



Impulse 300E Internet Streaming Encoder

User Manual



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About Sencore

Sencore is an engineering leader in the development of high-quality signal transmission solutions for the broadcast, cable, satellite, IPTV, telecommunications, and professional audio/video markets. The company's world-class portfolio includes video delivery products, system monitoring and analysis solutions, and test and measurement equipment, all designed to support system interoperability and backed by best-in-class customer support. Sencore meets the rapidly changing needs of modern media by ensuring efficient delivery of high-quality video from the source to the home. For more information, visit www.sencore.com.

Revision History

| Date | Version | Description | Author |
|------------|---------|-----------------|--------|
| 05/05/2023 | 1.0 | Initial Release | TTH |

Safety Instructions

- Read and follow all instructions
- Keep this manual
- Heed all warnings
- Do not use this apparatus near water
- Clean only with dry cloth
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Do not expose this apparatus to dripping or splashing and ensure that no objects filled with liquids, such as vases, are placed on the apparatus.
- To completely disconnect this apparatus from the AC Mains, disconnect the power supply cord plug from the AC receptacle.
- The mains plug of the power supply cord shall remain readily operable.
- **Damage Requiring Service:** Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power-supply cord or plug is damaged.
 - If liquid has been spilled, or objects have fallen into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of the controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
 - If the product has been dropped or damaged in any way.
 - The product exhibits a distinct change in performance.
- **Replacement Parts:** When replacement parts are required, be sure the service technician uses replacement parts specified by Sencore, or parts having the same operating characteristics as the original parts. Unauthorized part substitutions made may result in fire, electric shock or other hazards.

SAFETY PRECAUTIONS

There is always a danger present when using electronic equipment.

Unexpected high voltages can be present at unusual locations in defective equipment and signal distribution systems. Become familiar with the equipment that you are working with and observe the following safety precautions.

- Every precaution has been taken in the design of your Impulse 300E to ensure that it is as safe as possible. However, safe operation depends on you the operator.
- Always be sure your equipment is in good working order. Ensure that all points of connection are secure to the chassis and that protective covers are in place and secured with fasteners.
- Never work alone when working in hazardous conditions. Always have another person close by in case of an accident.
- Always refer to the manual for safe operation. If you have a question about the application or operation call Sencore for assistance.
- **WARNING** – To reduce the risk of fire or electrical shock never allow your equipment to be exposed to water, rain or high moisture environments. If exposed to a liquid, remove power safely (at the breaker) and send your equipment to be serviced by a qualified technician.
- To reduce the risk of shock the Impulse 300E must be connected to a mains socket outlet with a protective earthing connection.
- For the Impulse 300E the mains plug is the main disconnect and should remain readily accessible and operable at all times.
The Impulse 300E is equipped with an internal system battery. The Impulse 300E must be sent to Sencore service for replacement of this battery.
- To reduce the risk of shock and damage to equipment, it is recommended that the chassis grounding screw located on the rear of the Impulse 300E – be connected to the installation's rack, the vehicle's chassis, the battery's negative terminal, and/or earth ground.

CAUTION – Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.

FCC Class A Information

The Impulse 300E 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 instructions, 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 or her own expense.

Shielded cables must be used with this unit to ensure compliance with the Class A FCC limits.

⚠ Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Package Contents

The following is a list of the items that are included along with the Impulse 300E:

1. AC Power Cable
2. Quick Start Guide

If any of these items were omitted from the packaging of the Impulse 300E please call 1-800-SENCORE to obtain a replacement. Manuals for Sencore products can be downloaded at www.sencore.com



1) AC Power Cable



2) Quick Start Guide

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Section 1 Overview



Introduction

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1.1 Product Introduction

The Impulse 300E - Internet Streaming Encoder, is a versatile and easy-to-deploy MPEG2 and H.264/AVC encoder. The Impulse 300E is useful for acquiring, compressing, and delivering video and audio content across local or public IP networks.

The unit is fully controllable through the web interface to perform tasks such as setup, monitoring, and troubleshooting

This manual describes how to install, configure, and operate the Impulse 300E Internet Streaming Encoder. This unit is also backed by Sencore's best-in-class staff of ProCare support engineers.

1.2 Front Panel Overview

The Impulse 300E's physical IP addresses can be configured through the front panel using the LCD screen and buttons that are shown below. A description of using the front panel can be found in [Section 3.1](#).



Figure 1: Impulse 300E Front Panel

1. Input Indicator
2. Error Indicator
3. LCD Screen
4. Up, Down, Left and Right Buttons
5. OK and Back Buttons

1.3 Rear Panel Overview

The Impulse 300E is equipped with the hardware interfaces listed below.



Figure 2: Impulse 300E Rear Panel

1. Power Supply
2. RJ45 Network 1 and Network 2 Ports
3. HDMI Input Connector
4. SDI Input Connector

1.4 Cooling

The Impulse 300E is cooled via forced induction through the front of the unit and exhausted through the vents in the rear and sides of the chassis. The Impulse 300E is equipped with a temperature controlled status indicator. If the unit temperature exceeds 70° C the red “Error” text will illuminate on the front panel and a description of the error will appear in the “Error List.”

1.5 Rack Information

The Impulse 300E is versatile and was designed to be deployed as a standalone device for easy installation into locations with limited space. With the optional SDI2X-MOUNT kit, three (3) Impulse 300E units can be deployed in a standard 19”.



Figure 3: Impulse 300E Rack Mount Kit

Section 2 Installation



Introduction

This section includes the following topics:

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2.1 Installation

The Impulse 300E unit can easily be deployed almost any place. The size is small enough that the unit can be placed on a desk, in an equipment rack or on a shelf at a test bench.

2.2 Power Connection

Using the proper power connections is vital to the safe operation of the Impulse 300E. Only use the supplied 3-prong power connector or one with equal specifications. NEVER tamper with or remove the 3rd – prong grounding pin. This could cause damage to the Impulse 300E, personnel, or property.

2.3 AC Power Connection

The Impulse 300E is intended for use on either 120V or 240V systems. The power supply will automatically detect the system it is connected to. To hook up the power use the following steps:

1. Locate the AC power cord that was included with the Impulse 300E.
2. Plug the female end of the power cord (end with no prongs) into the back of the unit.
3. Locate a protected outlet to plug the male end of the power cable into.

2.4 Maintenance

The Impulse 300E is virtually a maintenance-free piece of equipment. There are no user serviceable parts on the inside of the unit.

Section 3 Operating the Front Panel



Introduction

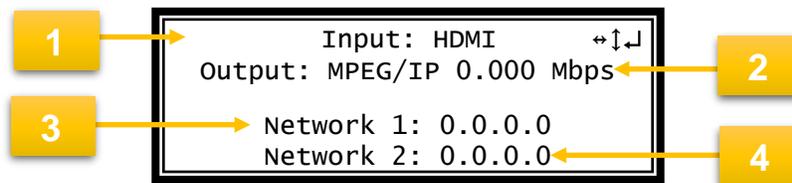
This section includes the following topics:

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3.1 Impulse 300E Front Panel Overview

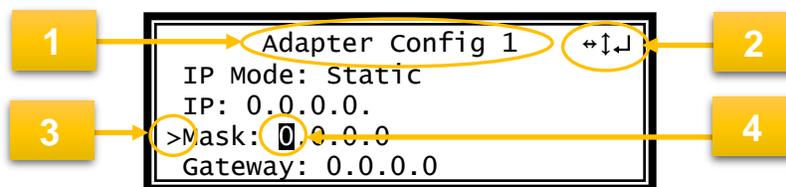


The Impulse 300E front panel allows configuration of the network interface settings, application of profiles, and viewing alarm statuses and unit information. The screen below is the idle screen of the Impulse 300E. This idle screen shows the active input type and output type/bitrate, as well as the IP addresses of the unit’s network interfaces.



1. Active input
2. Output type and bitrate
3. IP address of “Network 1” interface
4. IP address of “Network 2” interface

The figure on the next page shows a typical screen on the front panel. Several important features have been circled and noted. These features are common to all screens and assist when navigating, viewing, and editing unit information. The  button allows the user to return to the home screen, cancel settings and go back a menu. In order to edit a selected parameter the  button must be pressed. Once a parameter has been changed the  button must be pressed again before the change takes effect on the unit.



1. Screen title.
2. Icons indicate which control buttons are currently valid for entry.
3. Cursor shows which line is active.
4. When editing, active character or item is highlighted.

3.2 Network Setup via Front Panel

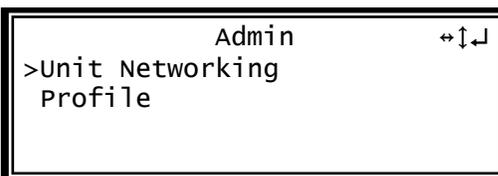
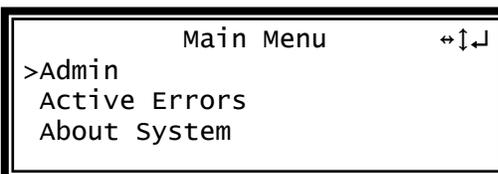
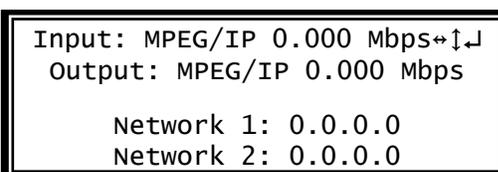
The Impulse 300E can be setup on a network connection to allow remote management and SNMP configuration. For these features to work, the network settings for the Impulse 300E must first be configured properly for the network it is connected to. By default, the Impulse 300E follows this configuration scheme:

- Network 1:
 - Mode: DHCP
- Network 2:
 - Mode: Static
 - IP Address: 10.0.0.72
 - Subnet Mask: 255.255.255.0
 - Gateway: 0.0.0.0

3.2.1 Configuring IP Mode (Static or DHCP)

To setup the Impulse 300E with a static IP address, use the following steps:

1. Press the **OK** button (twice if the front panel is in “Idle” mode).
2. Use the **▲** and **▼** buttons to move the cursor to “Admin”, then press the **OK** button.
3. Use the **▲** and **▼** buttons to move the cursor to “Unit Networking”, then press the **OK** button.



4. Use the  and  buttons to move the cursor to “Network 1 Configuration”, then press the  button.
5. If unit is currently set to “DHCP”, it can be set to “Static” by pressing  to navigate to the “Adapter Config 1” Menu.
6. Press the  button to select “IP Mode”. Use the  and  buttons to highlight “Static”. Press the  button to apply the changes.
7. Alternatively, if the unit is currently set to “Static”, it can be set to “DHCP” by using the  and  buttons to move the cursor to “IP Mode”. Press the  button to enter “Adapter Config 1” menu.
8. Use the  and  buttons to change the selection to “DHCP”, then press the  button to save the selection.

```

Unit Networking      ↕↔↕↔
>Configure Networking
Network 1 Configuration
Network 2 Configuration
    
```

```

Press OK to configure ↕↔↕↔
IP Address: 0.0.0.0
Subnet Mask: 0.0.0.0
Gateway: 0.0.0.0
Mode: DHCP
    
```

```

Adapter Config 1    ↕↔↕↔
>IP Mode: DHCP
    
```

```

Adapter Config 1    ↕↔↕↔
>IP Mode: Static
IP: 0.0.0.0.
Mask: 0.0.0.0.
Gateway: 0.0.0.0
    
```

3.2.2 Configuring Static IP Address/Subnet Mask/Gateway

1. If it is not already selected, use the  and  buttons to move the cursor to “IP”, then press the  button to select it.
2. Use the  and  buttons to select the column to edit and use the  and  buttons to change the IP, then press the  button to save the selection.

```

Adapter Config 1    ↕↔↕↔
IP Mode: Static
>IP: 0.0.0.0
Mask: 0.0.0.0
Gateway: 0.0.0.0
    
```

```

Adapter Config 1    ↕↔↕↔
IP Mode: Static
IP: 000.000.000.000
Mask: 0.0.0.0
Gateway: 0.0.0.0
    
```

3. The cursor will now be on "Mask".
4. Use the  and  buttons to select the column to edit and use the  and  buttons to change the Mask, then press the  button to save the selection.
5. The cursor will now be on "Gateway".
6. Use the  and  buttons to select the column to edit and use the  and  buttons to change the Gateway, then press the  button to save the selection.

```
Adapter Config 1  ↵↵↵↵
IP Mode: Static
IP: 192.168.1.100
Mask: 0.0.0.0
Gateway: 0.0.0.0
```

```
Adapter Config 1  ↵↵↵↵
IP Mode: Static
IP: 192.168.1.100
Mask: 255.255.255.0
Gateway: 0.0.0.0
```

Section 4 Operating the Web Interface



Introduction

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4.1 Impulse 300E Web Interface Overview

4.1.1 Logging into the Impulse 300E Web Interface

To access the Impulse 300E web interface use one of the following supported browsers and navigate to the unit's IP address:

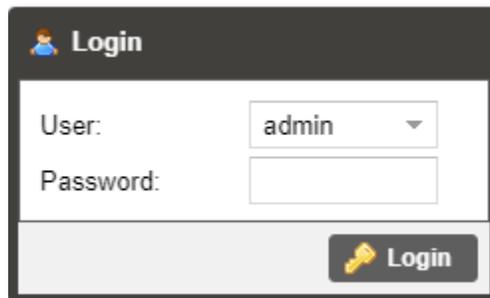
- Internet Explorer 11 & above
- Microsoft Edge 42 & above
- Firefox 77 & above
- Google Chrome 83 & above

By default the admin user account is available with “mpeg101” as the password. After entering the password, press enter or click the login button to login to the web interface.

