If you have Windows 8.1, or Windows 8: Switch to the App view or your Start screen.
- 3 Click **Uninstall XEdit**.

An uninstall screen appears.



- 4 Click **Uninstall**.  
This removes XEdit, including all shortcuts, launchers, and other elements that were installed with it, from your system.

## Installing Router Control

### To install Router Control from your multiviewer's home page

- 1 From a workstation on the same subnet as the multiviewer, open a Web browser window and type the multiviewer's IP address in the address bar.  
The multiviewer's home page appears.
- 2 Click the **Router Control** button.  
The browser prompts you to save an executable file to your hard drive (Kaleido\_\_RouterControl-windows64-online.exe<sup>2</sup>). This file is an online installer,

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<sup>2</sup>Installers for Linux or Mac OS X are not available.



which will download Router Control and other companion elements from your multiviewer, and install them. Some browsers may allow you to run the file directly. Depending on your browser's security features, warnings may appear, which you may safely dismiss.


- 3 Unless your browser let you run the file (and you chose to do so), navigate to the location were you saved the installer file and open it.

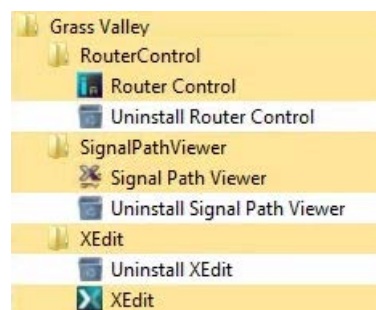
More security warnings or prompts may appear, which you may safely dismiss or accept.

A window appears, showing the download and installation progress.



At the end of the installation process:

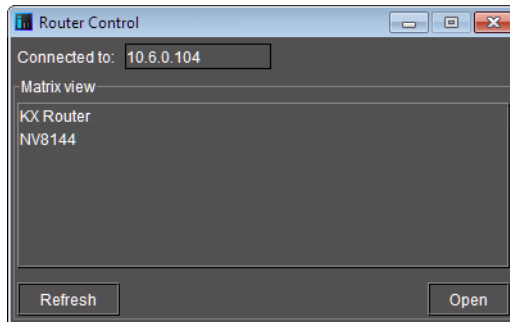
- If you have Windows 7, or Windows 10, shortcuts () are added to your desktop and to the Start menu (under **Grass Valley**).



- If you have Windows 8.1, or Windows 8, Router Control will appear on your desktop, in the Apps view with all other installed applications on your PC (Windows 8.1), or in your Start screen (Windows 8).

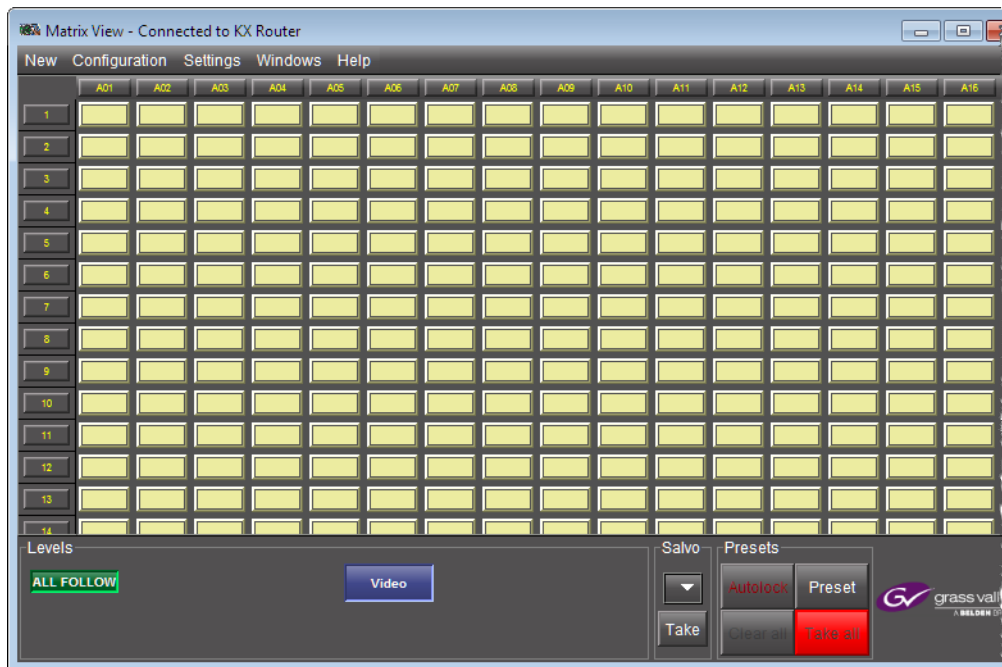
Once the installation has completed, the Router Control main application window appears. The application automatically connects to your multiviewer. The main

window lists all logical routers configured within your multiviewer system, in addition to the *KX Router* logical router.



- 4 In **Router Control**, click the router you want to control, and then click **Open**. Depending on your Windows Firewall settings, a security alert may appear.
  - Click **Allow access** to unblock the application.


The Matrix View application window opens.



On the **Help** menu, click **Help** to access the online documentation, or refer to the *iControl Router User Guide*, see [Related Documentation](#), on page 17.

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### Notes

- Once it has been installed from the multiviewer, Router Control remains on your PC, and can be launched from the  shortcut that was added to your desktop, Apps view, Start screen (see [page 49](#)), or from the Start menu. Whenever you install a new version of the Kaleido Software on the multiviewer, the next time you open Router Control, your installed copy of the application will be automatically updated from the multiviewer.

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*Notes (continued)*

- Router Control can also connect to other Kaleido multiviewers or iControl Application Servers, and control their routers.
  - Routers configured within a Kaleido multiviewer system are compatible with the Router Control modules packaged with iControl Application Servers version 6.10 and later.
  - When Router Control is connected to an Application Server, a router manager configuration application is available from the main application window. When Router Control is connected to a Kaleido multiviewer, this router manager configuration application is not available (router configuration is performed with XEdit, in this case).
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## Uninstalling Router Control

### To uninstall Router Control

- 1 Close all Router Control windows you may have open.
- 2 Locate the **Uninstall Router Control** shortcut.
  - If you have Windows 7, or Windows 10: Open the Start menu, click All Programs, scroll to the Grass Valley folder, and then expand the Kaleido folder.
  - If you have Windows 8.1, or Windows 8: Switch to the App view or your Start screen.
- 3 Click **Uninstall Router Control**.  
An uninstall screen appears.
- 4 Click **Uninstall**.  
This removes Router Control, including all shortcuts, and other elements that were installed with it, from your system.

## Opening XAdmin

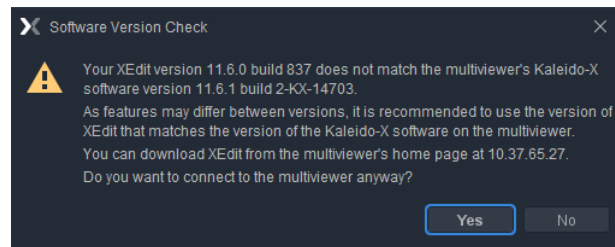
### Connecting to a Multiviewer with a Different XEdit Version from your PC's Version

When connecting to a multiviewer with your PC and your PC already has XEdit installed, the XEdit version installed on your PC and the Kaleido Software version on the multiviewer must be same as explained below.

The composition of a Kaleido Software / XEdit version numbering is explained in the following table.

Kaleido Software / XEdit Version Reference	Description
Version <i>M.m.p</i>	<b>M</b> is the major revision number <b>m</b> is the minor revision number <b>p</b> is the patch revision number

When you connect to a multiviewer, the multiviewer's Kaleido Software major and minor version must match the XEdit major and minor version installed on your PC. When there is a version number mismatch between the multiviewer's Kaleido Software version and your PC's XEdit version, you will receive the following error when you try to connect to the multiviewer with your PC.



Under this circumstance, proceed as follows.

- There is no compatibility problem if only the patch revision number is different between the Kaleido Software version on the multiviewer and the XEdit version on your PC. Click **Yes** to the Software Version Check screen.
- There is a compatibility problem if the major version, minor version, or both are different between the Kaleido Software version on the multiviewer and the XEdit version on your PC. The solution is to downgrade / upgrade the XEdit version used on your PC to the Kaleido Software version used by the multiviewer. Proceed as follows:
  - Click **No** to the Software Version Check screen.
  - Uninstall XEdit from your PC (see [Uninstalling XEdit](#), on page 48).
  - Install XEdit from the multiviewer (see [Installing XEdit from your Multiviewer's Home Page](#), on page 44).

If you regularly connect to different multiviewer systems that use different Kaleido Software versions, and as a result you receive the Software Version Check error message, the best solution to avoid this is to upgrade all of your multiviewer systems to the same Kaleido Software version.

## Ways to Access XAdmin

Access the XAdmin Web client as follows:

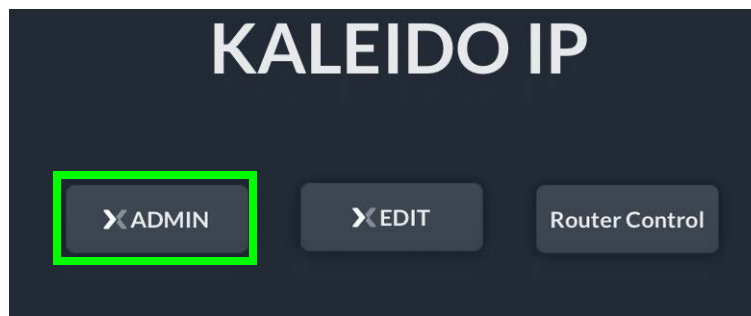
- from a **Web browser** (see [Opening XAdmin from a Browser](#) on page 53),
- from **XEdit** (see [Opening XAdmin from XEdit](#) on page 54),

The first time you access XAdmin for a multiviewer (and every time the multiviewer's IP address has changed), you may see a security warning or a certificate error message. The procedures below include instructions on how to address these messages (see [Registering your Multiviewer's Security Credentials with your Browser](#) on page 54). Internet Explorer users may also need to enable compatibility view (see [Enabling the Compatibility View in Internet Explorer](#) on page 64).

## Opening XAdmin from a Browser

To open XAdmin from a browser

- 1 Open a Web browser window and enter the multiviewer's IP address in the address bar. The Kaleido Multiviewer's home page appears.



- 2 Click the XAdmin button.
- 3 If you see a security warning, or a certificate error message, then see [Registering your Multiviewer's Security Credentials with your Browser](#), on page 54.
- 4 If the "Log in to XAdmin" page appears, type the password, and then click **Log in**.



- 5 **Internet Explorer users:** If a blank page appears, then see [Enabling the Compatibility View in Internet Explorer](#), on page 64.

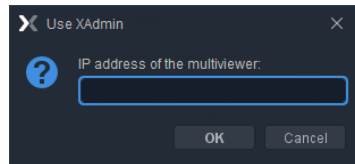
The XAdmin *Status and Options* page appears. You can access all XAdmin features, by clicking the links, in the navigation area on the left of the page.

## Opening XAdmin from XEdit

### To open XAdmin from XEdit

- 1 On the **Configure** menu, click **Use XAdmin**.

XEdit prompts you for the IP address of the multiviewer you want to access.



- 2 Type the IP address, and then click **OK**.

Your default Web browser opens.

- 3 If you see a security warning, or a certificate error message, then see [Registering your Multiviewer's Security Credentials with your Browser](#), on page 54.
- 4 If the "Log in to XAdmin" page appears, type the password, and then click **Log in**.



- 5 **Internet Explorer users:** If a blank page appears, then see [Enabling the Compatibility View in Internet Explorer](#), on page 64.

The XAdmin *Status and Options* page appears. You can access all XAdmin features, by clicking the links, in the navigation area on the left side of the page.

