

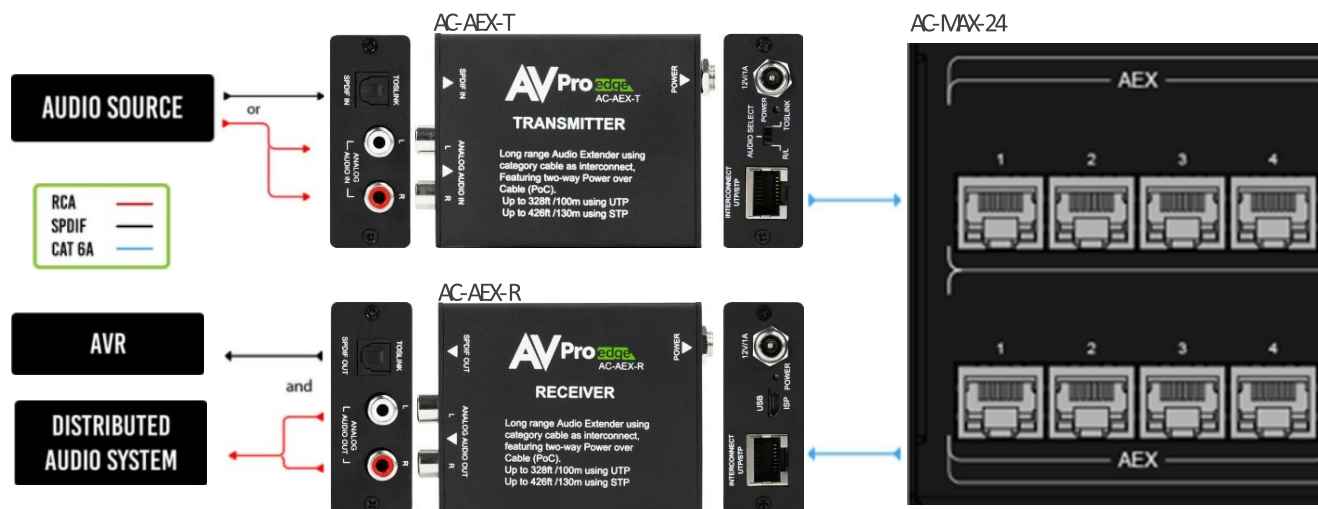
## Stereo Audio Matrix with Audio Extension

The AC-MAX-24 is 24 I/O 2U rack-mountable audio matrix featuring Dual RCA, TOSLINK, and Digital Coaxial ports, as well as 2 AEX inputs and 2 AEX outputs, allowing users to return audio from decentralized sources (such as a display or vinyl player) or extend audio out to a remote zone (such as a guest house or room with a local soundbar).



## AC-AEX-KIT (sold separately)

The AVPro Edge AC-AEX-KIT is a pair of PoC (Power over Cable) powered transmitter (AC-AEX-T) and receiver (AC-AEX-R) modules that extend 2-channel analog and digital audio signals over standard category cable via AVPro Edge's exclusive AEX technology. The AC-AEX-KIT is ideal for sending and receiving audio signals to/from decentralized devices to/from a centrally located audio distribution system, such as the AC-MAX-24.



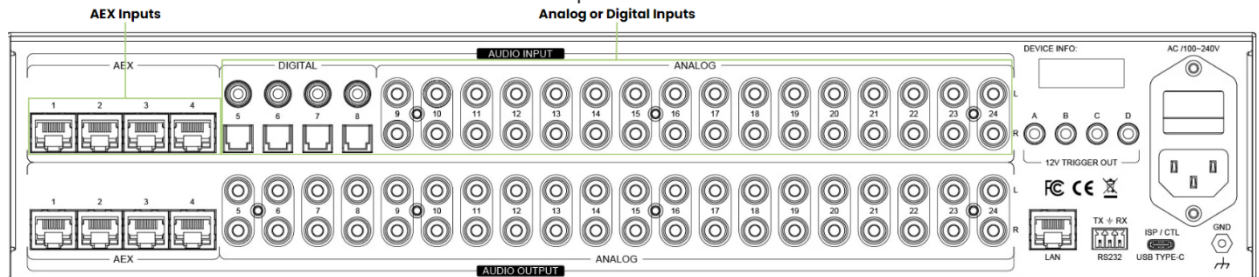
**NOTE** Each AEX port on the AC-MAX-24 must be paired with an AC-AEX-T or AC-AEX-R for complete operation.