Default Credentials

User: admin

Password: mpeg101



The screenshot shows a web browser window titled "Login". Inside the window, there is a "User:" label followed by a dropdown menu showing "admin". Below that is a "Password:" label followed by an empty text input field. At the bottom right of the form area is a button with a key icon and the text "Login".

Figure 4: Login Prompt

4.2 Main Tab

The Main tab of the Impulse 300E web interface is used to configure the route of streams in and out of the unit. When configuring the Impulse 300E, begin at the top of the main menu with the inputs, then configure processing, and work down to the output.

The screenshot shows the 'Main Control Panel' of the Impulse 300E web interface. At the top right, it displays 'Temperature: 47.4 C (117.3 F)' and 'Fan Speed: 3166 rpm'. The navigation menu includes 'Main', 'Admin', 'Reporting', and 'About'. The 'Main Control Panel' is divided into three main sections: 'Inputs', 'Processing', and 'Output'.

Inputs Section:

- Buttons: Hide Unused Inputs, Switch to Backup Input
- Input Selection: Active: HDMI, Primary: HDMI, Backup: None
- SDI: Unknown, Unknown
- HDMI: HDMI, Locked
- Slate: (no status)

Processing Section:

- Service: Service: None, Output Bitrate: 12.000 Mbps
- Video: PID: 100 (H.264 Main@L4), Native Format: 1920x1080p 59.94/60fps, Output Format: 1920x1080p 60fps
- Audio: PID1: 101 (MPEG-2), PID2: 0 (MPEG-2)

Output Section:

- IP Transmit: Interface: Network 2, Protocol: MPEG/IP, 239.192.108.101:10000, 12.000 Mbps

Figure 5: Main Panel Overview

4.2.1 Buttons and Status Indicators

The  icon is shown where user configuration is available. Clicking this button will open menus where settings can be changed by the user.

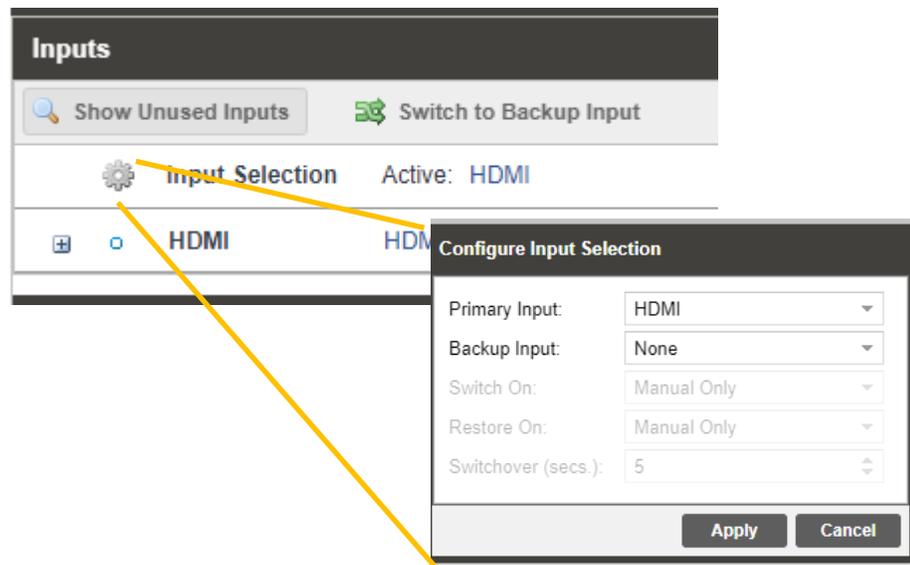


Figure 6: Configuration Menus

When the  icon is shown, additional status information can be viewed. Clicking this button will expand the menu to display the additional status information. All text in status menus shown in **ORANGE** are statuses of user configurable settings.

Text shown in **BLUE** is not user configurable and is strictly a status or value. To collapse the status windows again click the  icon.

Status in the Impulse 300E web interface is shown with LED status indicators:

| | | |
|-----------|---|---|
| Green LED |  | Status is good. No errors are present and function is operating normally. |
| Red LED |  | Status indicates function is affected by active error. To view the errors, navigate to Reporting tab to view Active Errors. |
| Grey LED |  | Status is inactive. Function is currently disabled or unavailable. |

4.2.2 Configuring Active Inputs

This menu is used to select the input that will be routed to the IP transmit. This menu allows for configuration of a primary and backup slate (still image) input for manual switching and automatic failover settings. If a baseband input is selected, then no secondary input can be added.

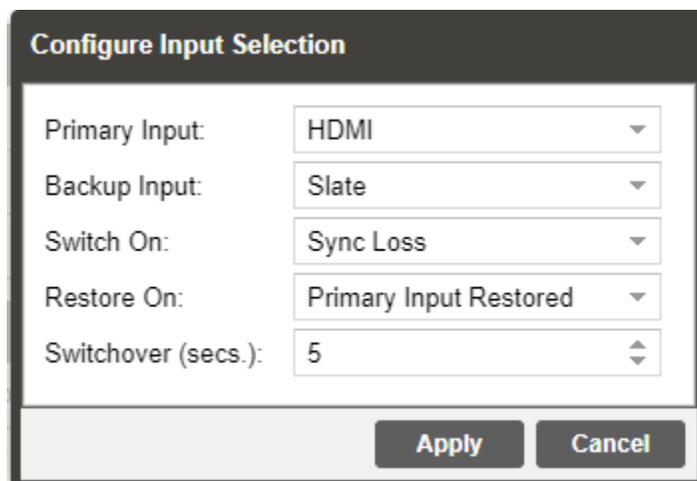
In case there is a TS sync loss on the primary input, the Impulse 300E is capable of detecting the failed state and switching to a backup (slate) input in order to provide a continuous output. Input switch conditions, restore conditions and switchover timing is user configurable. To force the Impulse 300E to switch between the Primary and Backup Inputs, click the  button.



Figure 7: Active Input Indicator

The Impulse 300E web interface hides inactive inputs by default. Inputs that are not configured as the Primary Input or Backup Input can be shown and configured or hidden again by clicking the  Show Unused Inputs and  Show Unused Inputs icons.

To change the active input and failover settings click the  icon next to Input Selection, and the following menu will be shown.



Configure Input Selection

Primary Input:

Backup Input:

Switch On:

Restore On:

Switchover (secs.):

Figure 8: Input and Failover Configuration Menu

| Setting | Range | Description |
|----------------------|--|--|
| Primary Input | HDMI, SDI, HDMI or None | Used for both normal operation and input failover settings. During normal operation, this input will be the active input. |
| Backup Input | Slate or None | During failover operation this input will become the active input. The trigger for the unit to switch to this input is configured in the following setting. |
| Switch On | Manual Only Sync Loss Process Failure | <p><i>Manual Only:</i> the unit will not switch inputs automatically. The user must manually switch inputs.</p> <p><i>Sync Loss:</i> the Impulse 300E will switch from the primary to the backup input if the primary stream loses synchronization for the duration of the Switchover Interval.</p> <p><i>Process Failure:</i> the Impulse 300E will switch from the primary to the backup input if the primary encode process fails for the duration of the Switchover Interval</p> |
| Restore On | Manual Only Primary Input Restored Backup Input Sync Loss Process Failure | <p><i>Manual Only:</i> the unit will not restore to the primary input automatically. The user must manually switch inputs.</p> <p><i>Primary Input Restored:</i> the Impulse 300E restores to primary when the Primary input regains transport stream synchronization.</p> <p><i>Backup Input Sync Loss:</i> the unit will switch from backup to primary when the backup stream loses synchronization for the duration of the Switchover interval.</p> <p><i>Process Failure:</i> the Impulse 300E will switch from the backup to primary input if the backup encode process fails for the duration of the Switchover Interval</p> |
| Switchover | 1-20 seconds | The time in seconds which <i>Switch On</i> or <i>Restore On</i> value must remain in the configured state before the Impulse 300E switches between the Primary Input and Backup Input or vice versa. |

4.2.3 Configuring Processing

This section involves configuration for transcoding and encoding settings.

| Processing | | | |
|------------|----------------------------|------------------------------------|------------------------------------|
| Service | Service: 3 (Service 3) | Output Bitrate: 10.000 Mbps | |
| Video | PID: 100 (H.264 Main@L4) | Native Format: 1920x1080i 29.97fps | Output Format: 1920x1080i 29.97fps |
| Audio | PID1: 101 (AAC ADTS) | PID2: 102 (Dolby Digital) | |

Figure 9: Processing Overview

4.2.3.1 Service Menu

In this menu the primary and backup active inputs can be assigned to the service selection menu for processing.

Configure Service

Service | Video/PSI | Audio

Available Services Refresh

| Primary Input: HDMI | | Backup Input: Slate | |
|--|----------------|---------------------|----------------|
| Component/PID | Bitrate (Mbps) | Component/PID | Bitrate (Mbps) |
| <ul style="list-style-type: none"> ▼ HDMI <ul style="list-style-type: none"> 1920x1080p 59.94/60fps ▶ HDMI AUD | | | |

Service Selection (Drag/Drop from Available Services)

| Component | Primary | Backup | Output PID |
|-----------|---------|--------|------------|
| PMT | | | 103 |
| PCR | 0 | 0 | 100 |
| Video | HDMI | 0 | 100 |
| Audio 1 | AUD | 0 | 101 |
| Audio 2 | 0 | 0 | 0 |

Apply Cancel

Figure 10: Service Menu

The leftmost column under “Available Services” shows the available services for the primary input, while the middle column indicates services available for the backup input.