## Registering your Multiviewer's Security Credentials with your Browser

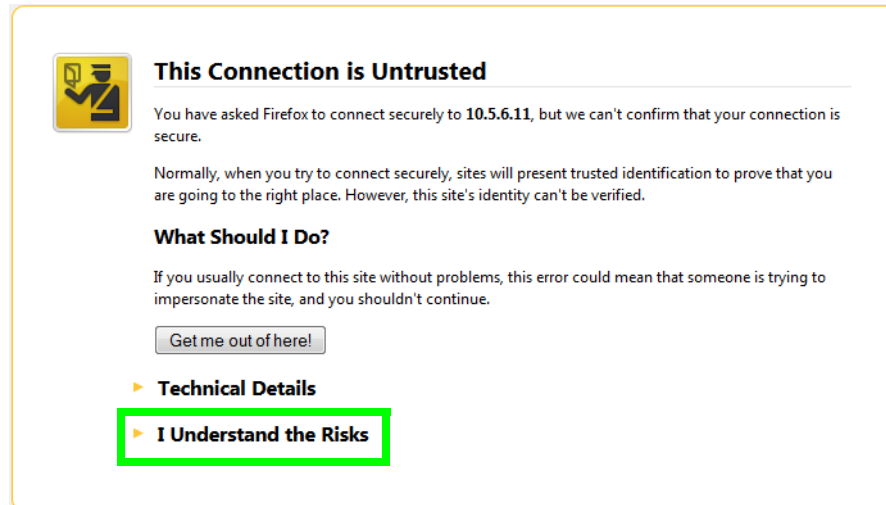
When you open your multiviewer's home page, or try to access XAdmin, your browser may report a certificate error (Internet Explorer), warn you about the site's security certificate (Chrome), or report an untrusted connection (Firefox). Follow the appropriate procedure below to register your multiviewer's security credentials with your browser:

- [Suppressing untrusted connection warning in Firefox](#), on page 55
- [Suppressing certificate error in Internet Explorer or Chrome](#), on page 57

You will be then able to access your multiviewer's client applications without seeing the error message again, as long as the multiviewer's IP address does not change.

## Suppressing untrusted connection warning in Firefox

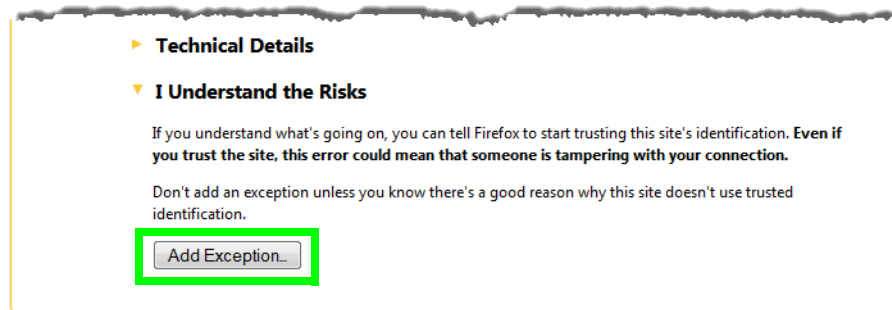
The first time you try to access XAdmin in Firefox, the browser may display the following page instead, prompting you to confirm the multiviewer's security credentials.



To register your multiviewer's security credentials with Firefox

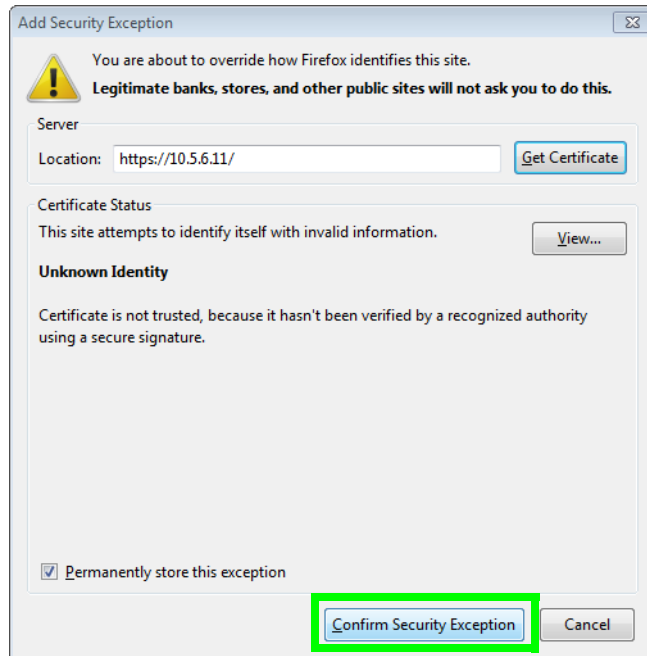
- 1 Click **I understand the Risks**, at the bottom of the page.

The message expands.



- 2 Click **Add Exception**.

**3 In Add Security Exception, click Confirm Security Exception.**

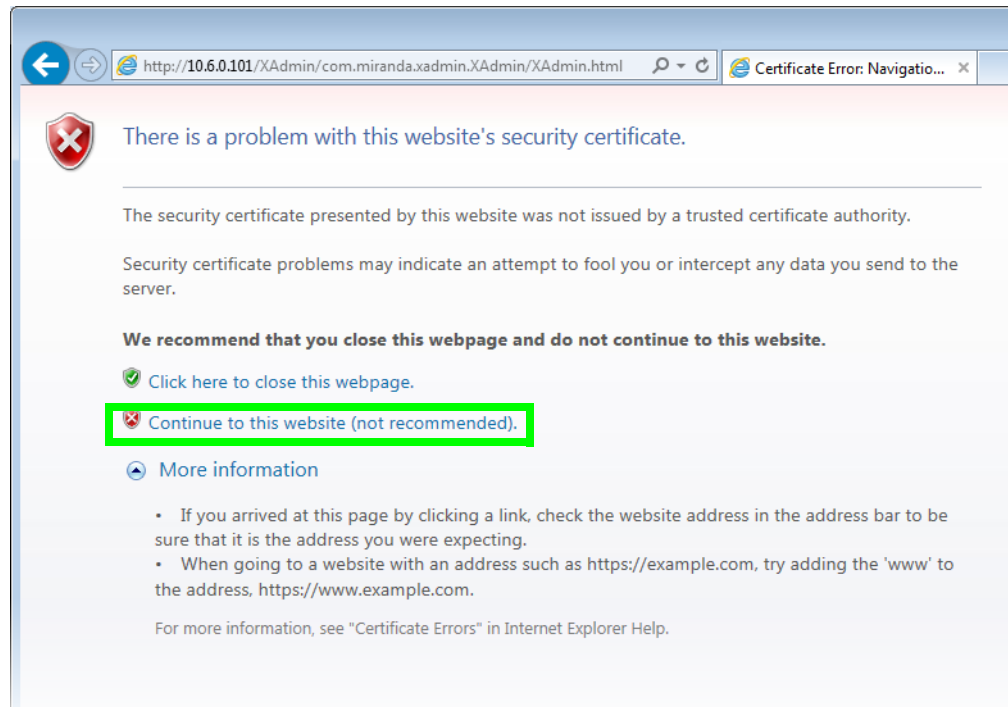


Your multiviewer's home page appears. You will now be able to access your multiviewer's client applications without seeing the warning. This will remain effective until the multiviewer's IP address is changed, in which case you will need follow the procedure again.

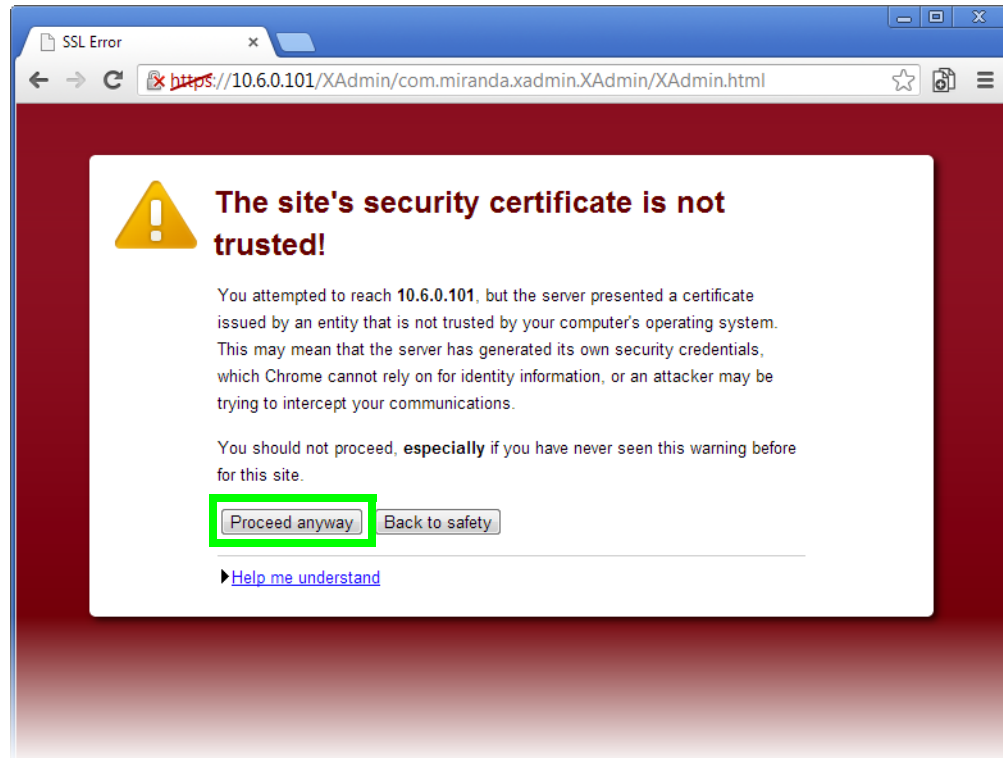


## Suppressing certificate error in Internet Explorer or Chrome

The first time you try to access XAdmin in Internet Explorer or Chrome, the browser may prompt you to confirm the multiviewer's security credentials.



*Internet Explorer's security warning*



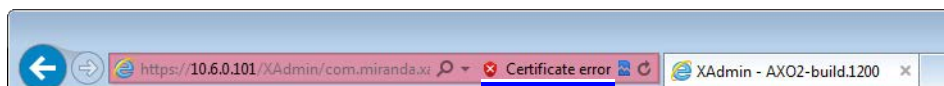
Chrome's security warning

Clicking **Continue to this website (not recommended)** (Internet Explorer), or **Proceed anyway** (Chrome) will let you access XAdmin but the browser's address bar will keep indicating that the multiviewer's identity is not verified. To suppress this warning, you need to perform the following, in Internet Explorer, *even if your preferred browser is Chrome*.

#### To register your multiviewer's security credentials with Internet Explorer

- 1 Click **Continue to this website (not recommended)**.

The address bar now indicates the certificate error.

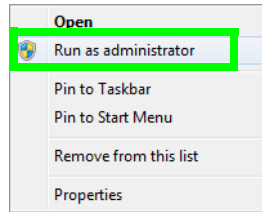


#### Special notes for Internet Explorer users

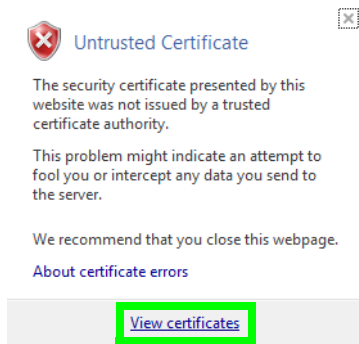
- If you see a blank page instead of XAdmin's *Status and Options* page, then see [Enabling the Compatibility View in Internet Explorer](#), on page 64.

**Special notes for Internet Explorer users (continued)**

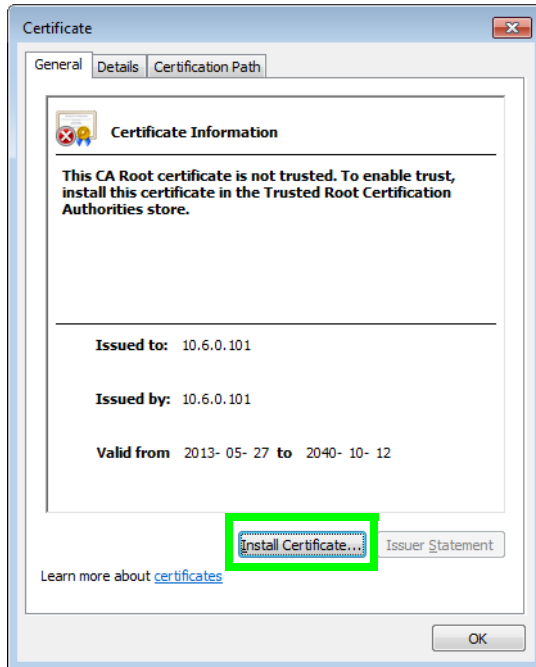
- You must have administrator status to accept the certificate error. If your user account does not have administrator status, then close your browser and, before you open it again, right-click the Internet Explorer icon, and then click **Run as administrator**:



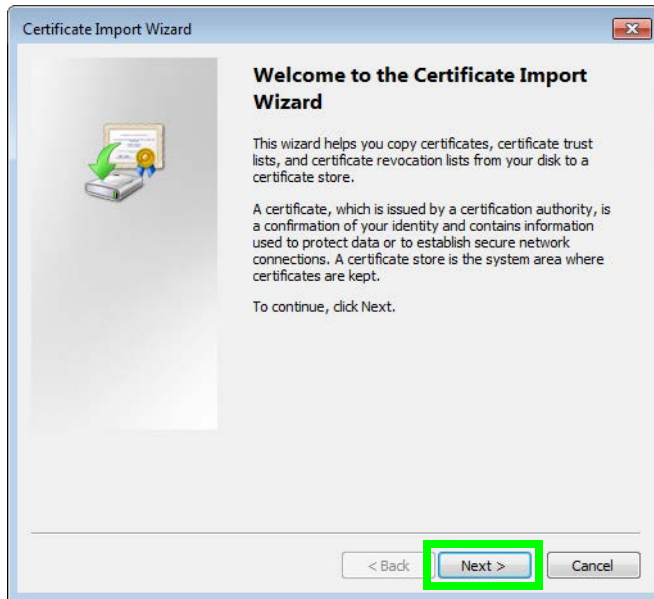
- 2 Click **Certificate error**.
- 3 In **Untrusted Certificate**, click **View certificates**.