# Initial Setup

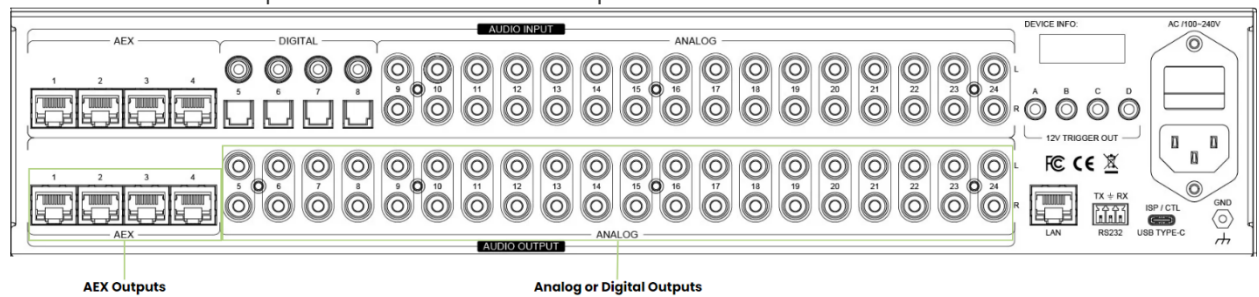
Make the physical connections to the input and output devices using the following steps below. For initial setup, make all the audio input and output connections. Next, connect the AC-MAX-24 to a LAN (Local Area Network) via the RJ-45 LAN port. Use a PC on the same network to access the Web UI and check for available firmware updates to the unit.

## 1 Connect the Devices

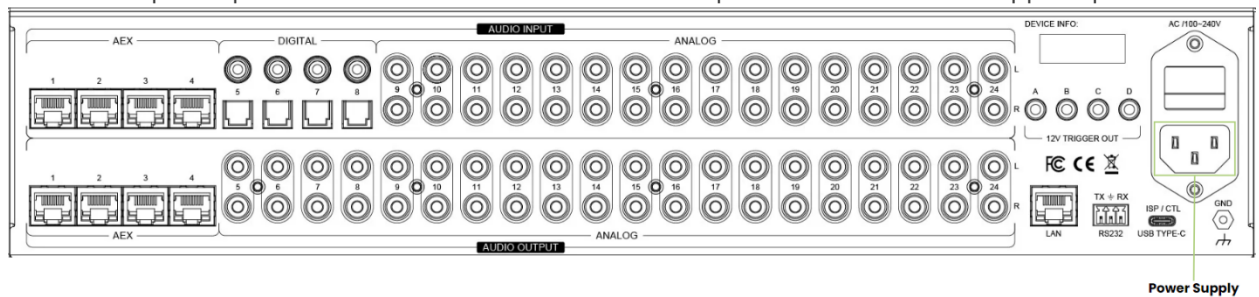
- 1 Connect the audio source devices to the audio inputs on the back of the unit.



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



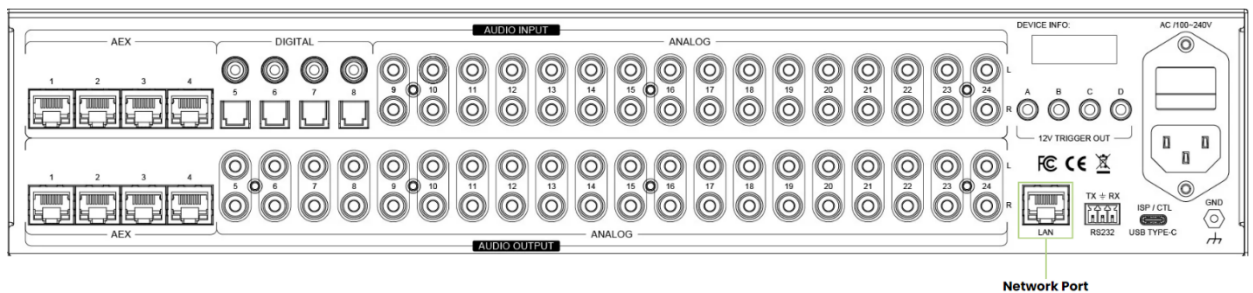
- 3 Connect the power port on the back of the unit to a suitable power source with the supplied power cable.



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

## 2 Locate the IP Address

The default IP setting is DHCP mode, an IP address will be automatically assigned to the unit by the DHCP server.



Network Port

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

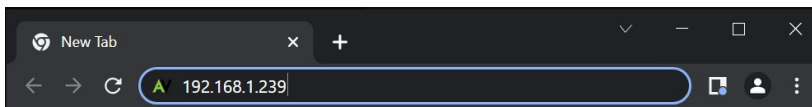
### 3 Access the Web UI

The AC-MAX-24 features the built-in AVPro Edge User Interface (AEUI) and can be accessed through a web browser for configuration and control. For initial setup, it is recommended to connect the AC-MAX-24 to a local area network (LAN) with a computer on the same network to access the built-in Web UI and check for any firmware updates to the unit.