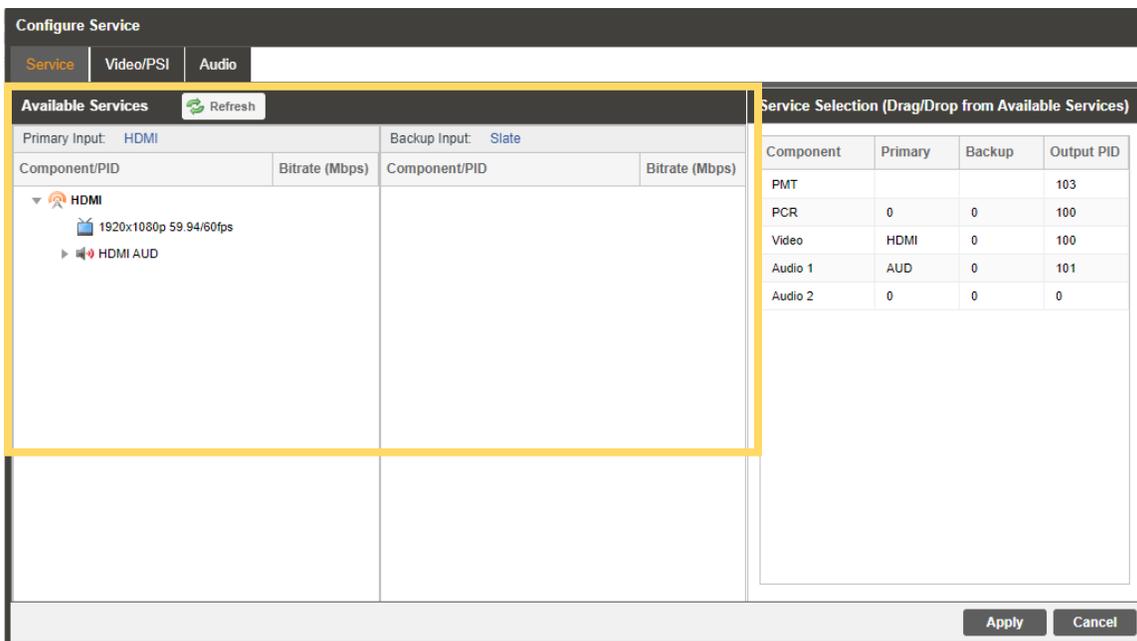


Figure 11: Primary and Backup Services

The rightmost column is the Service Selection table. Populate the “Primary” and “Backup” columns of this table with the available services to indicate which input will be processed by the unit.

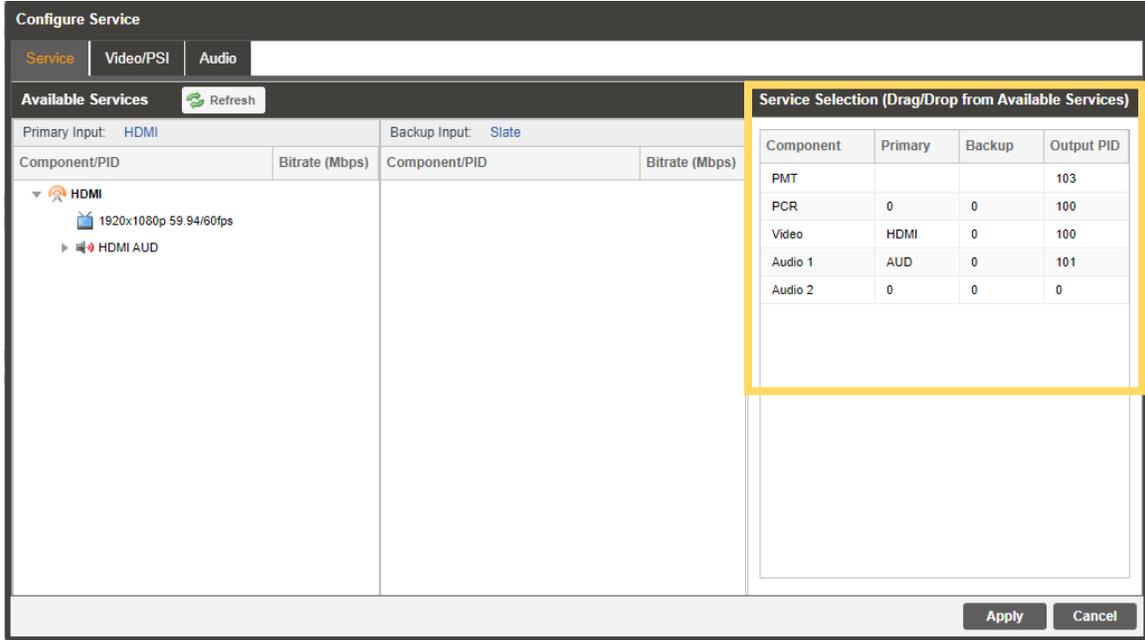


Figure 12: Service Selection Table

The active input will be processed and mapped to the corresponding PIDs chosen in the “Output PID” column. PID numbers can be entered manually into each field of the Output PID section of the service selection table.

When the primary input is the active input, the unit will process the sources specified in the primary column. When the backup input is the current active input, the unit will process sources from the backup column. For additional information on configuring active inputs, please refer to [Section 4.2.2](#).

The input source can be mapped quickly and easily to the primary and backup columns by dragging and dropping the service from the available services to the service selection table as shown in [Figure 22](#).

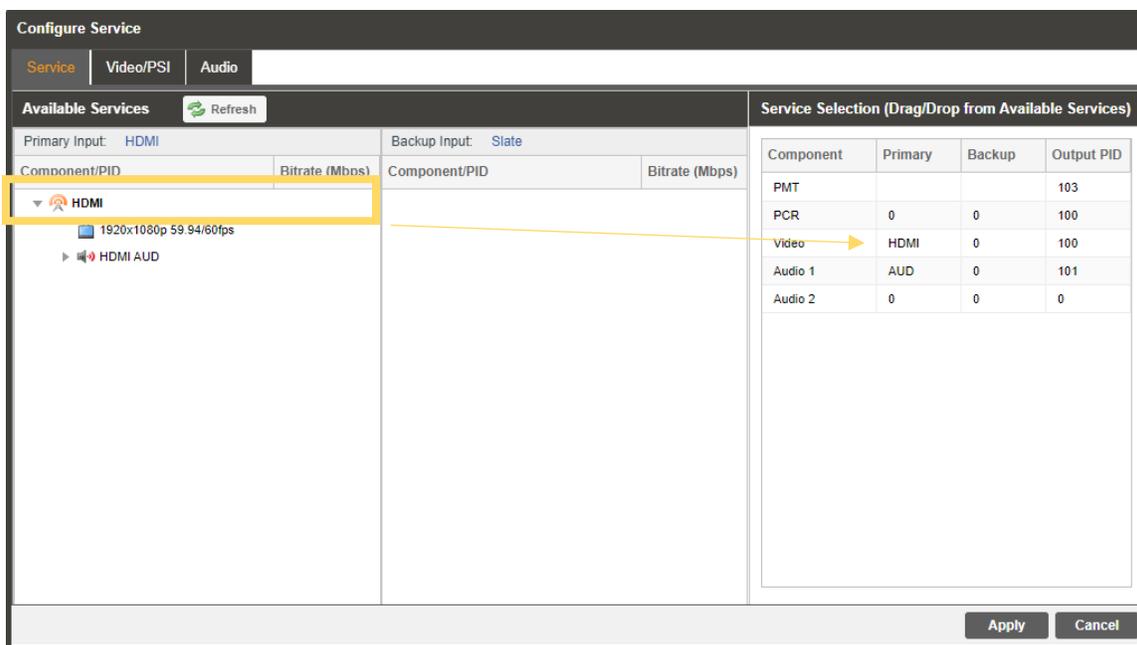


Figure 13: Mapping Services for Processing

When holding the intended service, valid locations to place it will be highlighted in yellow. When hovering over a valid location, the icon on the cursor will change from  to  and the source can be dropped there.

When dropping a source in the service selection table, all new entries in the service selection table are denoted by small, red arrows in the top left of the box as shown in [Figure 23](#). New entries will not take effect until after clicking the “Apply” button.

| Component | Primary | Backup | Output PID |
|-----------|--|--------|------------|
| PMT | | | 103 |
| PCR | 0 | 0 | 100 |
| Video |  HDMI | 0 | 100 |
| Audio 1 |  AUD | 0 | 101 |
| Audio 2 | 0 | 0 | 0 |

Figure 14: New Selection Entries

The drag and drop method can also be used for individual source components. Clicking the  icon by each of the input services will reveal individual components. Each of these components can be selected and moved over to the service selection table the same way as the full service.

| Component/PID | Bitrate (Mbps) |
|--|----------------|
| ▼  HDMI  1920x1080p 59.94/60fps | |
| ▶  HDMI AUD | |

Figure 15: Service Expansion

4.2.3.2 Configuring Video/PSI Settings

This menu is used to configure Video and PSI settings for the encoding process.

Configure Service

Service
Video/PSI
Audio

| Video | PSI Settings |
|---|--|
| Codec: <input type="text" value="H.264"/> | Output TS Bitrate(Mbps): <input type="text" value="12"/> |
| Profile/Level: <input type="text" value="Main@L4"/> | Output Service Number: <input type="text" value="1"/> |
| Format Mode: <input type="text" value="Auto"/> | Transport Stream ID: <input type="text" value="1"/> |
| Manual Format: <input type="text" value="1280x720p 25fps"/> | Output Mode: <input type="text" value="MPEG"/> |
| Constant Bitrate(Mbps): <input type="text" value="10"/> | Output Service Name: <input type="text" value="Service1"/> |
| Aspect Ratio: <input type="text" value="Auto"/> | |
| GOP Close: <input type="text" value="Enabled"/> | |
| GOP Structure: <input type="text" value="IPBB"/> | |
| GOP Size: <input type="text" value="18"/> | |
| CC Pass-through: <input type="text" value="Disabled"/> | |

Figure 16: Video/PSI Menu

Video Settings

| Setting | Range | Description |
|--------------------------------|---|--|
| Profile/Level | Base, Main, High L2 to L5.1 | Defines video profile and level to encode as Review specifications in Appendix C for recommended settings |
| Format Mode | Auto Manual | <i>Auto</i> : the Impulse 300E will output video to match the incoming native video format <i>Manual</i> : the user defines the video format the Impulse 300E will output |
| Manual Format | Review Appendix C for supported formats | Video format the Impulse 300E will output |
| Constant Bitrate (Mbps) | 0.5Mbps to 18Mbps | Defines video bitrate of the encoded service |
| Aspect Ratio | Auto 4x3 16x9 | Defines aspect ratio of the video the encoder will output. When set to <i>Auto</i> , the Impulse 300E will output aspect ratio to match the incoming native video format |
| GOP Close | Enabled Disabled | When enabled, B and P frames inside the GOP will be able to reference frames outside of the GOP |
| GOP Structure | I IP IPB IPBB IPBBB | Defines encoded sequence of I-Frames, P-Frames and B-Frames |
| GOP Size | 12 ~ 48 Must be multiple of GOP Structure | Specifies the size of the GOP, or the number of B-Frames and P-Frames between I-Frames. |
| CC Pass-through | Enabled Disabled | When enabled, the Impulse 300E will pass existing CEA-708 Closed Captions from the input to the output. |

PSI Settings

| Setting | Range | Description |
|---------------------------------|---|--|
| Output TS Bitrate (Mbps) | 1Mbps to 18Mbps Must be greater than combined video, audio and ancillary bitrate | Defines the overall bitrate of the TS output |
| Output Service Number | 1 – 65535 | The service number of the encoded output service |

| | | |
|----------------------------|---------------------|---|
| Transport Stream ID | 1 – 65535 | Manually specifies the TS ID Number |
| Output Mode | MPEG DVB ATSC | The output standard of the TS. Selecting <i>MPEG</i> will add PAT/PMT tables to describe the outbound service. <i>DVB</i> will add PAT/PMT/SDT tables, and <i>ATSC</i> will add PAT/PMT/MGT tables. |
| Output Service Name | User Defined | When Output Mode is DVB/ATSC, the service will have a name associated with it. |

4.2.3.3 Configuring Audio Settings

This menu configures the audio encode and transcode settings for the output TS.

The screenshot shows the 'Configure Service' interface with the 'Audio' tab selected. It contains two sections: 'Audio 1' and 'Audio 2'. Each section has three dropdown menus for 'Mode', 'Codec', and 'Bitrate(Kbps)'. In the 'Audio 1' section, the settings are: Mode: Process, Codec: AAC-ADTS, and Bitrate(Kbps): 128. In the 'Audio 2' section, the settings are: Mode: Pass-through, Codec: Dolby Digital, and Bitrate(Kbps): 128.