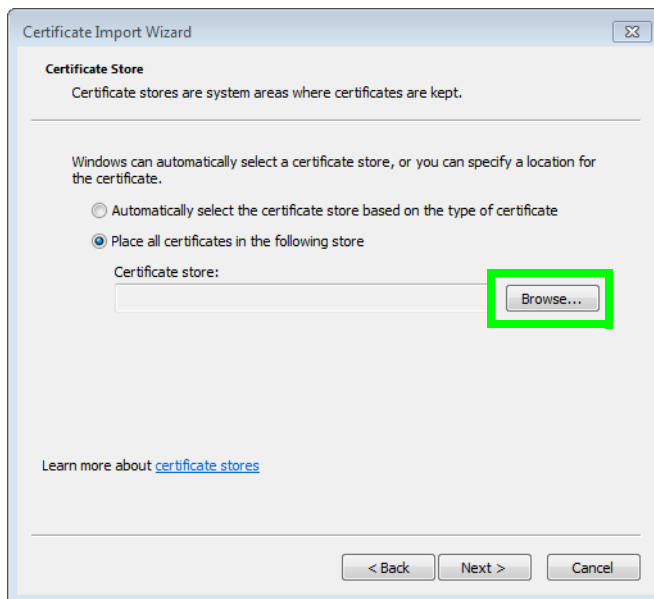
- 4 In **Certificate**, click **Install Certificate**.



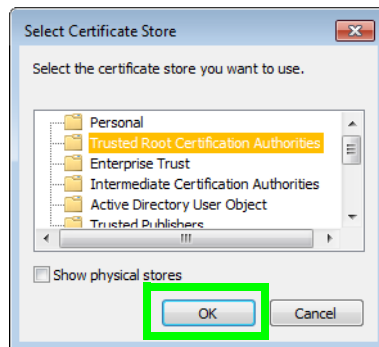
5 In **Certificate Import Wizard**, click **Next**.



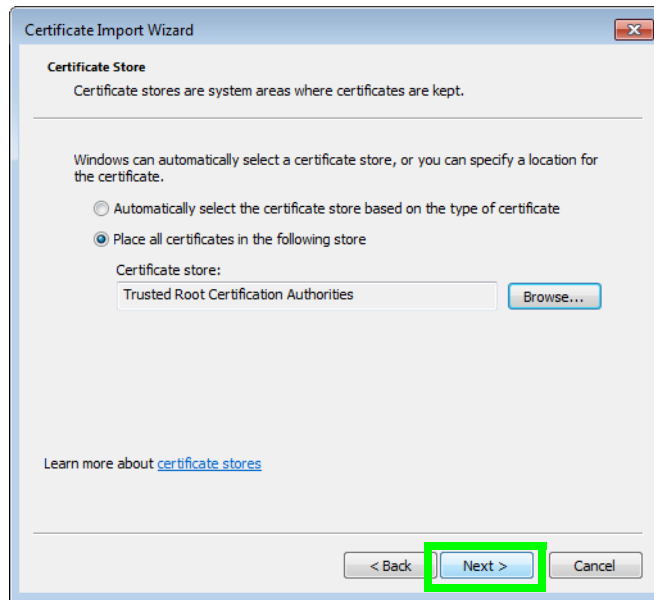
6 In **Certificate Import Wizard**, click **Place all certificates in the following store**, and then click **Browse**.



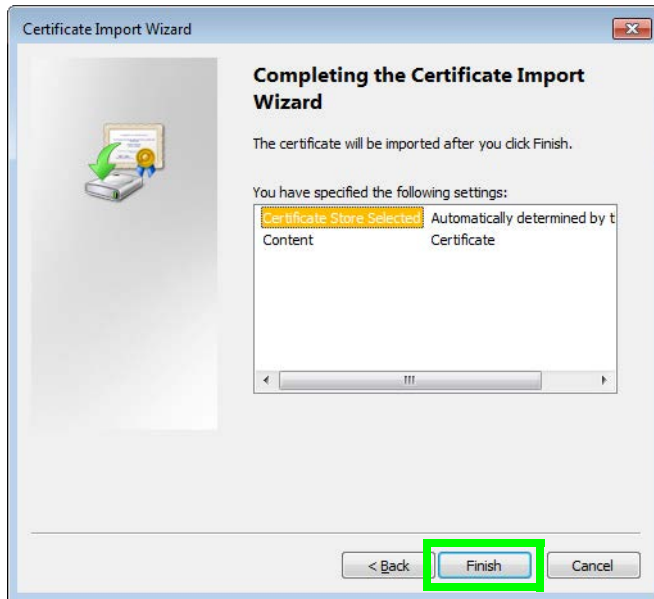
- 7 In **Select Certificate Store**, select **Trusted Root Certification Authorities**, and then click **OK**.



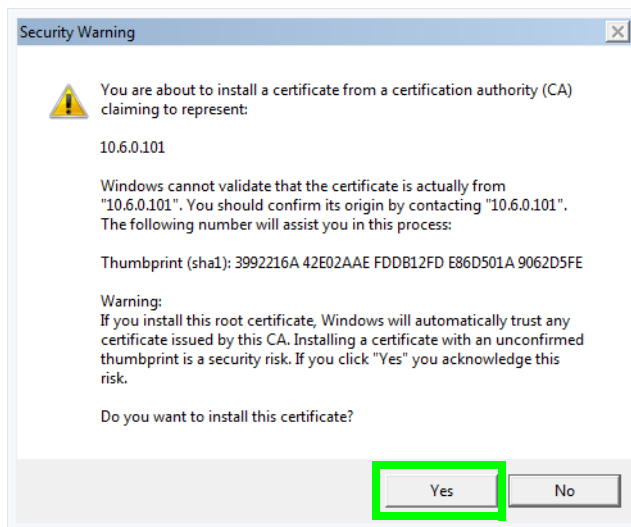
- 8 Back in **Certificate Import Wizard**, click **Next**.



9 Click **Finish**.

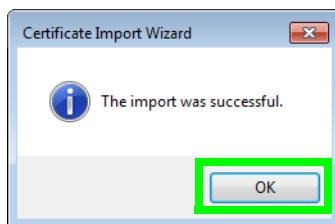


A security warning appears.



10 Click **Yes**.

11 **Certificate Import Wizard** reports that the import was successful.



12 Click **OK** to continue, and then click **OK** to close the **Certificate** window.


- 13 Close all Internet Explorer (and Chrome, if any) windows, and then open your browser again.

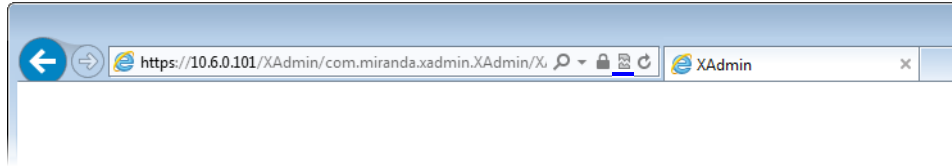
You should now be able to access XAdmin, from your multiviewer home page without ever seeing the security warning again, unless the multiviewer's IP address is changed, in which case you will want to repeat this procedure.

## Enabling the Compatibility View in Internet Explorer

When you try to access XAdmin, from your multiviewer's home page, in *Internet Explorer 8, 9, or 10*, you may see a blank page instead of XAdmin's *Status and Options* page.<sup>3</sup>

**To enable the compatibility view for your multiviewer's XAdmin Web client**

- Click the Compatibility View  button at the end of your browser's address bar.



XAdmin's *Status and Options* page appears



The Compatibility View mode will remain enabled for this multiviewer as long as its IP address does not change.

---

3. Should this happen with Internet Explorer 11, refer to *Fix site display problems with Compatibility View*, at <http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-11>



## XAdmin Access Control

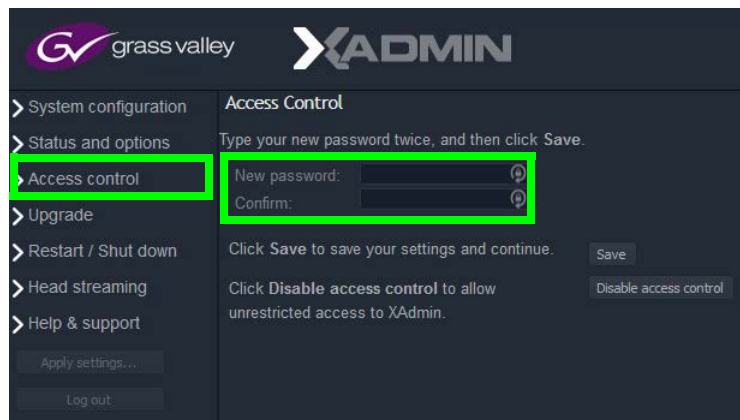
XAdmin supports a simple authentication mechanism to prevent unauthorized users from modifying a multiviewer's system configuration.

### Enabling XAdmin Access Control

To enable access control in XAdmin

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.
- 2 Click **Access control**, in the navigation area on the left side of the page.

The Access Control page appears.

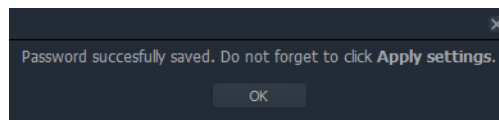


- 3 Type the password you want to enforce in both the **New password** and the **Confirm** boxes.

The password must contain between 6 and 20 alphanumeric characters or symbols.

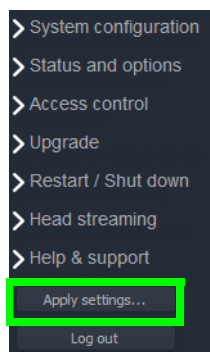
- 4 Click **Save**.

A confirmation message appears.



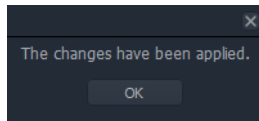
- 5 Click **OK** to close the message window.

**Apply settings** becomes available.



6 Click **Apply settings**.

XAdmin must upload the password to the multiviewer, for password enforcement to take effect. A progress indicator appears momentarily, followed by a confirmation message.



7 Click **OK**.

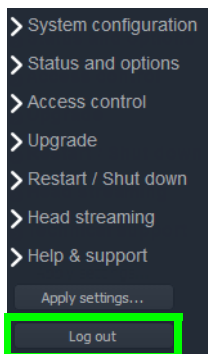
The Log in to XAdmin page appears. Other XAdmin sessions open against the same multiviewer are also redirected to the login page.



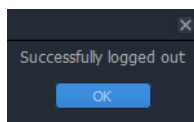
8 Type the password, and then click **Log in**.

The XAdmin *Status and Options* page appears.

9 Click **Log out**, when you are ready to close your session.



A confirmation message appears.



10 Click **OK**.

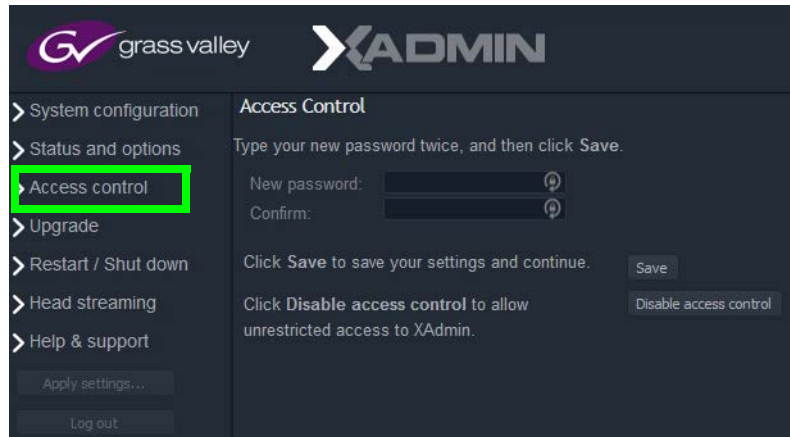
The login page appears. Only authorized users have access to XAdmin.