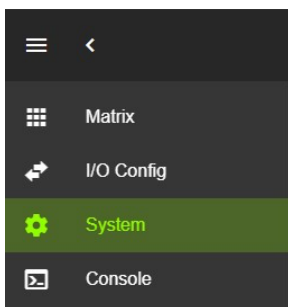
#### OTA Cloud Services

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

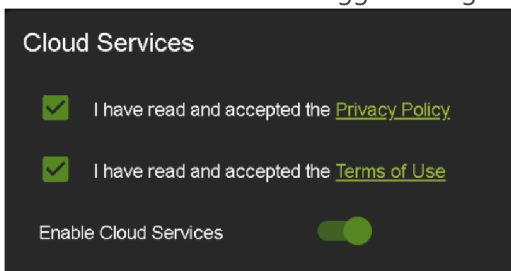
- 1 Enter the unit's IP address into a Chrome or Edge web browser to access the unit's Web UI.



- 2 Navigate to the *System* tab page.



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



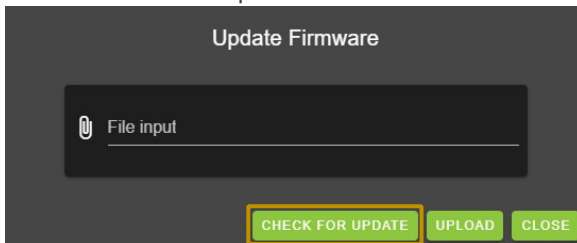
 **IMPORTANT:** This is a required step in order for the unit to perform OTA firmware updates.

- 4 In the *Hardware* section, select the *Update Firmware* button. A new dialog box will open.

Hardware	
MCU	Version
MAIN MCU	1.23
NET MCU	1.00
MAIN FPGA	0.24

UPDATE FIRMWARE   FACTORY RESET   REBOOT

- In the *Update Firmware* dialog box, select *Check for Update*. The unit will now check the Cloud for available firmware updates.



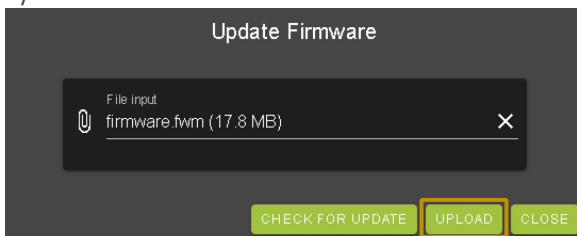
- If the unit is already installed with the latest version of firmware, a notification window will prompt the message “No update available!” at the top of the page. Select the *Close* button.



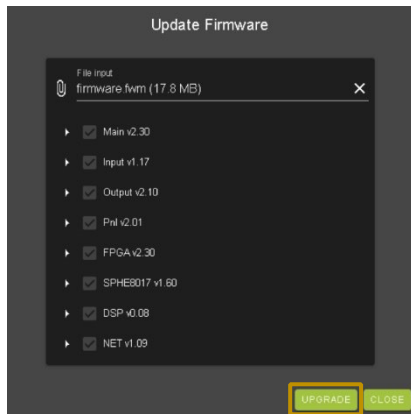
- If a newer version of firmware is detected from the Cloud, a notification window will prompt the message “New firmware update is available!”. Select the *Update* button.



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



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



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

**NOTE:** Some updates require previous versions to be installed first and may require more than one update to be fully current. You may see additional messages to update firmware (see step 6).

## Troubleshooting

- Verify Power - Check that the power supply is properly connected and on an active circuit.
- Verify Connections - Check that all cables are connected securely and properly terminated where applicable.
- Verify Current Versions - Check if are any firmware/software/driver updates available for the devices.
- No Sound - Verify the signal being sent from the audio source and signal format is compatible with devices in the signal chain. Ensure the input audio source is matrixed to the correct audio output, input and output is enabled, and output is set to an audible volume level and not muted.
- Static, Buzzing, or Humming Noises - Use shielded RCA cabling between the AC-MAX-24 and the connected analog devices to maintain a high level of audio performance. Ground the matrix to the conducting parts (equipment rack, mounting devices, truss systems, electrical switchboards, metal electrical conduits, etc.) This technique ensures all the equipment in an electrical system will use the same reference value for their signals and reduces the possibility of a ground loop, which can result in a shift in video signals and mains frequencies to exhibit a buzzing or humming noise in audio systems.

Have questions or need assistance?

Don't hesitate to contact us!

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