Figure 17: Audio Menu

Audio 1 and Audio 2 settings are the same and indicated in the table below.

| Setting | Range | Description |
|----------------------|-------------------------------------|---|
| Mode | Process Pass-through | Defines whether or not to process the PID assigned to the Audio. CODEC and Transport Stream ID are only available when set for <i>Process</i> |
| CODEC | MPEG-2 Dolby Digital AAC-ADTS | Specifies the audio CODEC the Impulse 300E will encode to |
| Bitrate(Kbps) | 16 – 448, N/A | The bitrate of the encoded audio pair |

4.2.4 Configuring IP Transmit

This menu allows the user to configure the IP transmit for the output of MPEG/IP unicast or multicast, SRT and RIST streams. The available options are dependent upon whether the “Transmit Type” field is set for “MPEG/IP”, “SRT” or “RIST”.

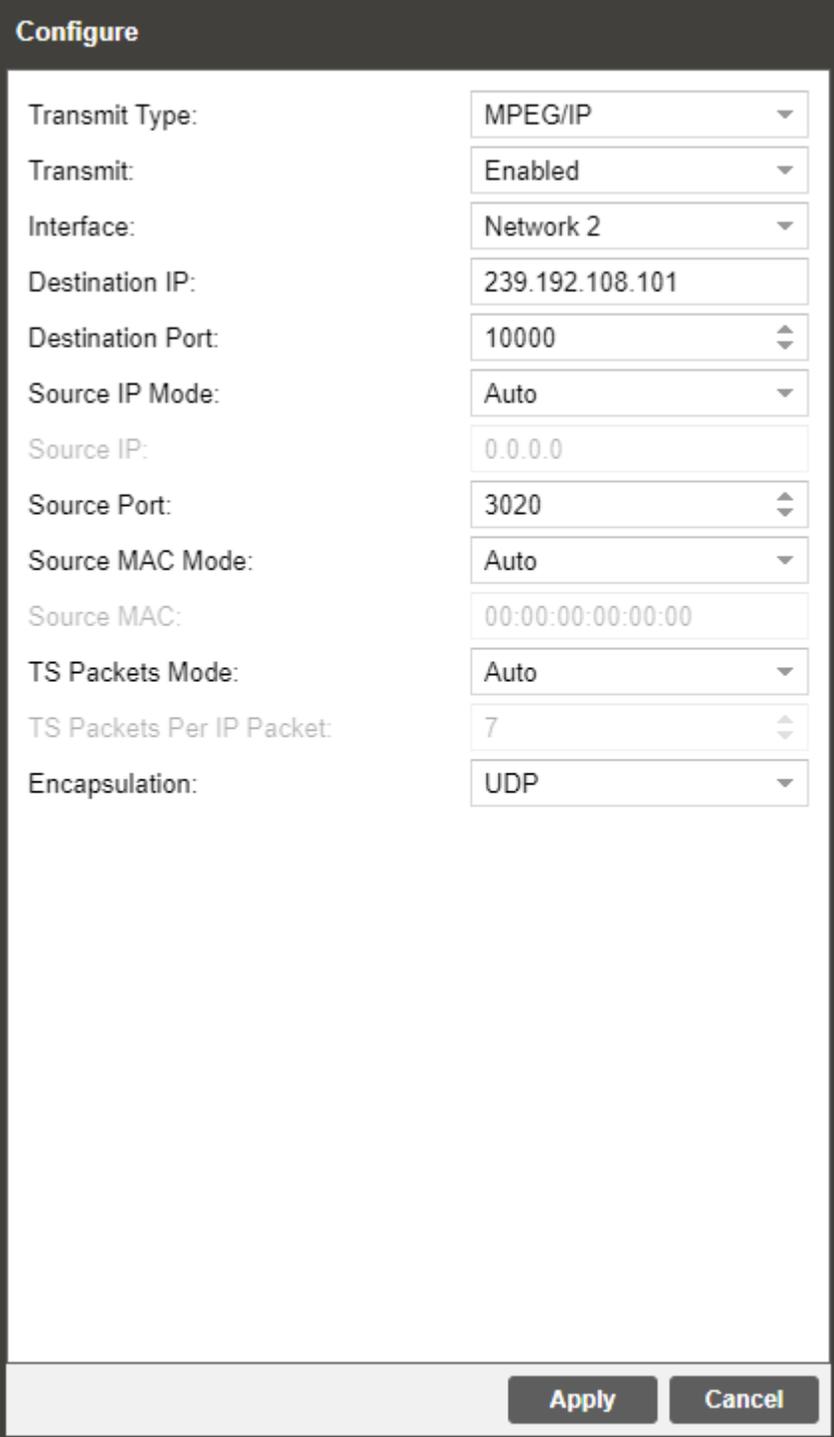
| Configure | |
|---------------------------|-------------------|
| Transmit Type: | MPEG/IP |
| Transmit: | Enabled |
| Source: | Processed |
| Interface: | Network 2 |
| Destination IP: | 239.108.21.1 |
| Destination Port: | 10800 |
| Source IP Mode: | Auto |
| Source IP: | 0.0.0.0 |
| Source Port: | 3020 |
| Source MAC Mode: | Auto |
| Source MAC: | 00:00:00:00:00:00 |
| TS Packets Mode: | Auto |
| TS Packets Per IP Packet: | 7 |
| Encapsulation: | UDP |
| FEC: | Columns |
| FEC Columns: | 4 |
| FEC Rows: | 4 |

Apply Cancel

Figure 18: IP Transmit Options – Transmit Type

4.2.4.1 Configuring MPEG/IP Transmit

The figure below shows the options available when the “Transmit Type” is set to MPEG/IP.



The screenshot shows a 'Configure' dialog box with the following settings:

| Field | Value |
|---------------------------|-------------------|
| Transmit Type: | MPEG/IP |
| Transmit: | Enabled |
| Interface: | Network 2 |
| Destination IP: | 239.192.108.101 |
| Destination Port: | 10000 |
| Source IP Mode: | Auto |
| Source IP: | 0.0.0.0 |
| Source Port: | 3020 |
| Source MAC Mode: | Auto |
| Source MAC: | 00:00:00:00:00:00 |
| TS Packets Mode: | Auto |
| TS Packets Per IP Packet: | 7 |
| Encapsulation: | UDP |

Buttons: Apply, Cancel

Figure 19: IP Transmit Options - MPEG/IP

| Setting | Range | Description |
|---------------------------------|--|--|
| Transmit | Enabled Disabled | Enable or disable the MPEG/IP transmit |
| Interface | Network 1 (eth0) Network 2 (eth1) | Defines which physical port to use for the MPEG/IP transmission. |
| Destination IP | Multicast - 224.0.0.0 - 239.255.255.255 | When sending to a unicast address the destination IP address must match the receiving device's IP address. When sending a multicast the address must be sent within the multicast IP range. |
| Destination Port | 0 - 65535 | When sending to a unicast address, the destination port must match the receiving device's port. When sending a multicast, any port within the accepted range can be used, but it is good practice to always choose a port >1030 and an even number |
| Source IP Mode | Auto Manual | When set to <i>Auto</i> , the source IP address on the output stream will match the corresponding local interface. When set to <i>Manual</i> , a user entered address can be assigned to the output stream. |
| Source Port | 0 - 65535 | Defines the source IP port to be assigned to the output stream. |
| Source MAC Mode | Auto Manual | When set to <i>Auto</i> , the source MAC address of the output stream will match the corresponding local interface. When set to <i>Manual</i> , a user entered address can be assigned to the output stream. |
| TS Packets Mode | Auto Manual | In <i>Auto</i> mode, the source will define the number of TS packets per IP packet. In <i>Manual</i> mode, the user will define the number of TS packets per IP packet. |
| TS Packets Per IP Packet | 1-7 | The number of TS packets that are contained with a single IP packet. Default is 7. Lowering this value below default increases network overhead. |
| Encapsulation | UDP RTP | Sets the Encapsulation to UDP or RTP |

Click the  icon by the MPEG/IP transmit to view information about the outbound signal. Clicking the  icon will hide the MPEG/IP statistics.

Output

  **IP Transmit**
Interface: **Network 2**
Protocol: **MPEG/IP**
239.192.108.101:10000

Status

Source IP: 10.0.0.72

Source MAC: 00:06:4D:04:10:D4

Mode: Multicast

Receiver MAC: N/A

Configuration

Source IP Mode: Auto

Source Port: 3020

Source MAC Mode: Auto

TS Packets Mode: Auto

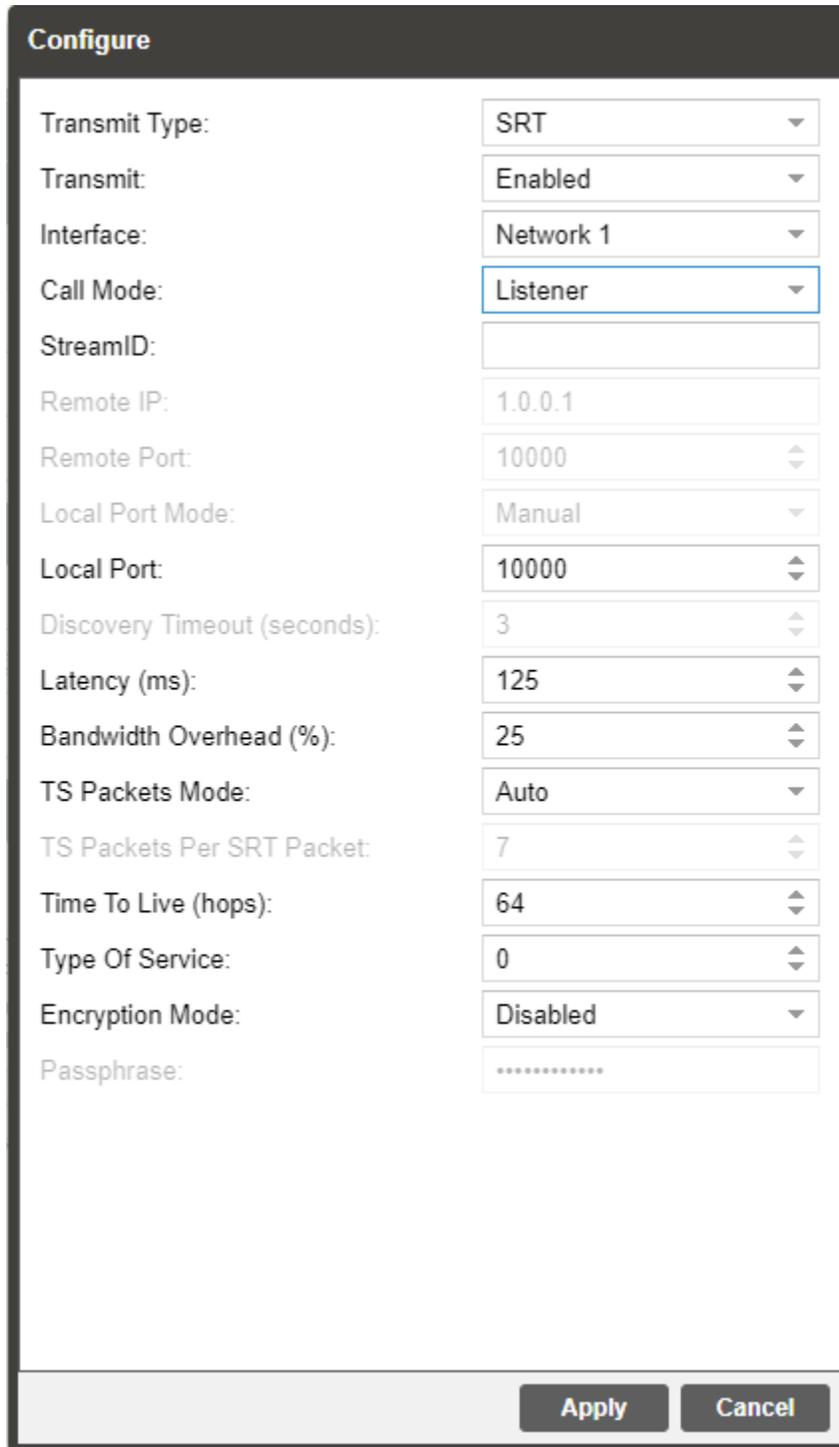
TS Packets: 7

Encapsulation: UDP

Figure 20: MPEG/IP Transmit Statistics

4.2.4.2 Configuring SRT Transmit

The figure below shows the options available when the “Transmit Type” is set to SRT