## Changing the XAdmin Password

To change the password used to prevent access to your multiviewer from XAdmin

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.
- 2 Click **Access control**, in the navigation area on the left side of the page.

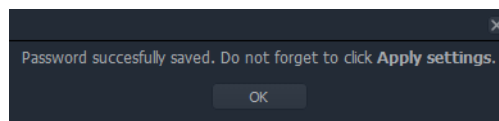
The Access Control page appears.



- 3 Type the new password you want to enforce in both the **New password** and the **Confirm** boxes.  
The password must contain between 6 and 20 alphanumeric characters or symbols.

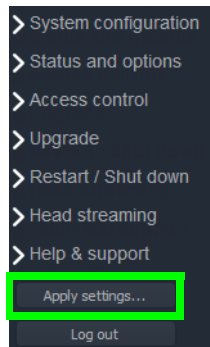
- 4 Click **Save**.

A confirmation message appears.



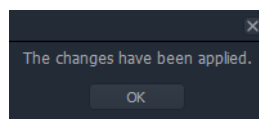
- 5 Click **OK** to close the message window.

**Apply settings** becomes available.



- 6 Click **Apply settings**.

XAdmin must upload the password to the multiviewer, for the password change to take effect. A progress indicator appears momentarily, followed by a confirmation message.



7 Click **OK**.

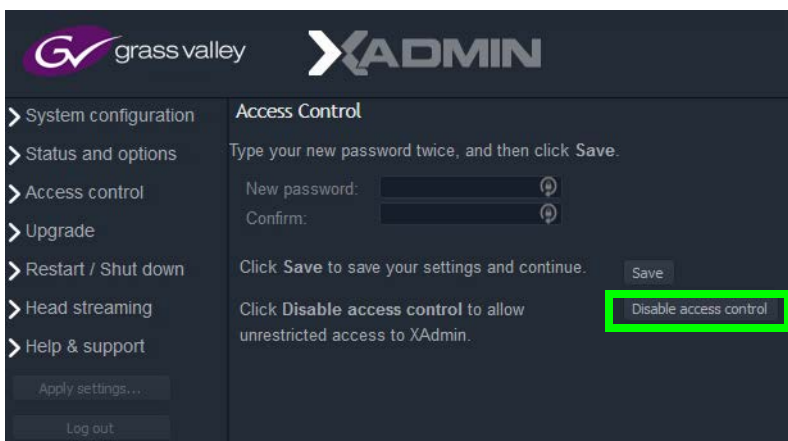
The Log in to XAdmin page appears. Other XAdmin sessions open against the same multiviewer are also redirected to the login page.



## Disabling XAdmin Access Control

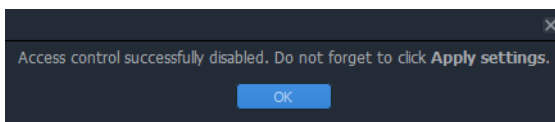
### To disable access control in XAdmin

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.
- 2 Click **Access control**, in the navigation area on the left side of the page.  
The Access Control page appears.



3 Click **Disable access control**.

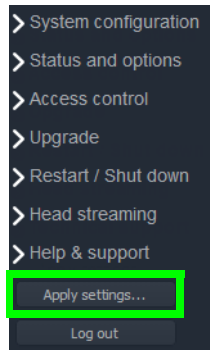
A confirmation message appears.



- 4 Click **OK** to close the message window, and then click **Apply settings**.

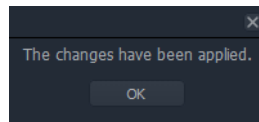
- 5 Click **OK** to close the message window.

The **Apply settings** button becomes available.



- 6 Click **Apply settings**.

A progress indicator appears momentarily, followed by a confirmation message.



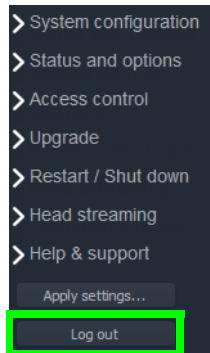
- 7 Click **OK**.

Unrestricted access to XAdmin is restored, for this multiviewer.

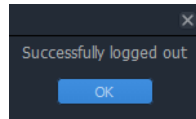
## Closing a Password-Protected XAdmin Session

### To close your XAdmin session

- 1 Click **Log out**, in the navigation area on the left side of the current page, when you are ready to close you session.



A confirmation message appears.



- 2 Click **OK**.  
The login page appears. Only authorized users have access to XAdmin for this multiviewer.

## Viewing a Multiviewer's Status Information


To view the status information for a multiviewer

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.

XAdmin's *Status and Options* page appears, showing the multiviewer model, and a list of licenses under **MULTIVIEWER STATUS AND LICENSES**.



XAdmin Status and Options page for a Kaleido-IP X310

- 2 Click the arrow button  at the end of a module's heading row to see more details the item.



At any time you can click the Refresh button  to make sure the data displayed for the selected module is up to date.

## Configuring Sources

Refer to *Configuring the System Representation* in the Kaleido Software User's Manual. See [Related Documentation](#), on page 17.

### Using a Kaleido-RCP2 with Default Settings

By default, the Kaleido-RCP2 is configured with DHCP enabled, so it will automatically be assigned an IP address by a DHCP server. If no DHCP server can be found, the Kaleido-RCP2 will fall back to its default static IP address, subnet mask, and gateway settings:

Default IP address	10.0.3.191
Default subnet mask	255.255.0.0
Default gateway	0.0.0.0

If you need to operate with a fixed IP address, you must use the Kaleido-RCP2's configuration menu to disable DHCP and set up the correct IP address, Network Mask, and Gateway (see the "Enabling or Disabling DHCP" and "Setting an IP Address, Subnet Mask and Gateway" sections in the *Kaleido-RCP2 Guide to Installation and Operation*, available from the Documentation Library section of Grass Valley's website).

To access Kaleido-X rooms located in other subnets, the Kaleido-RCP2 must be configured with the appropriate unicast IP addresses (see the "Configuring Unicast IP Addresses" section in the *Kaleido-RCP2 Guide to Installation and Operation*, available from the Documentation Library section of Grass Valley's website).

#### To start using the Kaleido-RCP2 with its default settings

- 1 On the Kaleido-RCP2 unit, press the ENTER button and hold it until the ESC button lights up.

The following message appears on the LCD display:

**Configuration**  
**ROOM SELECTION**

- 2 Press ENTER again to obtain the room list from the multiviewers that are currently available on the network.

The message **ROOM Select** followed by the name of the first room available appears on the LCD display.

- 3 Press the 2 key (to move up in the list) or the 8 key (to move down the list) until the name of the room you wish to access is displayed.
- 4 Press ENTER, and then press ESC to exit the configuration menu.
- 5 Press the LOGIN button.

The following message appears on the LCD display:

**LOGIN Position**  
**Admin**

- 6 Press ENTER to log on to your system as *Admin*.

A message prompting you for a password appears on the LCD display.



- 7 Press ENTER again (by default, there is no password).

The message **Access granted** will appear on the LCD display if the login is successful. If a mouse is connected to the Kaleido-RCP2, then you should be able to see and move the mouse pointer on the monitor wall.

- 8 Press any of the LAYOUT PRESETS buttons to load a predefined layout on the monitor wall.

If your system was configured prior to shipment, then a layout will appear on all displays. Otherwise, a gray screen will appear with the following message in the middle:

“No layout has been assigned to this room. Please load a layout.”

---

**Note:** To access other layouts, press the LOAD button. To assign a layout to a preset button, press and hold the button for more than six seconds while the desired layout is showing on the monitor wall.

---

## Customizing Layouts, Logical Sources, and other Kaleido-IP Elements

Refer to the *Kaleido Software User Manual* to learn how to customize the Kaleido-IP to suit your specific needs. See [Related Documentation](#), on page 17.

## Available Hardware and Software Options

You can purchase various software and hardware options to expand your multiviewer’s capabilities that are not part of the basic offer. Software options are enabled by entering a software key that has been sent to you once you have purchased the option. The following table lists options that can be enabled via the XAdmin *Status and Options* page (see [Enabling Options](#) on page 75).

### Kaleido-IP X310/X110 software options

Part Number	Option	Kaleido-IP		Feature
		X110	X310	
KIP-OPT-ACTIVATION	Kaleido-IP software activation	•	•	Makes the Kaleido-IP operable. One license is required per Kaleido-IP.
KIP-OPT-UHD-HEVC	4K UHD HEVC/H.265 decode		•	Decode license for H.265/HEVC SD/HD and UHD video CODEC. One license per Kaleido-IP.
KIP-OPT-HD-HEVC	HD/SD HEVC/H.265 decode		•	Decode license for H.265/HEVC SD/HD video CODEC. One license per Kaleido-IP.

**Kaleido-IP X310/X110 software options (continued)**

Part Number	Option	Kaleido-IP		Feature
		X110	X310	
KIP-OPT-STREAMING-OUT	Compressed IP outputs H.264/MPEG2	•	•	License for H.264/MPEG2 compressed video remote streaming of the multiviewer outputs over IP. Note: Even when the multiviewer's display output is set to 4K output resolution, the maximum streaming output resolution is HD (1920 × 1080p). See also <a href="#">Configuring Head Streaming</a> , on page 77.
KIP-OPT-DEC-DD-5.1	AC3 stereo and 5.1 decode	•	•	Decode license for up to 32 AC3 stereo or 5.1 programs.
KIP-OPT-DEC-DD-2.0	AC3 2.0 decode	•	•	Decode license for up to 32 AC3 stereo programs.
KIP-OPT-DEC-AAC-5.1	AAC stereo and 5.1 decode	•	•	Decode license for up to 32 Advanced Audio Codec (AAC) stereo or 5.1 programs.
KIP-OPT-DEC-AAC-2.0	AAC 2.0 decode	•	•	Decode license for up to 32 Advanced Audio Codec (AAC) 2.0 programs.
KIP-OPT-LOUDNESS	Loudness level measurement	•	•	Loudness level measurement for all audio program. One license per Kaleido-IP.
KIP-OPT-SCTE-35	SCTE-35 metadata extraction	•	•	SCTE-35 metadata extraction and alarming license for all programs. One license per Kaleido-IP.
KIP-OPT-TS-PROBE	TR 101 290 DVB transport stream probing	•	•	TR 101 290 DVB transport stream probing option for priority 1 and priority 2 indicators. One license per Kaleido-IP. Note: indicator 2.4 is not supported.
KIP-OPT-DEC-AVC	AVC/H.264 decode	•	•	Decode license for H.264/AVC SD/HD video CODEC. One license per Kaleido-IP.

## Enabling Options

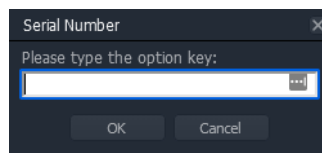
### To enable options on a multiviewer

- 1 Obtain a license key from Grass Valley.
- 2 Open XAdmin.  
The XAdmin Status and Options page appears.
- 3 Click the arrow button at the end of the heading row for **MULTIVIEWER STATUS AND LICENSES**.



- 4 Locate the entry for the option you want to enable.
- 5 Click the **Enable** button.

A window appears prompting you for the license key.



- 6 Enter the license key for the specific option in the box, and then click **OK**.  
Once the option is enabled, the license key is displayed, the status indicator turns green, and a **Disable** button replaces the **Enable** button.

## Testing the Monitor Wall's Operation

The Kaleido-IP software must be activated through a license before a layout can be shown on the monitor wall. When the monitor wall shows the message *The Kaleido-IP software license is not activated. Please enable the license via XAdmin to be able to display a layout*, see [Available Hardware and Software Options](#), on page 73 for information about the required Kaleido-IP activation license (KIP-OPT-ACTIVATION) and [Enabling Options](#), on page 75 for how to install the license.

If your system was configured prior to shipment, then a layout appears on all displays. Otherwise, a gray screen will appear with the following message in the middle: *No layout has been assigned to this room. Please load a layout.*

### To load a layout on the monitor wall

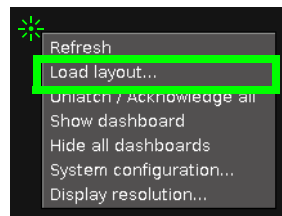
- If you have configured a Kaleido-RCP2 (see [Using a Kaleido-RCP2 with Default Settings](#), on page 72), press any of the LAYOUT PRESETS buttons to load a predefined layout on the monitor wall.