The image shows a configuration window titled "Configure" for SRT Transmit. It contains various settings, most of which are dropdown menus or spinners. The "Call Mode" dropdown is highlighted with a blue border. At the bottom right, there are "Apply" and "Cancel" buttons.

| Field | Value |
|------------------------------|-----------|
| Transmit Type: | SRT |
| Transmit: | Enabled |
| Interface: | Network 1 |
| Call Mode: | Listener |
| StreamID: | |
| Remote IP: | 1.0.0.1 |
| Remote Port: | 10000 |
| Local Port Mode: | Manual |
| Local Port: | 10000 |
| Discovery Timeout (seconds): | 3 |
| Latency (ms): | 125 |
| Bandwidth Overhead (%): | 25 |
| TS Packets Mode: | Auto |
| TS Packets Per SRT Packet: | 7 |
| Time To Live (hops): | 64 |
| Type Of Service: | 0 |
| Encryption Mode: | Disabled |
| Passphrase: | |

Figure 21: IP Transmit Options – SRT

| Setting | Range | Description |
|------------------------------------|--------------------------------------|--|
| Transmit | Enabled Disabled | Enable or disable the SRT transmit |
| Source | Unmodified Input Processed | <i>Unmodified Input</i> : routes the input directly to the output without transcoding <i>Processed</i> : routes the input through the encode or transcode process before transmitting |
| Interface | Network 1 (eth0) Network 2 (eth1) | Defines which physical port to use for the SRT transmission |
| Call mode | Caller Listener Rendezvous | Defines the 'handshake' mechanism to be used when establishing connection |
| Remote IP | xxx.xxx.xxx.xxx | Defines the IP address of the stream on the remote device |
| Remote Port | 1 – 65535 | Defines the port of the stream on the remote device |
| Local Port Mode | Auto, Manual | <i>Auto</i> : the local port number will be assigned automatically <i>Manual</i> : the local port number will be defined by the user |
| Local Port | 1 – 65535 | Defines the local port number |
| Discovery Timeout (seconds) | 1 – 100, use 0 for infinite | Defines the length of time to wait for the stream to be discovered |
| Latency (ms) | 1 – 8000 | Defines buffer size in milliseconds |
| Bandwidth Overhead (%) | 0 – 50 | Defines the amount of bandwidth overhead to allow for |
| TS Packets Mode | Auto, Manual | In <i>Auto</i> mode, the source will define the number of TS packets per SRT packet. In <i>Manual</i> mode, the user will define the number of TS packets per SRT packet |
| TS Packets Per SRT Packet | 1 – 7 | Defines the number of TS packets per SRT packet when mode is <i>Manual</i> |
| Time To Live (hops) | 1 – 254 | Defines the number of network devices the transmission is allowed to pass through |
| Type of Service (ToS) | 0 – 255 | Specifies the desired Quality of Service (QoS). This value will be assigned to the Type of Service field of the IP Header for the outgoing stream. |
| Encryption Mode | Disabled, AES-128, AES-256 | Defines a decryption of the received signal is needed and which decryption standard to use. |

| | | |
|-------------------|------------|---|
| Passphrase | User Entry | Password used in conjunction with encryption settings |
|-------------------|------------|---|

Click the  icon by the SRT transmit to view information about the outbound signal. Clicking the  icon will hide the SRT statistics.

Output

  **IP Transmit** Interface: **Network 2** Protocol: **SRT**

| Status | | Statistics | |
|--|-------------|------------------|---------------------|
| Connection State: | Connected | Reconnections: | 0 |
| Up Time: | 00:00:01:01 | Sent Packets: | 58,463 |
| Local Port: | 11000 | Sent Bytes: | 75.826 MB |
| Encryption Mode: | Disabled | Resent Packets: | 1 |
| Remote Decryption State: | Unsecured | Resent Bytes: | 1.328 KB |
| Round Trip Time (ms): | 0 | Dropped Packets: | 0 |
| Buffer Size (ms): | 9 | Dropped Bytes: | 0 Bytes |
| Latency (ms): | 125 | Received ACKs: | 5,856 |
| Maximum Bandwidth: | 12.933 Mbps | Received NAKs: | 1 |
| Path Maximum Bandwidth: | 10.292 Mbps | | |
| | | Last Reset: | 2021-01-07 08:44:17 |
| <div style="background-color: #333; color: white; padding: 5px; display: inline-block; border-radius: 5px;">  Reset Counters </div> | | | |

Figure 22: SRT Transmit Statistics

4.2.4.3 Configuring RIST Transmit

The figure below shows the options available when the “Transmit Type” is set to “RIST”.

Configure

Transmit Type:

Transmit:

Profile Mode:

Tunneling Mode:

Latency (ms):

Encryption Mode:

Passphrase:

Ignore TLS Certificate Error:

Bonding:

+ Add Link

| Dest Host/IP | Dest Port | Source Port | Interface | Bandwidth Limit (Mbps) | Backup | Remove |
|---------------|-----------|-------------|-----------|------------------------|--------------------------|------------------------------------|
| 239.192.0.200 | 10000 | 3020 | Network 1 | 100 | <input type="checkbox"/> | - |

Figure 23: IP Transmit Options: RIST

| Setting | Range | Description |
|-------------------------------------|------------------|--|
| Transmit | Enabled | Enable or disable the RIST transmit |
| | Disabled | |
| Profile Mode | Simple | Specifies the RIST profile mode for the transmit instance. The <i>Simple</i> profile mode will output with the same packet structure as an RTP packet. The <i>Main</i> profile mode will add more header information for use with the tunnel function |
| | Main | |
| Tunneling Mode | Full Datagram | When set to <i>Full Datagram</i> , the IP header and UDP header will be re-added to each packet to help identify the channel. When set for <i>Reduced Overhead</i> , the source port and destination port will be added to the header to help identify the channel. Exclusive to <i>Main</i> Profile Mode. |
| | Reduced Overhead | |
| Latency (ms) | 1 – 8000 | Specifies buffer size in milliseconds |
| Encryption Mode | Disabled | Defines which encryption standard the RIST transmit instance will use. Exclusive to <i>Main</i> Profile Mode. DTLS encryption will require uploading public and private keys as configured in the Security menu. |
| | DTLS | |
| | PSK | |
| Passphrase | User entry | The encryption passphrase. Exclusive to <i>PSK</i> Encryption Mode. |
| Ignore TLS Certificate Error | Do Not Ignore | Defines whether to cease or continue processing if TLS Certificate Error is signaled |
| | Ignore | |
| Bonding | Disabled | Allows user to enable bonding mode |
| | Enabled | |

RIST transmissions can be configured to use multiple interfaces simultaneously (Port Bonding). By defining the maximum bitrate for that interface, the unit will only send up to that rate on that interface. A Primary and Backup interface may also be chosen if redundant links should be used.

Click the  icon by the RIST transmit to view information about the outbound signal. Clicking the  icon will hide the RIST statistics.

  **IP Transmit** Protocol: **RIST**

| Status | | Statistics | |
|-----------------------|-------------|---|---------------------|
| Connection State: | Connecting | Reconnections: | 102 |
| Up Time: | 00:00:00:00 | Sent Packets: | 0 |
| Round Trip Time (ms): | 0 | Sent Bytes: | 0 Bytes |
| Buffer Size (ms): | 0 | Resent Packets: | 0 |
| Jitter (ms): | 0 | Resent Bytes: | 0 Bytes |
| Latency (ms): | 1000 | Lost Packets: | 0 |
| Link Bandwidth: | 0.000 Mbps | RTCP NAKs: | 0 |
| | | Last Reset: | 2023-05-03 02:50:22 |
| | |  Reset Counters | |

Figure 24: RIST Transmit Statistics

4.3 Admin Tab

The screenshot displays the Admin Control Panel interface. At the top, there are navigation tabs: Main, Admin (selected), Reporting, and About. Below the tabs, the Admin Control Panel is visible, featuring a toolbar with icons for Change Password, Profiles, SNMP MIBs, Diagnostics, Security, Update Unit, Reboot, and Reset to Defaults.

The main content area is divided into several sections:

- General Settings:** Includes a 'Configure General Settings' link and a 'Unit Alias' field set to '(No Alias)'.
- Network:** Includes a 'Configure Networks' link, Hostname: (none), Default Gateway: Network 1, Primary Nameserver: 172.16.0.22, Secondary Nameserver: 172.16.0.23, and a 'Configure Network Services' link. Below this is a table of network interfaces:

| Name | Mode | IP Address | Subnet Mask | Gateway | MAC | Link Status | Tx Rate (Mbps) | Rx Rate (Mbps) |
|------------------|--------|------------|---------------|----------|-------------------|-------------|----------------|----------------|
| Network 1 (eth0) | DHCP | 10.0.15.43 | 255.255.0.0 | 10.0.1.3 | 00:08:4D:04:10:D3 | 1Gbps (Up) | 0.000 | 0.021 |
| Network 2 (eth1) | Static | 10.0.0.72 | 255.255.255.0 | 0.0.0.0 | 00:08:4D:04:10:D4 | N/A (Down) | 0.000 | 0.000 |

- SSH Tunnels:** Includes an 'Add SSH Tunnel' link and a table with columns: No., State, Host, Port, Username, Remote Source Port, Local Destination Host, and Local Destination Port.
- Date / Time:** Includes a 'Configure Date / Time' link and settings for Update Mode (Manual), Current Date (2023-05-05), Current Time (05:35:27), NTP Server (0.0.0.0), and Time Zone (GMT).
- SNMP Communities:** Includes a 'Configure SNMP Communities' link and settings for Read-Only Community (public) and Read-Write Community (private).
- SNMP Trap Managers:** Includes a 'Configure SNMP Managers' link and a section for SNMP Managers.
- Syslog:** Includes a 'Configure Syslog' link and settings for State (Disabled), Network Protocol (UDP), IP Address (10.0.0.1), and Port (514).

To access the Admin Control Panel, click on the **Admin** tab. This menu allows the user to control many system aspects of the Impulse 300E.

4.3.1 Changing Unit Password

The current admin password “mpeg101” on the Impulse 300E can be changed by clicking the **Change Password** button. A window will appear to enter the new password and re-enter the new password to confirm it.

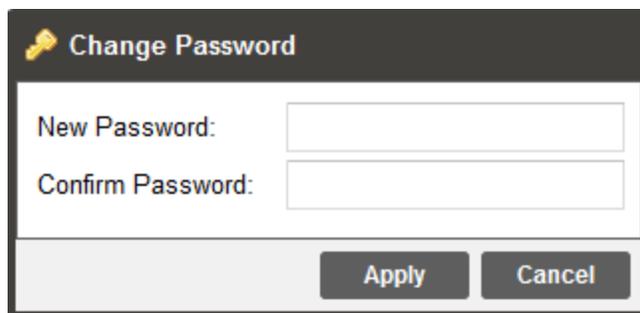


Figure 25: Password Change Dialog

4.3.2 Profiles

The Impulse 300E can save all configured settings to multiple profiles. Profiles can be saved locally, renamed, or saved to external storage to be used on other Impulse 300Es with the same hardware, licensing, and software version. Profiles can be used to quickly and easily change the configuration of an Impulse 300E to suit different input and output requirements. Click the  Profiles icon to display the Profile Manager.

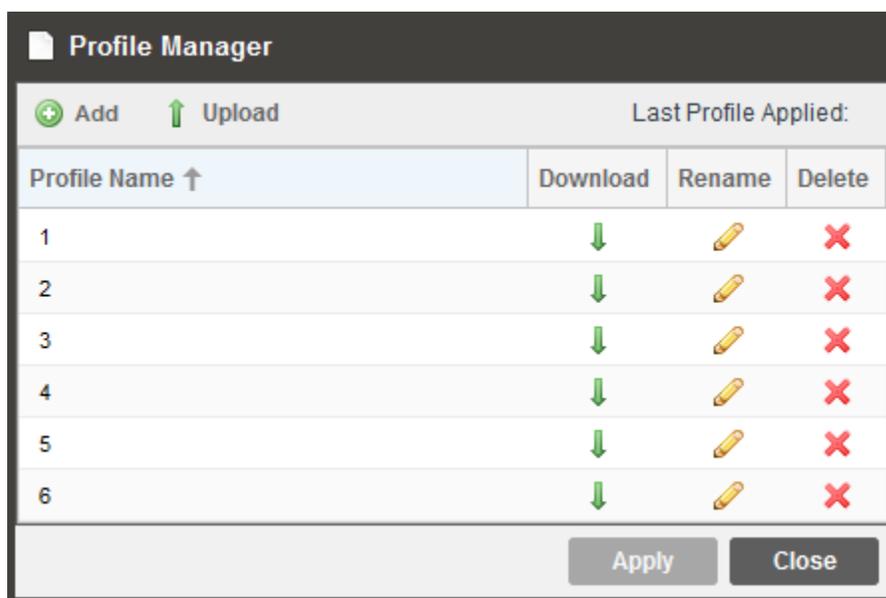


Figure 26: Profile Manager Dialog

| Action | Button | Description |
|------------------|--|---|
| Add New Profile |  Add | Adds a new profile from current settings. |
| Upload Profile |  Upload | Browse the local computer to upload a profile to the Impulse 300E. |
| Apply Profile |  Apply | Select a profile from the drop-down menu and click this button. The Impulse 300E will apply all settings contained in the selected profile. |
| Rename Profile |  | Select a profile from the drop-down menu and click this button where the profile can then be renamed. |
| Delete Profile |  | Select a profile from the drop-down menu and click this button to delete the selected profile. |
| Download Profile |  | Select a profile from the drop-down menu and click this button To download the selected profile to the local computer. |

4.3.3 General Settings

Clicking the  **Configure General Settings** icon opens a menu to assign an alias to the Impulse 300E. The alias appears in the upper right-hand corner of the web interface and can help clarify which Impulse 300E is being configured.

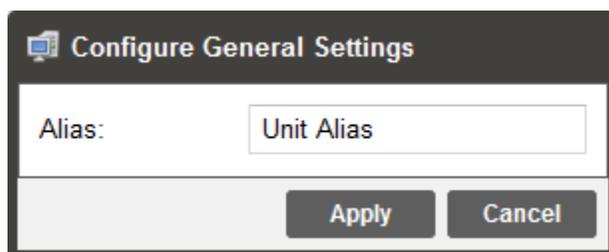


Figure 27: Alias Settings Menu



Figure 28: Web Interface (Applied Alias Circled)

4.3.4 Unit Network Configuration

The management port of the Impulse 300E can be configured from the web interface (as well as the front panel). To make changes to the management port, click the  button under the Unit Network Configuration section. The hostname, default gateway and domain name servers can be configured on the Impulse 300E by clicking the  **Configure Networks** button. IP address and web address entries are accepted as Nameserver addresses.

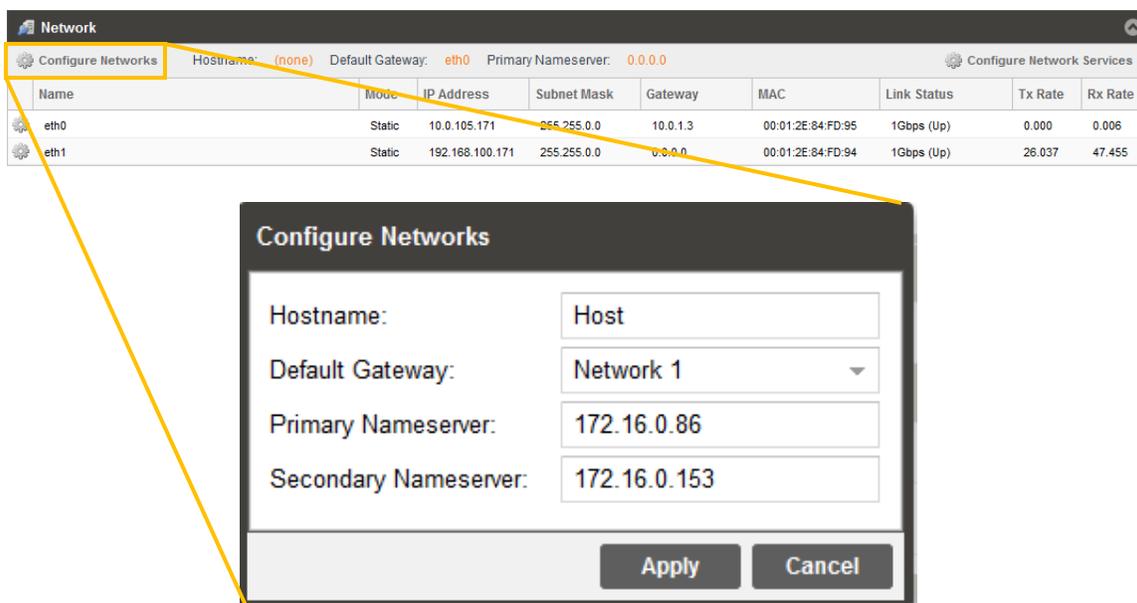


Figure 29: Network Configuration Menu

Clicking the  icon by Network 1 (eth0) or Network 2 (eth1) allows for configuration of the IP and interface name of each physical RJ45 interface. Each of these menus are identical as the ports are interchangeable.

NOTE: Exercise extreme caution when performing changes to these menus as network communication can be lost with the Impulse 300E.

The screenshot shows a configuration window titled "Configure eth0". It contains the following fields:

- Interface Name: Network 1
- Mode: Static
- Static Settings:
 - IP Address: 192.168.1.100
 - Subnet Mask: 255.255.255.0
 - Gateway: 192.168.1.1

At the bottom right, there are two buttons: "Apply" and "Cancel".

Figure 30: Interface Configuration Menu

| Setting | Range | Description |
|-----------------------|---|--|
| Interface Name | User Entry | A name to be associated with the interface; eth0 is named "Network 1" and eth1 is named "Network 2" by default. |
| Mode | DHCP Static | Setting to <i>DHCP</i> will allow the network to assign an IP address automatically to the Impulse 300E (if supported). Setting to <i>Static</i> allows the user to manually define all TCP/IP settings for the management port. |
| IP | Four decimal octets: XXX.XXX.XXX.XXX | This option is only available if Static Mode is set. This is the IP address assigned to the corresponding network interface. |
| Subnet Mask | 255.0.0.0 – 255.255.255.254 | This option is only available if Static Mode is set. This is the Subnet Mask assigned to the corresponding network interface. |
| Gateway | Four decimal octets: XXX.XXX.XXX.XXX | This option is only available if Static Mode is set. This is the Gateway address assigned to the corresponding network interface. |

4.3.5 SSH Tunnels

The Impulse 300E can be remotely managed by using an SSH tunnel. An SSH tunnel is established to provide remote access to the web GUI of the Impulse 300E.

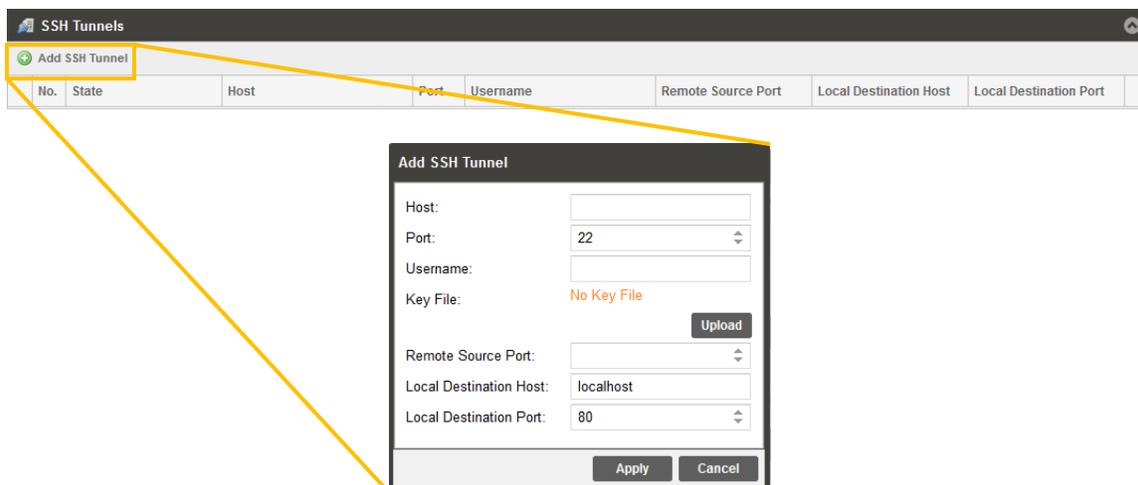


Figure 31: Adding SSH Tunnels

The SSH tunnel configuration window will allow the user to define the connection to the remote server by providing the required details in the Add SSH Tunnel window. Most of the values for these settings can be found in the remote server interface.

| Setting | Range | Description |
|-------------------------------|-----------------------------------|--|
| Host | IPv4 Address Valid Domain Name | The IP address or web link of the remote server |
| Port | 0 – 65535 | The IP port of the remote server |
| Username | User Entry | Account credential to log into remote server |
| Key File | N/A | Browse the local computer to select and upload a hashed key file used to open the secure connection to the remote server |
| Remote Source Port | 0 – 65535 | Remote port number the remote server is using for SSH communication |
| Local Destination Host | IPv4 Address Valid Domain Name | Address reporting to remote server. Localhost is the default. |
| Local Destination Port | 0 – 65535 | The port that is accessible to the remote server. Port 80 (Impulse 300E web client) is the default. |

4.3.6 Security Manager



The Security Manager is used to configure self-signed certificate information. Additionally, using public and private keys, this menu is used to enable DTLS encryption and decryption on RIST receive and transmit instances.