---

**Note:** To access other layouts, press the LOAD button. To assign a layout to a preset button, press and hold the button for more than six seconds while the desired layout is showing on the monitor wall.

---

- Alternatively, connect a mouse directly to one of the Kaleido-IP frame's USB ports. See [Troubleshooting with the Kaleido-IP frame's USB ports](#), on page 97 for more information about this.
  - a Right-click anywhere on the monitor wall, point to **Monitor Wall** (if you clicked a monitor), and then click **Load layout** on the shortcut menu.



A layout browser appears on the displays associated with the current room.

- b Select the layout you want to load from the list of available layouts for this room, and then click **OK**.  
The selected layout appears on the room displays.

## Configuring Head Streaming

### Notes

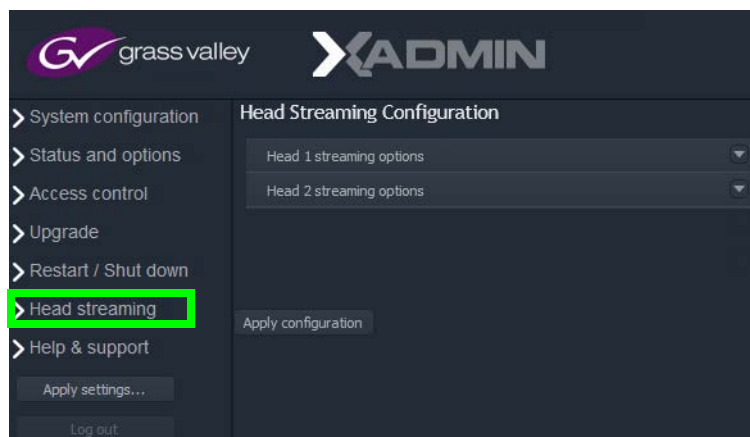
- The maximum streaming output resolution is HD (1920 × 1080p).
- For a multiviewer that has streaming for two heads, both heads must be configured with the same resolution.

### PREREQUISITES:

- Head streaming is a licensed feature. See [Available Hardware and Software Options](#), on page 73. Obtain the head streaming (KIP-OPT-STREAMING-OUT) license keys from Grass Valley. See [Grass Valley Technical Support](#), on page 106.

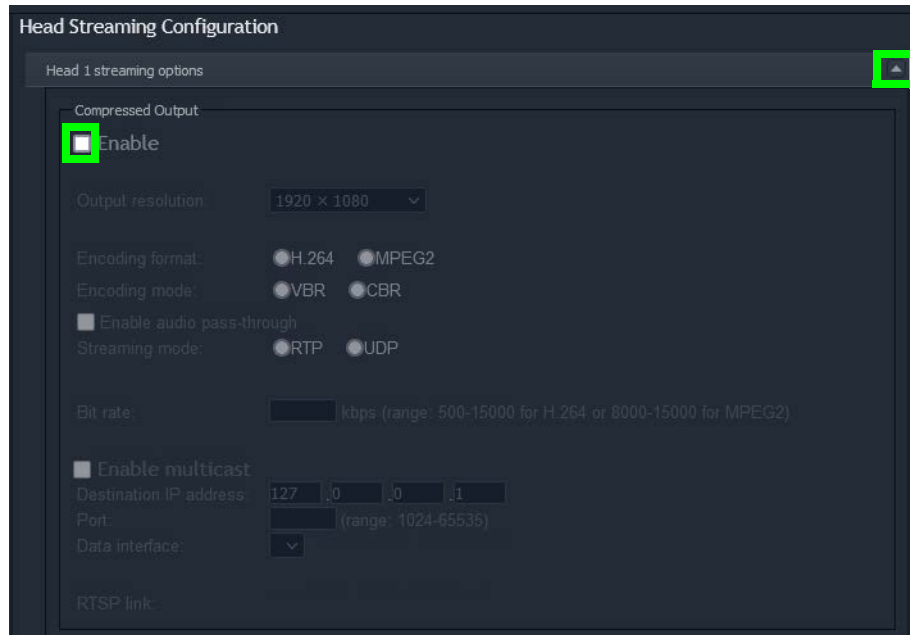
### To configure head streaming

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.
- 2 Install the head streaming license key (KIP-OPT-STREAMING-OUT) from Grass Valley. See [Enabling Options](#), on page 75.
- 3 Click **Head streaming**, in the navigation area on the left side of the page.



The *Head Streaming Configuration* page appears.

- 4 Expand the streaming options section for the head you want to configure.



- 5 Under **Compressed Output**, set **Enable** and configure the appropriate parameters for your purposes:
  - a Select the streaming output resolution<sup>4</sup>, encoding format, encoding mode, audio pass-through, streaming mode.
  - b Set the appropriate bit rate.

---

### Notes

- If the streaming output is meant to feed a Kaleido-IP multiviewer, the following output resolution / bit rate combinations should ensure good video quality on the monitor wall:
  - 1920×1080 at 15000 kbps
  - 1280×720 at 11000 kbps
  - 960×540 at 8000 kbps
  - 720×480 at 8000 kbps
  - 720×576 at 8000 kbps
  - 480×270 at 3500 kbps
- If you choose MPEG-2 compression:
  - Limit the output resolution to 720p.
  - The bit rate must be 8000kbps or more.

---

4. To set the Kaleido-IP's mosaic output resolution on the monitor wall that is available through the DisplayPort outputs, see [Changing the Output Resolution](#), on page 28.

---

*Notes (continued)*

- In CBR mode, the minimum bit rate is:

- 8000 kbps for MPEG-2
- 1500 kbps for H.264

XAdmin does not prevent you from specifying a lower bit rate but the Kaleido Software will ignore lower values and enforce the appropriate minimum listed above.

---

- c Use the **RTSP link** with a receiver such as a streaming player to view the head's mosaic output for example.
  - d Optionally, the head's mosaic output can also be streamed to one or more receivers at once through multicasting if needed: set **Enable multicast**. A multicast IP address is in the range of 224.0.0.7 and 239.255.255.255. See [Unicast and Multicast Sources and Destinations](#), on page 33. Set the port number for the stream in **Port** and the **Data interface** (media port) on which the stream is to be sent to the network switch. Ensure that the chosen media port has sufficient bandwidth to support this streaming output.
- 6 The **ST 2110-20 Video Output** option is unavailable. These parameters have no effect.
  - 7 Click **Apply configuration**.  
A message appears confirming that the configuration has been applied.
  - 8 Click **OK** to continue.

## Restarting or Shutting Down the Multiviewer

The following options are available to restart or shutdown the multiviewer.

- Restarting the Monitor Wall Software
- Restarting a Kaleido-IP Multiviewer
- Shutting Down a Kaleido-IP Multiviewer

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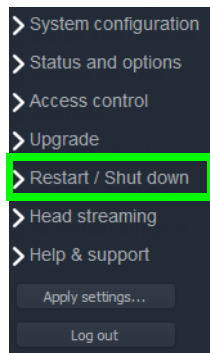
**Note:** The Kaleido Software does not support activating a soft shutdown from the Kaleido-IP frame's power button. Should you be unable to access XAdmin, then perform a hard shutdown by pressing and holding the power button.

---

Proceed as follows.

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.

The XAdmin *Status and Options* page appears.



- 2 Click **Restart / Shut down** in the navigation area on the left side of the page.

The Restart / Shut down page appears.



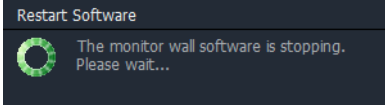
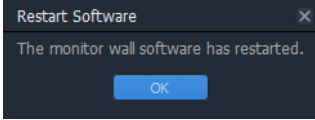
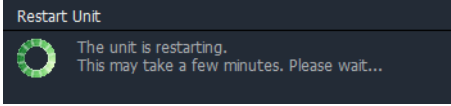
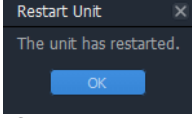
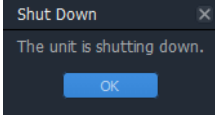
- 3 Click one of the following options.

Click	To
Restart software	Restart the monitor wall software.
Restart unit	Restart a Kaleido-IP multiviewer.
Shutdown	Shut down a Kaleido-IP multiviewer.

The system prompts you to confirm.



4 Click **Yes** to proceed.

To	Then
Restart software	<p>Your multiviewer's operating system will shut down, and then start again. Under certain conditions, this may take up to 5 minutes.</p>  <p>Once the monitor wall software has restarted, the system notifies you.</p>  <p>Click <b>OK</b>. The XAdmin <i>Status and Options</i> page appears.</p>
Restart unit	<p>Your multiviewer will shut down, and then start again, during which time you can observe messages associated with the Linux shutdown and boot sequences on the monitor wall display connected to Head 1. Under certain conditions, this may take up to 5 minutes.</p>  <p>Once the multiviewer has restarted, the system notifies you.</p>  <p>Click <b>OK</b>. The XAdmin <i>Status and Options</i> page appears.</p>
Shutdown	<p>Your multiviewer will perform a clean shut down, during which time you can observe messages associated with the Linux shutdown sequence on the monitor wall display connected to Head 1.</p>  <p>Click <b>OK</b> to continue.</p>

## Configuring Virtual LAN Adapters on a Kaleido-IP

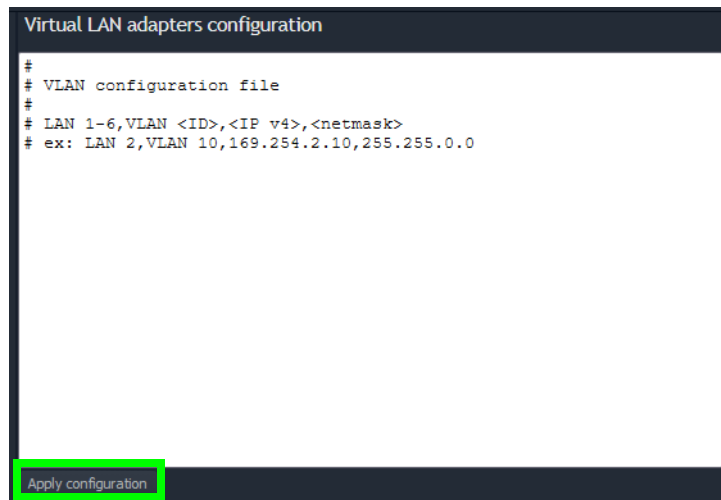
To add Virtual LAN adapters on a Kaleido-IP

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.
- 2 Click **System configuration**, in the navigation area on the left side of the page.  
The *System Configuration* page appears.

The screenshot shows the XAdmin interface for system configuration. The left sidebar contains a navigation menu with 'System configuration' highlighted in green. The main content area is divided into several sections: General, Ethernet, DNS and proxy configuration, Date and Time, Nmos Registry Configuration, Font configuration, and Virtual LAN configuration. The 'Virtual LAN configuration' section at the bottom is highlighted in green, and a 'Configure' button is visible. The 'Ethernet' section shows two LAN ports (LAN1 and LAN6) with their respective IP addresses, network masks, and gateways. The 'Date and Time' section shows the current date and time, time zone, and PTP configuration options. The 'Nmos Registry Configuration' section shows the Nmos registry IP address, registration port, and query port. The 'Font configuration' section has a 'Configure' button. The 'Virtual LAN configuration' section has a 'Configure' button highlighted in green. At the bottom of the page, there is a 'Save' button and a message: 'Click Save to save your settings and continue.'

- 3 Click **Configure**, under Virtual LAN configuration.

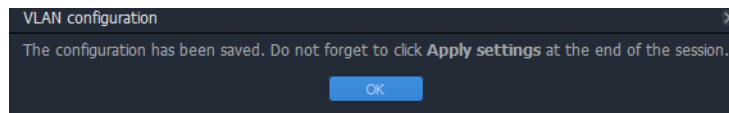
The “Virtual LAN adapters configuration” page appears.



- 4 Edit the VLAN configuration file as required. Refer to the Help pane for guidelines, if needed.

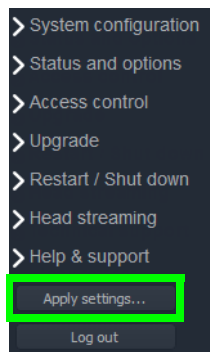
- 5 Click **Apply configuration**.

A message appears prompting you to restart the software.



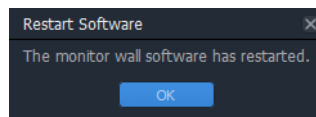
- 6 Click **OK** to close the message window.