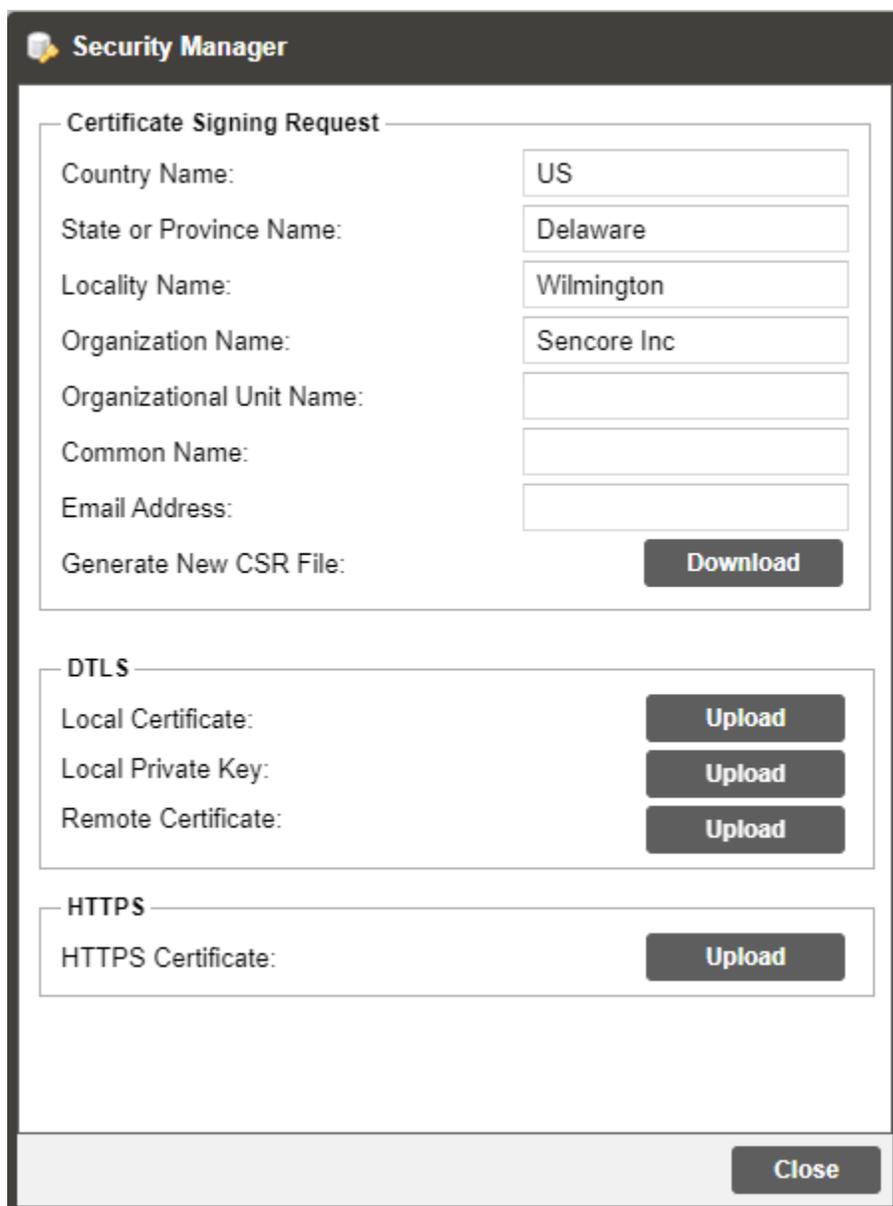
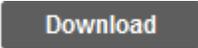
The screenshot shows the 'Security Manager' configuration window. It is divided into three main sections: 'Certificate Signing Request', 'DTLS', and 'HTTPS'.
1. **Certificate Signing Request**: This section contains several text input fields: 'Country Name' (filled with 'US'), 'State or Province Name' (filled with 'Delaware'), 'Locality Name' (filled with 'Wilmington'), 'Organization Name' (filled with 'Sencore Inc'), 'Organizational Unit Name' (empty), 'Common Name' (empty), and 'Email Address' (empty). Below these fields is a 'Generate New CSR File:' label and a 'Download' button.
2. **DTLS**: This section contains three 'Upload' buttons corresponding to 'Local Certificate:', 'Local Private Key:', and 'Remote Certificate:'.
3. **HTTPS**: This section contains one 'Upload' button for 'HTTPS Certificate:'.
At the bottom right of the window is a 'Close' button.

Figure 32: Security Manager Menu

| Setting | Range | Description |
|---------------------------------|---|---|
| Country Name | User entry | Country Name for generated CSR file |
| State or Province Name | User entry | State/Province Name for generated CSR file |
| Locality Name | User entry | Locality Name for generated CSR file |
| Organization Name | User entry | Organization Name for the generated CSR file |
| Organizational Unit Name | User entry | Organizational Unit Name for the generated CSR file |
| Common Name | User entry | Common Name for the generated CSR file |
| Email Address | User entry | Email Address for reference on the generated CSR file |
| Generate New CSR File |  | This icon will generate a new Certificate Signing Request file (CSR) using the configured IP from eth0 for the CSR file name. The CSR file will also download |
| Local Certificate File |  | Use this icon to upload the local certificate file used for the RIST DTLS encryption mode |
| Local Private Key File |  | Use this icon to upload the local private key file used for the RIST DTLS encryption mode |
| Remote Certificate File |  | Use this file to upload the remote certificate file used for the RIST DTLS encryption mode |

Upon clicking , the system will generate a new CSR file and local private key for use with the downstream receiver. Clicking the  icon will remove the current local private key.

DTLS

Local Certificate: 

Local Private Key: private_key.pem  

Remote Certificate: 

HTTPS

HTTPS Certificate: 

Figure 33: Generated Private Key and CSR Files

4.3.6.1 Enabling DTLS

In order to make a successful DTLS connection when enabling encryption and decryption on RIST receive and transmit instances, a “Local Certificate File”, “Local Private Key File” and “Remote Certificate File” must be uploaded to the Security Manager (Section 4.3.6).

As shown in the figure, the same Certificate File may be uploaded to both the Local and Remote Certificate File fields.



Figure 34: Uploaded Key and Certificate Files

When making a DTLS connection between a DMG 7000 that is transmitting RIST and a DMG 7000 that is receiving RIST, these same files must be uploaded to both units. Additionally, both the transmit and receive instance on each unit must have *Profile Mode* configured for “Main” and *Encryption Mode* configured for “DTLS” as described in Section 4.2.4.3.

4.3.7 Configuring Date / Time

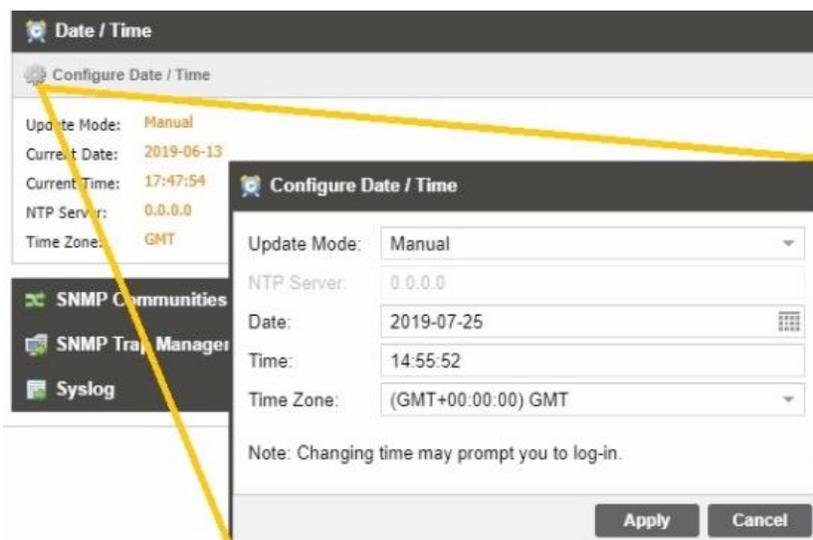


Figure 35: Date and Time Menu

The Impulse 300E can be set to synchronize with an NTP server or manually set the date and time. Click the **Configure Date / Time** icon to begin. These values are used to timestamp entries in the Alarm and Event logs under the Reporting tab.

| Setting | Range | Description |
|--------------------|--|---|
| Update Mode | NTP Manual | Setting to <i>NTP</i> uses an NTP server to set and synchronize the date and time. <i>Manual</i> allows the user to define a date and time. |
| NTP Server | Four decimal octets: XXX.XXX.XXX.XXX Domain Name | This is the IP Address or Domain Name of the NTP Server. This setting is only available if Update Mode is set to NTP. |
| Date | YYYY/MM/DD | This setting is the manually defined date. A calendar widget can be used to select the data by clicking the  button. This setting is only available if Update Mode is set to Manual. |
| Time | 00:00:00 – 24:00:00 | This setting is the manually defined time. The time is based on a 24 hour clock. This setting is only available if the Update Mode is set to Manual. |
| Time Zone | -12:00:00 ~ +13:00:00 | Applies a time offset to the value obtained from the NTP server |

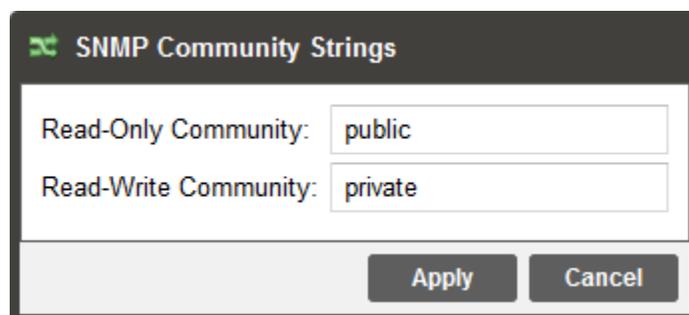
4.3.8 Configuring SNMP

4.3.8.1 SNMP Communities

SNMP Communities define whether users have read-only or read-write SNMP rights. These two communities are given unique names. The default names for these communities are:

- Read – Only Community: public
- Read – Write Community: private

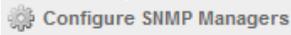
It is recommended to change the names of these communities to increase unit security. To modify the names of these communities, click on the  **Configure SNMP Communities** button.



The image shows a dialog box titled "SNMP Community Strings". It contains two input fields: "Read-Only Community:" with the value "public" and "Read-Write Community:" with the value "private". At the bottom of the dialog are two buttons: "Apply" and "Cancel".

Figure 36: SNMP Community Menu

4.3.8.2 SNMP Trap Managers

The SNMP trap managers are recipients of SNMP traps sent from the Impulse 300E. The following menu allows the user to configure the recipient's IP address(es). To add or remove recipients of the SNMP traps click the  button to display the menu shown in [Figure 44](#).

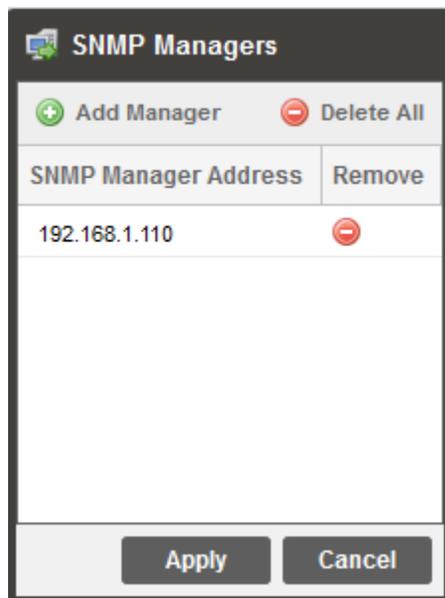
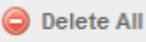


Figure 37: SNMP Trap Manager Menu

| Action | Button | Description |
|----------------------------|---|--|
| Add Manager |  | Click this button to add the IP address of a new SNMP trap manager. |
| Delete All |  | Click this button delete all SNMP trap manager IP addresses. |
| Delete Single Entry |  | Click to highlight a single SNMP trap manager IP address and then click this button to delete the entry. |

4.3.8.3 Download SNMP MIB Files

The Impulse 300E stores the SNMP MIB files for the currently installed version of software on the unit. These files can be downloaded directly from the Impulse 300E by clicking on the  button. This will open a new tab in the browser containing download links for each MIB as shown below.

Index of /mibs/

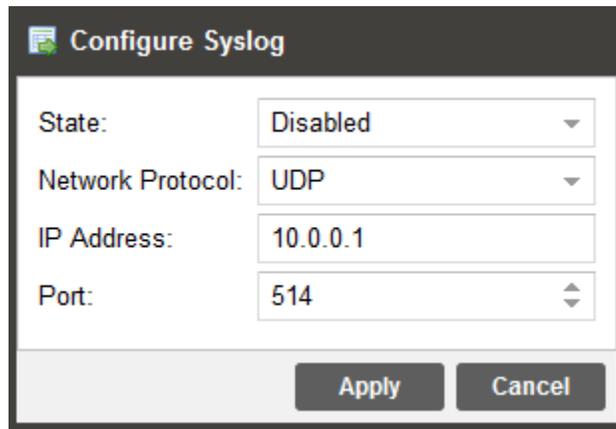
| Name | Last Modified | Size | Type |
|---|----------------------|--------|--------------------------|
| Parent Directory/ | | - | Directory |
| INET-ADDRESS-MIB.MIB | 2022-Sep-02 00:47:08 | 16.3K | application/octet-stream |
| SENCORE-CSP-MIB.MIB | 2022-Sep-02 00:40:17 | 103.9K | application/octet-stream |
| SENCORE-GLOBAL-REG.MIB | 2022-Sep-02 00:40:17 | 2.3K | application/octet-stream |
| SENCORE-IMPULSE300E-MIB.mib | 2022-Sep-02 00:40:14 | 37.2K | application/octet-stream |
| SNMP-COMMUNITY-MIB.MIB | 2022-Sep-02 00:47:09 | 15.1K | application/octet-stream |
| SNMP-FRAMEWORK-MIB.MIB | 2022-Sep-02 00:47:09 | 21.8K | application/octet-stream |
| SNMP-MPD-MIB.MIB | 2022-Sep-02 00:47:09 | 5.3K | application/octet-stream |
| SNMP-TARGET-MIB.MIB | 2022-Sep-02 00:47:07 | 22.2K | application/octet-stream |
| SNMP-USER-BASED-SM-MIB.MIB | 2022-Sep-02 00:47:09 | 38.2K | application/octet-stream |
| SNMP-VIEW-BASED-ACM-MIB.MIB | 2022-Sep-02 00:47:08 | 33.3K | application/octet-stream |
| SNMPv2-MIB.MIB | 2022-Sep-02 00:47:08 | 28.6K | application/octet-stream |
| SNMPv2-SMI.MIB | 2022-Sep-02 00:47:07 | 8.7K | application/octet-stream |
| SNMPv2-TC.MIB | 2022-Sep-02 00:47:07 | 37.1K | application/octet-stream |

To Download: Right-Click, Save Link As or Save Target As

Figure 38: MIBs Download Page

4.3.9 Syslog

The Impulse 300E can be configured to send error and event logs formatted in the syslog protocol to a user specified Syslog server. Clicking the  **Configure Syslog** button will open a menu for a protocol, address and port to be specified as seen below.