The **Apply settings** button becomes available.



- 7 Click **Apply settings**.

A message appears confirming that the software has restarted.



- 8 Click **OK** to continue.

## Adding Fonts to a Kaleido-IP

Certain subtitles use a specific font in order to work. Fonts can be added to the Kaleido-IP to support such subtitles.

### To add fonts on a Kaleido-IP

- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.
- 2 Click **System configuration**, in the navigation area on the left side of the page. The *System Configuration* page appears.

The screenshot shows the XAdmin interface for system configuration. The left sidebar contains a navigation menu with 'System configuration' highlighted in green. The main content area is divided into several sections: General, Ethernet, DNS and proxy configuration, Date and Time, Nmos Registry Configuration, Font configuration, and Virtual LAN configuration. The 'Font configuration' section is highlighted in green, and a 'Configure' button is visible below it. The 'Date and Time' section shows PTP configuration options, and the 'Nmos Registry Configuration' section shows IP address and port settings.

**System configuration**

**General**

System name: kip-43f6ca892ed2ebc1

**Ethernet**

LAN1 (management port):  DHCP

System IP address: 10 .37 .65 .223

Network mask: 255 .255 .255 .0

Default gateway: 10 .37 .65 .1 Remove

Link mode: 1000Mbps full-duplex

LAN6 (media port):  DHCP

IP address: 192 .193 .30 .2 Remove

Network mask: 255 .255 .255 .252 Remove

Gateway: 192 .193 .30 .1 Remove

Link mode: 100000Mbps full-duplex

**DNS and proxy configuration**

Configure

**Date and Time**

Date and time source in use: PTP

Current date and time: Monday, September 13, 2021 04:32:38 PM UTC-4

Date and time format: English (United States)

Time zone: America/New\_York

PTP configuration

Domain number (0-127): 127

Announce interval (sec): 1

Announce receipt timeout count: 3

Locked to PTP:

Grand master: 08:00:11:FF:FE:22:03:FF

Boundary clock: B4:DE:31:FF:FE:B1:0E:77

Interfaces in use: LAN5/LAN6 Restart PTP service to update interfaces

Interface active: LAN6

Step: Two step

Average offset: 0ns

NTP configuration

NTP server IP address: 10 .10 .10 .66

Local configuration

New date: September 13, 2021

New time: 4 :32 :38 PM

**Nmos Registry Configuration**

Nmos registry IP address: 10 .37 .65 .24 Remove

Nmos Registration Port: 4041

Nmos Query Port: 4041

**Font configuration**

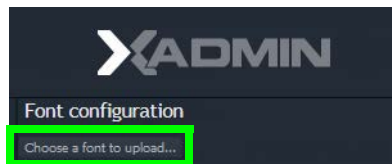
Configure

**Virtual LAN configuration**

Configure

Click Save to save your settings and continue. Save

- 3 Click **Configure**, under Font configuration.  
The "Font configuration" page appears.



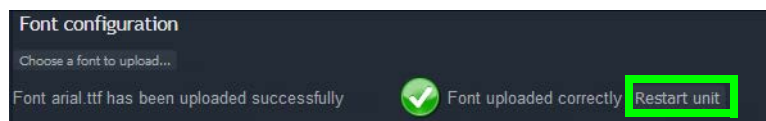
- 4 Click **Choose a font to upload**.  
A file chooser window appears.
- 5 Navigate to the font file you want to upload, select it, and then click **Open**.

---

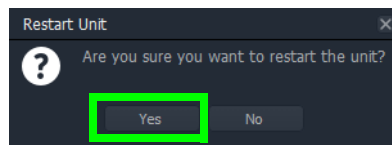
**Note:** The Kaleido Software supports true type fonts (TTF) only.

---

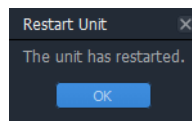
A progress indicator appears momentarily, followed by a confirmation message.



- 6 Click **Restart unit**.  
The system prompts you to confirm.



- 7 Click **Yes** to proceed.  
Your multiviewer will shut down, and then start again. Under certain conditions, this may take up to 5 minutes. Once the multiviewer has restarted, the system notifies you.



- 8 Click **OK**.  
The XAdmin *Status and Options* page appears.
- 9 Make sure the same font is available on the client PC where you use XEdit. (To install a font on Windows 7 or later, right-click the TTF file, and then click **Install**.)
- 10 Close XEdit and then open it again.  
The new fonts are now available, if you:
  - Connect XEdit to the multiviewer.
  - Download the database from the multiviewer to your local workspace (see [Importing a Database](#) on page 86).

---

**IMPORTANT**

Upgrading or reinstalling the Kaleido Software removes all additional fonts you may have uploaded to the multiviewer. In such case, you will need to repeat this procedure.

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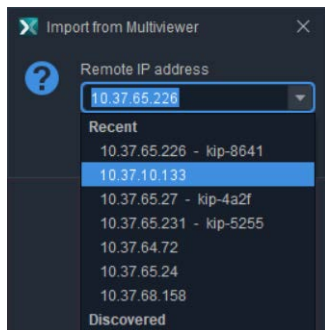
## Importing a Database

XEdit must be offline from the multiviewer to import a database.

### To import a database

- 1 On the **Configure** menu, point to **Database**, and then click **Import**.

The **Import from Multiviewer** window appears, prompting you for the IP address of the multiviewer whose database you want to import.



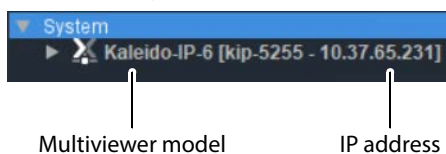
Your recent connections, and all the multiviewers that are on the same subnet as your PC are automatically included in the list.

- 2 Select the multiviewer from the list (if present), or type the appropriate IP address in the box, and then click **OK**.
- 3 Click **Yes**.

A progress window appears, followed by a message stating whether the import succeeded or not.

- 4 Click **OK**.

The imported data has replaced the former content in your local workspace. The originating system's multiviewer model and IP address now appear in the System list.



# Maintenance & Troubleshooting

# 6

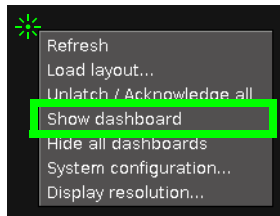
This chapter shows you the various maintenance operations and corrective actions that maybe required to be performed during system commissioning and over the multiviewer's lifetime.

## System Verification

### Verifying the Management Port IP Address and Application Version

To find the Management Port IP address and application version

- 1 Connect a mouse to one of the Kaleido-IP frame's USB ports. See [Troubleshooting with the Kaleido-IP frame's USB ports](#), on page 97 for more information about this.
- 2 Right-click anywhere on the monitor wall. On the shortcut menu, point to **Monitor Wall** (if you clicked a monitor), and then click **Show dashboard** to display the dashboard associated with the current head. A small window appears in the bottom-right area, revealing the *Management Port* IP address and the system version.



## Maintenance

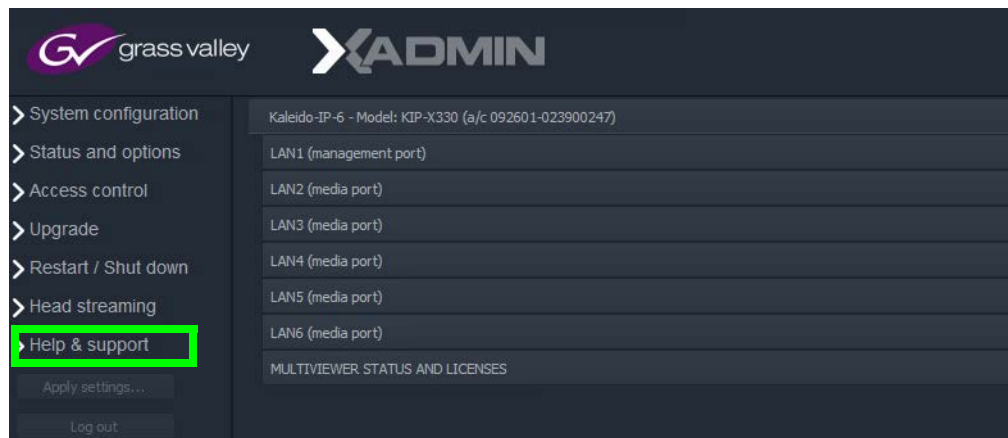
### Generating a System Snapshot

A system snapshot creates a compressed file that contains information that can be used by Technical Support for troubleshooting purposes.

#### To generate a system snapshot

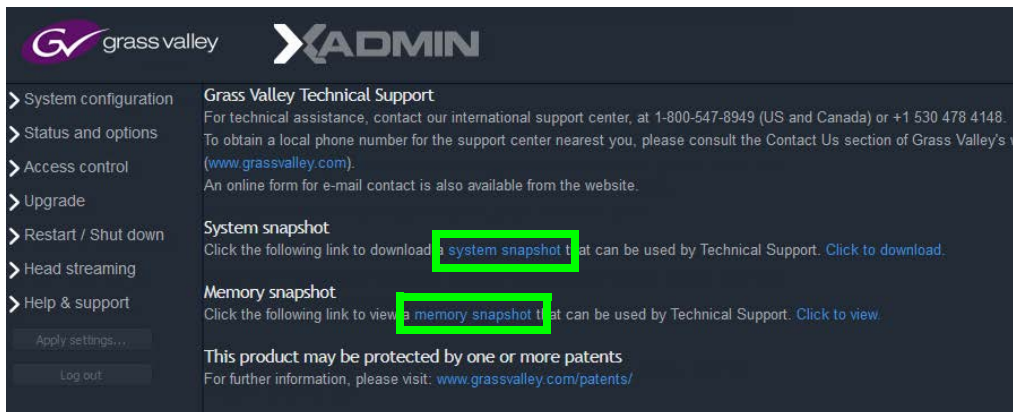
- 1 Open XAdmin. See [Opening XAdmin](#), on page 52.

The XAdmin *Status and Options* page appears.



- 2 Click the **Help & support** link in the navigation pane.

The Technical Support page appears.



- 3 Click **system snapshot**.

The system snapshot generation may take a few moments, after which your browser prompts you to save the resulting compressed folder to your hard drive.

- 4 Browse to the location where you want to save the ZIP file, and then click **Save**.



## Upgrading the Multiviewer

Whenever possible, upgrade the multiviewer to use the latest Kaleido Software version number to take advantage of the latest bug fixes and stability enhancements. See the Kaleido Software Release Notes for more information about a Kaleido Software release.

When a Kaleido-IP X310 or X110 multiviewer is currently using Kaleido Software version 10.xx or lower, and you want to upgrade it to a Kaleido Software version 11.00 or higher, a special migration procedure must be followed. Refer to the *Migration to Version 11 or Higher Upgrade Guide* for more information about how to do this. See [Related Documentation](#), on page 17.

To downgrade the multiviewer to Kaleido Software version 10.xx or lower, refer to the *Migration to Version 11 or Higher Upgrade Guide* for more information about how to do this.

## Upgrading and Downgrading a Multiviewer Running Kaleido Software Version 11.0.0 or Higher

The upgrade / downgrade pathway for a Kaleido-IP multiviewer is nuanced. Note that future software versions are presented here as an example. The Kaleido-IP multiviewer cannot be:

- Downgraded to Kaleido Software versions 11.0.0 or 11.0.1.
- Downgraded more than two minor versions. For example, Kaleido Software version 11.4.0 cannot be downgraded to version 11.1.0. However, a downgrade from Kaleido Software version 11.4.0 to version 11.2.0 is possible.
- Downgraded two minor versions, and then further downgraded.
- Downgraded by a major version. For example, Kaleido Software version 12.X.X cannot be downgraded to any version of 11.X.X.

The table below summarizes the upgrade / downgrade pathway for a Kaleido-IP multiviewer.

Highest Software Version <sup>i</sup> ↓	Target Upgrade Kaleido Software Version →					
	11.0.0	11.0.1	11.1.0	11.1.1	11.2.0	12.0.0
11.0.0	—	Upgrade Kaleido Software	Upgrade Kaleido Software	Upgrade Kaleido Software	Upgrade Kaleido Software	Upgrade Kaleido Software
11.0.1	Not supported <sup>ii</sup>	—	Upgrade Kaleido Software	Upgrade Kaleido Software	Upgrade Kaleido Software	Upgrade Kaleido Software
11.1.0	Not supported <sup>ii</sup>	Not supported <sup>ii</sup>	—	Upgrade Kaleido Software	Upgrade Kaleido Software	Upgrade Kaleido Software
11.1.1	Not supported <sup>ii</sup>	Not supported <sup>ii</sup>	Downgrade Kaleido Software	—	Upgrade Kaleido Software	Upgrade Kaleido Software
11.2.0	Not supported <sup>ii</sup>	Not supported <sup>ii</sup>	Downgrade Kaleido Software	Downgrade Kaleido Software	—	Upgrade Kaleido Software

Highest Software Version <sup>i</sup> ↓	Target Upgrade Kaleido Software Version →					
	11.0.0	11.0.1	11.1.0	11.1.1	11.2.0	12.0.0
11.4.0	Not supported <sup>ii</sup>	Not supported <sup>ii</sup>	Not supported (minor version difference is >2) <sup>ii</sup>	Not supported (minor version difference is >2) <sup>ii</sup>	Downgrade Kaleido Software	Upgrade Kaleido Software
12.0.0	Not supported <sup>ii</sup>	Not supported <sup>ii</sup>	Not supported (major version downgrade is not supported) <sup>ii</sup>	Not supported (major version downgrade is not supported) <sup>ii</sup>	Not supported (major version downgrade is not supported) <sup>ii</sup>	—

- i. This is the highest Kaleido Software version ever installed on the multiviewer.
- ii. Re-install the multiviewer software image onto the multiviewer for this Kaleido Software version.

The Kaleido-IP software version 11.0.1 or higher installer applies these guidelines to automatically block unsupported upgrade / downgrade pathways.

## Pre-upgrade Checklist

### IMPORTANT

#### Back up your system database

Before upgrading the multiviewer system, make sure you have a backup of the current system database so that you can return to the previous Kaleido Software version if necessary. Refer to *Creating a Backup* in the Kaleido Software User's Manual, for details. See [Related Documentation](#), on page 17.

#### Cluster and cascade systems

All multiviewers that are part of a cluster or cascade system must have the same Kaleido Software version.

For cluster systems, Kaleido Software versions 8.70 and 6.50 introduce a hard compatibility break with previous Kaleido Software versions.

Cluster backups you create with version 8.70 and 6.50 (or higher), cannot be restored by using an earlier version of XEdit. Grass Valley recommends you make a backup of the individual databases for every cluster member, *before upgrading* from a pre-8.70 or pre-6.50 version, to version 8.70 or 6.50 (or higher) respectively.

Upgrade packages are made available by contacting technical support (see [Grass Valley Technical Support](#), on page 106).

The upgrade is performed from your PC, by using XAdmin. See [Upgrading the Kaleido-IP Multiviewer](#) on page 91.

## Upgrading the Kaleido-IP Multiviewer

### To upgrade your Kaleido-IP multiviewer

- 1 From a workstation on the same subnet, open a Web browser window, and type the *Management Port* IP address of the multiviewer, in the address bar.

The Kaleido-IP home page appears. The current software version is shown.



#### Firefox users:

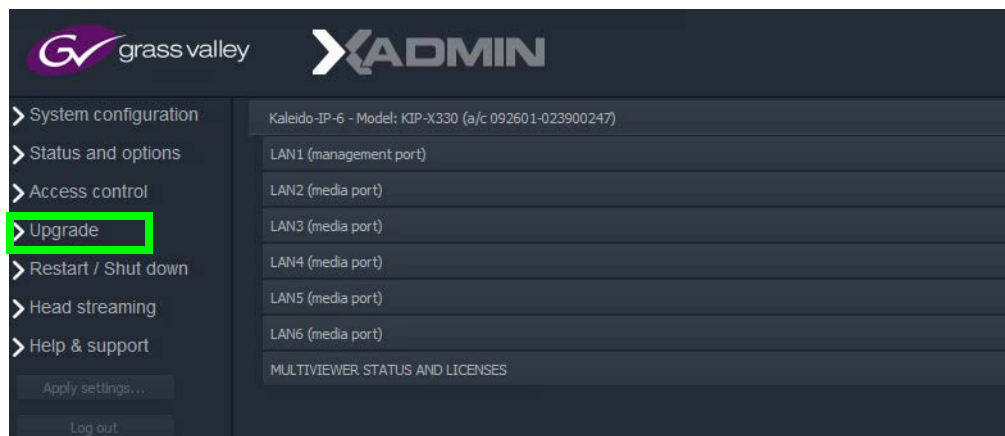
If you see a security warning instead of the home page, then see [Registering your Multiviewer's Security Credentials with your Browser](#), on page 58

#### Internet Explorer users:

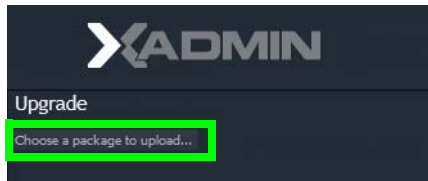
- If the page remains blank, then see [Enabling the Compatibility View in Internet Explorer](#), on page 67.
- If you see a certificate error message instead of the *Status and Options* page, then see [Registering your Multiviewer's Security Credentials with your Browser](#), on page 58.

- 2 Click the **XAdmin** button.

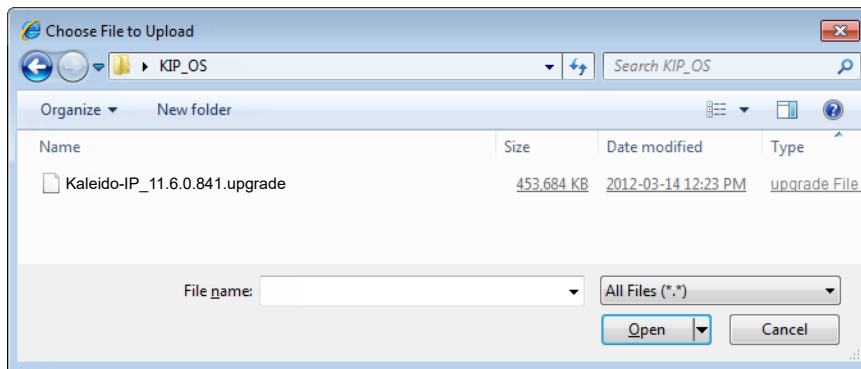
The XAdmin *Status and Options* page appears.



- 3 Click **Upgrade**, in the navigation area on the left of the page.  
The *Upgrade* page appears.



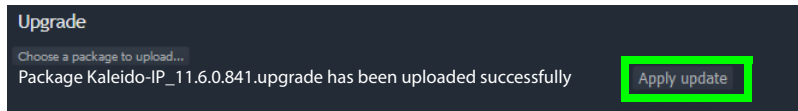
- 4 Click **Choose a package to upload**.  
A file chooser window appears.
- 5 Navigate to the UPGRADE package to install, select it, and then click **Open**.  
The upgrade file should have the following format: `Kaleido-IP_11.6.0.841.upgrade`  
Where:
  - `11.6.0` is the version.major.minor software version.
  - `841` is the build number



The selected file is uploaded to the Kaleido-IP. This may take a few seconds.



- 6 Once the upload has completed, click **Apply update**.

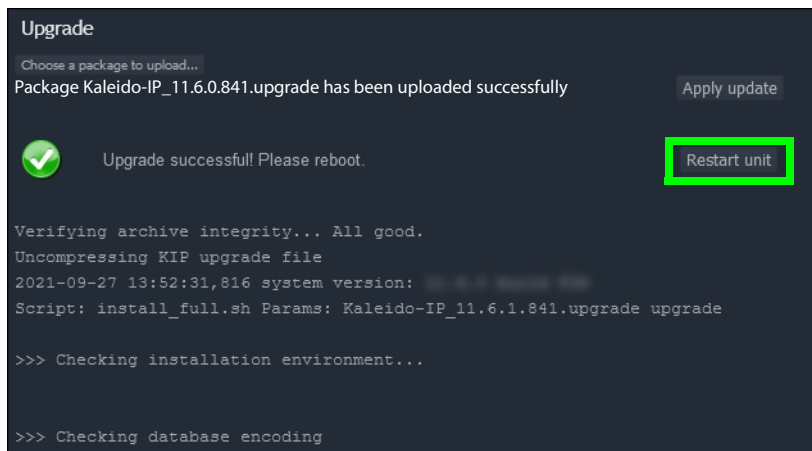


While the upgrade is taking place you can monitor its progress if you wish, or wait until the system prompts you to restart the Kaleido-IP unit.

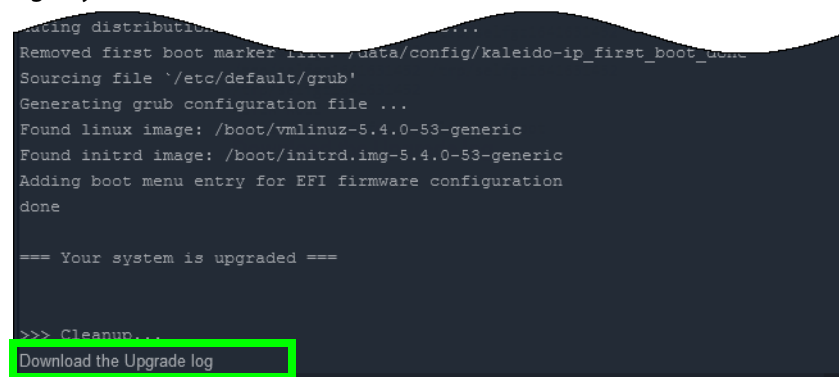
---

**Note:** If nothing happens, verify that you are using the correct Kaleido Software UPGRADE package, with the following format:  
Kaleido-IP\_11.6.0.841.upgrade

---

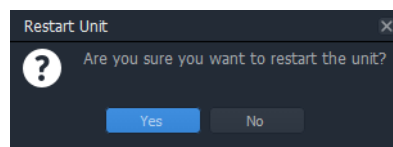


- 7 Once the upgrade has completed, if you wish to keep a copy of the log messages, scroll down to the bottom of the page, right-click **Download the Upgrade log**, and save the log to your hard drive as a text file.



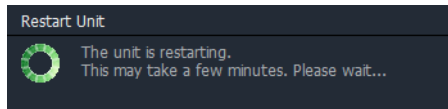
- 8 Click **Restart unit**.

The system prompts you to confirm.

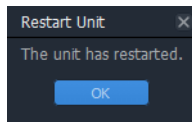


9 Click **Yes** to proceed.

Your multiviewer will shut down, and then start again, during which time you can observe messages associated with the operating system shutdown and boot sequences on the monitor wall display connected to Head 2. Under certain conditions, this may take up to 5 minutes.



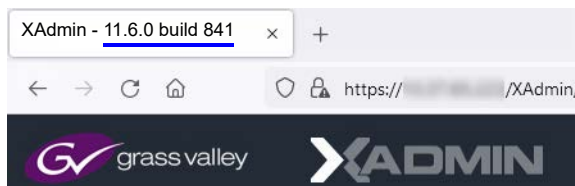
Once the multiviewer has restarted, the system notifies you.



10 Click **OK**.

The XAdmin *Status and Options* page appears.

11 Verify that the expected version number appears in the page title (check the tab label, or the browser's title bar).



At this point, the upgrade is complete.

You can verify the new version number by displaying the dashboard on the monitor wall. See [Displaying the Dashboard](#), on page 96.

## Downgrading the Multiviewer System

### IMPORTANT

The Kaleido-IP X310 and X110 multiviewers cannot be downgraded to a version earlier than 7.30.

#### To downgrade your multiviewer to an earlier version of Kaleido Software

- When the multiviewer is running Kaleido Software version 10.XX or lower, follow the upgrade instructions in the Release Notes that were published for the Kaleido Software version you want to downgrade to.
- When the multiviewer is running Kaleido Software version 11.0.0 or higher and you want to downgrade it to Kaleido Software version 10.XX or lower, refer to the *Migration to Version 11 or Higher Upgrade Guide* for more information about how to do this. See [Related Documentation](#), on page 17. This is only available if the multiviewer had previously run Kaleido Software version 10.XX or lower and was upgraded according to the *Migration to Version 11 or Higher Upgrade Guide*.
- When the multiviewer is running Kaleido Software version 11.0.0 or higher and you want to upgrade or downgrade it to another Kaleido Software version 11.0.0 or higher,

see [Upgrading and Downgrading a Multiviewer Running Kaleido Software Version 11.0.0 or Higher](#), on page 89.

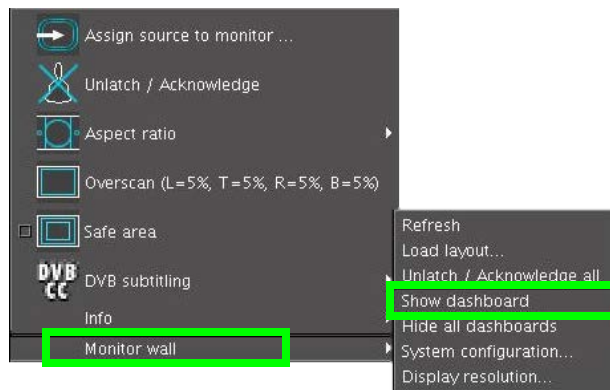
## Displaying the Dashboard

The multiviewer supports the following types of dashboards:

- Status dashboard - displays IP address, software version, currently loaded layout, Frame name/Room, associated Output head
- Update dashboard - displays status of System upgrade.

### To display the dashboard

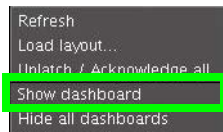
- 1 Right-click anywhere on the monitor wall. On the menu, point to **Monitor wall**, and then click **Show dashboard** to display the dashboard associated with the current head.



Monitor wall menu (within composite monitor menu)

---

**Note:** If you right-click the monitor wall background directly, then the monitor wall menu appears immediately. Click **Show dashboard**.



After a brief delay, the dashboard appears at the bottom-right corner of the monitor, and the command **Hide dashboard** replaces **Show dashboard** on the menu.



Dashboard on the monitor wall



## Troubleshooting

### Troubleshooting with the Kaleido-IP frame's USB ports

A USB mouse can be directly connected to the multiviewer for troubleshooting purposes (as opposed to connecting the mouse to a Kaleido-RCP2, for instance) with the following conditions.

- The pointer can only travel between the displays connected to the Kaleido-IP frame.
- When more than one display is connected to the multiviewer, the required mouse movement to go between displays does not always follow the wall layout set in XEdit. For example, you will have to move the mouse pointer horizontally or vertically in order to go from one display to the next.

## Disposal and Recycling Information

Your Grass Valley equipment comes with at least one lithium button battery (Li-MnO<sub>2</sub>) located on the main printed circuit board.



**Before disposing of your Grass Valley equipment, remove the battery as follows:**

- 1 Make sure the equipment's AC adapters are unplugged from the power outlet.
- 2 Remove the protective cover from your equipment.
- 3 Gently remove the battery from its casing using a blunt instrument for leverage such as a screwdriver if necessary.
- 4 Dispose of the battery and equipment according to your local environmental laws and guidelines.

#### IMPORTANT

Be careful not to short-circuit the batteries by adhering to the appropriate safe handling practices. Do not dispose of batteries in a fire as they may explode. Batteries may explode if damaged or overheated. Do not dispose of batteries as household waste. Do not dismantle, open or shred batteries. Keep batteries out of the reach of children.

The electrolyte of the batteries contains 1,2-dimethoxyethane (DME) (CAS 110-71-4, EINECS 203-794-9) above 0.1% by weight. DME is listed as a Substance of Very High Concern (SVHC) by the regulation (EC) No 1907/2006 of the European Parliament and of the Council. It is classified as a reprotoxic of category 2 in the European Union. Accordingly, exposure to DME may impair fertility and may cause harm to the unborn child. DME is also classified as harmful by inhalation.

Risk of exposure occurs only if the battery is mechanically or electrically abused. The most likely risk is acute exposure when a cell vents. In the event of a battery leak, do not allow battery liquid to come in contact with skin or eyes. Seek medical help immediately in case of ingestion, inhalation, skin or eye contact, or suspected exposure to the contents of an opened battery.

For more information about recycling, contact Grass Valley, see <BLACK>, on page 106.

# 7 Specifications

## Kaleido-IP Inputs

### IP Inputs

Kaleido-IP X310 physical	4 Gigabit Ethernet with RJ-45 connector (Management Port and Media Ports) 2 additional data Gigabit Ethernet with RJ-45 connector (optional Media Ports) or two additional SFP28 or QSF28 connectors
Kaleido-IP X110 physical	4 Gigabit Ethernet with RJ-45 connector (Management Port and Media Ports)
Transport	MPEG transport streams over UDP or RTP Multicast/Unicast MPEG elementary streams over RTP Multicast/Unicast IGMPv3 SSM/SFM Multi Program Transport Streams (MPTS) Single Program Transport Streams (SPTS)
Performance	Up to 1 Gbps

### Other Input Formats Supported through Ancillary Hardware

ASI	Densité IRD-3802 (optional)
ATSC RF	Densité IRD-3811-VQ (optional)
DVB-S/S2 RF	Densité IRD-3811-DVB-S2 (optional)
Set-top box	EdgeVision (optional)

## Kaleido-IP Display Outputs

The Kaleido-IP supports two independently configurable and operable progressive scan display outputs.

Connectors	HDMI or DisplayPort
Standard	DisplayPort 1.2 HDMI 1.4a
Resolution	Up to 1920 × 1200 @ 60 Hz (all progressive scan)

The following table lists some (but not all) output formats supported at the DisplayPort connections.

**Kaleido-IP HDMI output formats**

Resolution	Format name	Refresh rates (Hz)
1280 × 1024	SXGA	50, 59.94
1280 × 1024	BARCO	59.94
1360 × 768	NEC	50, 59.94
1480 × 1200	Christie	50, 59.94
1600 × 1200	UXGA	50, 59.94
1920 × 1080	Baycat	50, 59.94
1920 × 1200	WUXGA	50, 59.94

You can customize your own timing rates for resolutions ranging from 1280 × 1024 pixels up to 1920 × 1200 pixels (all progressive scan), by using XEdit.

---

**Note:** After configuring custom resolutions in XEdit, you must restart the Kaleido-IP for the new resolutions to become effective.

---

## Decoding Capacity

The Kaleido-IP decoding capacity performance is available in the *Kaleido Multiviewer Product Comparison Guide*. See [Related Documentation](#), on page 17.

### Kaleido-IP X310 Frame

Height	43 mm (1.7 in) 1 RU
Width	437 mm (17.2 in)
Depth	710 mm (28 in)
Weight	12.7 kg (28 lbs)
Power supply	750 W (1+1) hot-swappable, redundant power supply, 10-4 amp
Nominal power	550 W
AC	100-240 V, 60-50 Hz
Operating temperature	10-35 °C (50-95 °F)
Max. storage humidity	90% RH non-condensing
Max. functional humidity	65% RH non-condensing

### Kaleido-IP X110 Frame

Height	43 mm (1.7 in) 1 RU
Width	437 mm (17.2 in)
Depth	710 mm (28 in)
Weight	12.7 kg (28 lbs)
Power supply	750 W (1+1) hot-swappable, redundant power supply, 10-4 amp
Nominal power	170 W
AC	100-240 V, 60-50 Hz
Operating temperature	10-35 °C (50-95 °F)
Max. storage humidity	90% RH non-condensing
Max. functional humidity	65% RH non-condensing

## Operation and Configuration

On-screen control	Kaleido-RCP2 (optional)
Source and layout configuration	XEdit
Alarms management	iControl (optional)

## Display Output Extender via Fiber Optic

Device	DXF-200 (optional)
Distance	1 km (3280 ft)
Fiber optic cable	Multi-mode 50 or 62.5/125 SC
Connector	SC

## Remote Output via IP Streaming

Video formats	MPEG transport stream over Unicast or Multicast RTSP
Audio format	MPEG-1 Layer 2 stereo

## Multiviewer Integration with other Systems and Equipment

A number of configurable services are available to establish communications between the multiviewer and a wide variety of devices.

### Optional Drivers for Controlling Routing Devices from the Multiviewer

Optional drivers are available to extend your Kaleido system with the ability to control routing devices that comply with the protocols listed in the following table. Contact your sales representative for details.

Company	Protocol	Text database download	Routers/Controllers
Datatek	D-2815 Control Module Protocol	No	
ETL	ETL Matrix	Yes	ETL Matrix
Evertz	Quartz Type 1	Yes	EQX
Grass Valley (Miranda)	Densité	Yes	HRS-1801
		No	HCO-1821, HCO-1822
Grass Valley (Miranda/NVISION)	NVEP NV9000 – Deprecated (NP0017) <sup>a</sup>	Yes	NV9000 system controllers
	NVEP NV9000 – Port Takes (NP0017) <sup>b</sup>	Yes	
	NVEP NV9000 – Device Takes (NP0017) <sup>c</sup>	Yes	
	NVEP Router (NP0016)	No	Compact router series

Company	Protocol	Text database download	Routers/Controllers
Grass Valley	GVG-NP Emulation	No	Jupiter CM-4000 and CM-4400 system controllers
	GVG 7000 Native Protocol <sup>d</sup>	Yes	Concerto-series routers, Encore-series control panels
Grass Valley (Thomson/Philips) <sup>e</sup>	Jupiter ASCII communications protocol	No	Venus-series and Trinix-series routers
Imagine Communications (Harris/Leitch)	Harris XY Passthrough Protocol	No	Platinum, Xplus, Integrator, Via-32, Panacea, Xpress
Lantronix	(Lightwave) Matrix-Hub Protocol	No	Matrix-Hub 1000
Nevion (Network Electronics)	Network Modular (Ethernet)	No	VikinX Modular
PESA	USP (Unsolicited Status Protocol)	No	Cheetah, Tiger, Jaguar, Cougar, Ocelot, Bobcat, TDM3000, PERC2000 system controller
Grass Valley (SAM / Snell / Pro-Bel)	General Switcher Protocol (SW-P-02)	No	
Sony	Sony HKSPC (GVGNP Emulator)	No	Sony routers (requires HKSPC card); GVG routers (Ethernet)
Utah Scientific	PL-160/PL-320	No	AVS-1B
	RCP-1	No	SC-1, SC-2, SC-3 series
	RCP-3	Yes	SC-4 series (Ethernet only)

a. Deprecated. To be used with legacy configurations only.

b. To be used in most cases. Supports native locks, and aliases from router (provided system controller has NV9000 router control system version 6.0.6 or later)

c. To be used in very specific scenarios involving physical router interconnects with tie lines, or with hybrid router configurations. Contact Technical Support for more information (see [Grass Valley Technical Support](#), on page 106).

d. For Thomson / Grass Valley Series 7000 devices, our current implementation of the Series 7000 Native Protocol supports some Encore system controller models, which are supported by Ethernet connection. For other Series 7000 devices you wish to control by Ethernet connection, use the Sony HKSPC (GVGNP Emulator).

e. Our current implementations of the protocols listed above for Grass Valley (Thomson/Philips) routers and controllers support neither the CM-4400 nor the CM-4000 system controllers.

## Drivers for Controlling Tally Interface Devices from the Multiviewer

Drivers are available to extend your Kaleido-X system with the ability to control tally interface devices such as the ones listed in the tables below. Contact your sales representative for more information.

**Production Switchers**

Company	Device/System
Grass Valley (Thomson)	Kayenne K-Frame, Karrera K-Frame, Zodiak, XtenDD HD/SD series

**UMD controllers**

Company	Protocol	Device/System
TSL	TSL UMD protocol V5.0	UMD Controller (TCP/IP or UDP/IP) <i>IP Limitation: only one screen index can be received per unicast port.</i>
Image Video		TSI-1000 Tally System Interface (requires option from Image Video)

**Automation systems**

Company	Device/System
Sundance Digital	Fastbreak NXT Automation (requires option from Sundance Digital)

**Drivers for Timers****Timer systems**

Company	Device/System
Plura (Alpermann+Velte)	Studio Production Timer (SPT)

**Built-in Communications Protocols**

The multiviewer itself can be controlled by external devices (e.g. Kaleido-RCP2, router control panels) or applications (e.g. router control software application, Remote Control Gateway) via built-in communications protocols. Such devices or applications can be used to command monitor wall operations (e.g. source assignment) or routing operations.

The supported communications protocols are listed in the following table. Only TCP/IP connection type is supported and the dedicated port number on the multiviewer, for TCP/IP connections.

Company	Protocol	TCP/IP (port)
Grass Valley (Miranda)	Kaleido Remote Control Protocol	Yes (13000)
Grass Valley (Miranda/NVISION)	NVEP Router (NP0016)	Yes (5194)
Nevion (Network Electronics)	Network Modular	Yes (4381)
Grass Valley (SAM/Snell/Pro-Bel)	SW-P-08	Yes (14000)
	SW-P-02	Yes (2000)







## **Grass Valley Technical Support**

For technical assistance, contact our international support center, at 1-800-547-8949 (US and Canada) or +1-530-478-4148.

To obtain a local phone number for the support center nearest you, consult the Contact Us section of Grass Valley's website ([www.grassvalley.com](http://www.grassvalley.com)).

An online form for e-mail contact is also available from the website.

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