Configure Syslog

State:

Network Protocol:

IP Address:

Port:

Figure 39: Syslog Configuration Menu

| Action | Range | Description |
|-------------------------|---|--|
| State | Enabled Disabled | Enable or Disable sending messages to a Syslog server. |
| Network Protocol | UDP TCP | Select which network protocol used to transmit to the Syslog server |
| IP Address | Four decimal octets: XXX.XXX.XXX.XXX | IP of the Syslog server. 0.0.0.0 and 255.255.255.255 are not permitted |
| Port | 0 – 65535 | Destination port of the Syslog server |

4.3.10 Updating the Impulse 300E

4.3.10.1 Applying Software Updates

Updates to the Impulse 300E are performed through the web interface. Software update files can be obtained by contacting the Sencore ProCare department. Once the update file is downloaded, it then needs to be uploaded and applied to the unit. To upload software updates to the unit click on the  button. The current version and uploaded version are displayed in the Software Versions section. The Impulse 300E will reboot after a software update is complete.

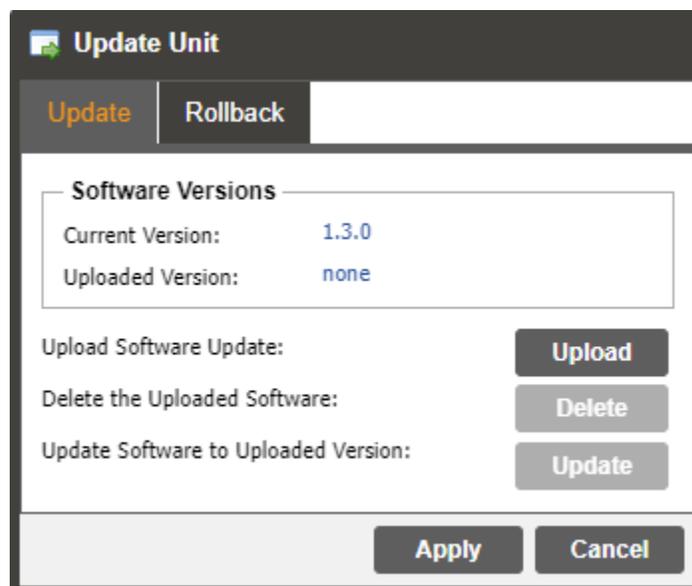


Figure 40: Unit Update Menu

| Action | Button | Description |
|--|---------------|---|
| Upload Software Update | Upload | Click this button to browse to the update file. The file will then upload to the Impulse 300E. When the upload is complete, the Impulse 300E will prompt to either apply the update or cancel |
| Delete the Uploaded Software | Delete | Click this button to delete a previously uploaded update file. |
| Update Software to Uploaded Version | Update | Click this button to start the update process. |

4.3.10.2 Rollback Software Updates

The Impulse 300E is capable of reverting back to a previous version of software using the Rollback feature. The unit maintains two separate software images; one is the most current version of software with all current settings and the other is the previous version of software with all previous settings. To perform a rollback click the **Update Unit** button and then click the **Rollback** tab. The Impulse 300E will reboot after the rollback process is complete.

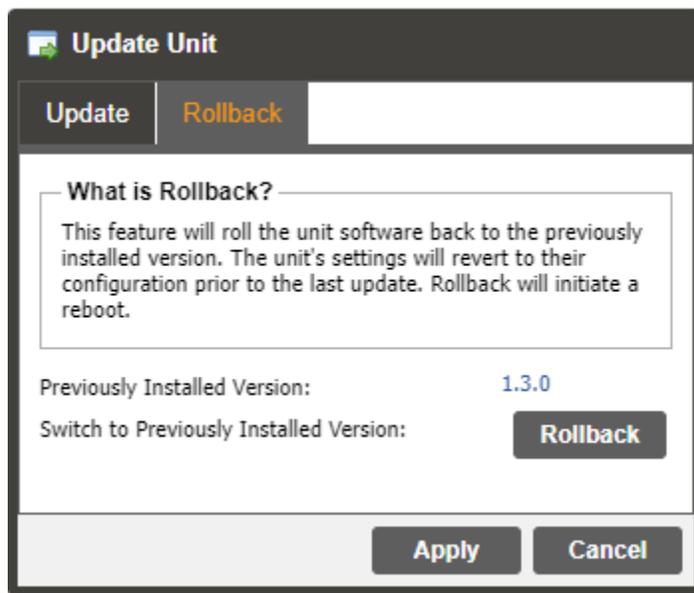


Figure 41: Rollback Menu

| Action | Button | Description |
|--------------------------|-----------------|---|
| Rollback Software | Rollback | Click this button to rollback to the previously installed software version. |

4.3.11 Reboot Unit

The Impulse 300E can be rebooted from the web interface. In order to perform a reboot click the  **Reboot** button. Once the reboot is complete the login screen will appear to log back into the unit.

4.3.12 Reset Defaults

The Impulse 300E settings can be reset to factory defaults. All settings will be returned to the factory defaults except the network management ports TCP/IP settings. All event logs will be cleared. To reset all settings to default, click the  **Reset to Defaults** button. The Impulse 300E will prompt the user to confirm the reset. The unit will reboot once the reset is confirmed.

4.4 Reporting Tab

The **Reporting** tab in the Impulse 300E contains logs for active alarms currently affecting the unit as well as an event log. The active alarms are updated periodically in order to reflect the real-time state of the unit. Once an error is cleared it will be cleared from the active alarms window. The event log can be used to view alarms and event history. Both the active alarms and event logs can be configured to hide or change the behavior of alarms and events.

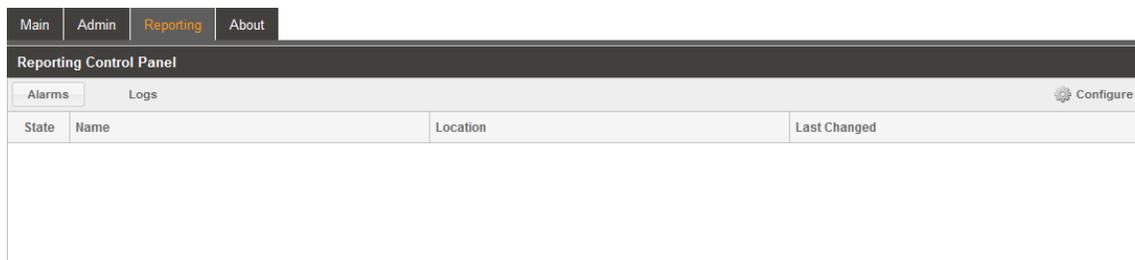


Figure 42: Reporting Tab

4.4.1 Active Alarms

Clicking on the **Alarms** button displays the Active Alarms menu. This list displays all the active alarms currently affecting the unit. There are four columns in the log that display different types of information.

| Reporting Control Panel | | | |
|-------------------------|--------------------------------|--------------------|---------------------|
| Alarms | | Logs | |
| State | Name | Location | Last Changed |
| | Transport Stream Not Present | Unit | 2020-06-08 07:28:41 |
| | IP Loss Error | Input MPEG/IP | 2020-06-08 07:28:41 |
| | TS Sync Loss | Input MPEG/IP | 2020-06-08 07:28:41 |
| | Zixi Transmit Connection Error | IP Output/Transmit | 2020-06-08 07:28:39 |

Figure 43: Active Alarms Tab

| Title | Description |
|---------------------|--|
| State | This column displays the nature of the alarm. The icon means the log entry is informational and is not an error. The icon means the log entry is an active alarm. |
| Name | This column displays the description of the error. |
| Location | This column displays the hardware or function that is experiencing the active error. |
| Last Changed | This column displays the date and time the error was raised. This date and time correlates with the Date and Time settings configured in Section 4.3.6 . |

4.4.2 Event Logs

Clicking on the **Logs** button displays the Event Log menu. This list displays all the events and alarms that have affected the unit since it was last booted. The Impulse 300E stores up to four days' worth of logs. The logs can be cleared manually by clicking the **Clear** button. The logs can be downloaded as a .csv file and saved to an external location by clicking the **Download** button. There are five columns in the log that display different types of information.

| Reporting Control Panel | | | | |
|-------------------------|---------------------|------------|--------------------|---|
| Alarms | | Logs | | |
| Severity | Timestamp | Transition | Location | Message |
| | 2020-06-08 07:28:39 | | IP Output/Transmit | SRT Transmit Dropped Packets OK |
| | 2020-06-08 07:28:39 | | IP Output/Transmit | SRT Transmit NAK Received OK |
| | 2020-06-08 07:28:39 | | IP Output/Transmit | Zixi Output Connection Error: Invalid |
| | 2020-06-08 07:28:39 | | IP Output/Transmit | Zixi Output Not Recovered Packets OK |
| | 2020-06-08 07:28:39 | | IP Output/Transmit | Zixi Output Dropped Packets OK |
| | 2020-06-08 07:28:39 | | Input MPEG/IP | IP Loss OK |
| | 2020-06-08 07:28:36 | | Network 2(eth1) | Packets Dropped - Cleared |
| | 2020-06-08 07:28:35 | | Network 1(eth0) | Packets Dropped - Cleared |
| | 2020-06-08 07:28:35 | | Input MPEG/IP | RTP Reception OK |
| | 2020-06-08 07:28:35 | | Input ASI | ASI Input Lock Loss OK |
| | 2020-06-08 07:28:35 | | Unit | Unit Booted on Mon Jun 8 07:28:35 2020 |
| | 2020-06-08 07:28:35 | | Unit | Unit Was Last Shutdown on Mon Jun 8 07:28:14 2020 |

Figure 44: Event Logs Tab

| Title | Description |
|-------------------|---|
| Severity | This column displays the nature of the alarm. The  icon means the log entry is informational and is not an error. The  icon means the log entry is an active alarm. |
| Timestamp | This column displays the date and time the error was raised or cleared. This date and time correlates with the Date and Time settings configured in Section 4.3.6 . |
| Transition | This column indicates the type of alarm transition that took place. When an error is raised the  icon is displayed. When an error is cleared the  icon is displayed. When an event takes place the  icon is displayed. |
| Message | This column displays the description of the error or event. |
| Location | This column displays the hardware or function that experienced the alarm or event. |

4.4.3 Configuring the Logs

The Impulse 300E allows the user to configure how alarms and events are shown and behave. Events and alarms can be hidden or set to send SNMP traps when active. In order to configure these options click the  **Configure** button while in the **Reporting** tab, as seen in the [Figure 52](#).

The **Conditions** tab allows the user to configure the alarms reported by the Impulse 300E.

The **Events** tab allows the user to configure the events reported by the Impulse 300E.

Each column and its function are described below. A user configured time offset can also be applied to allow viewing the logs in a local time zone.

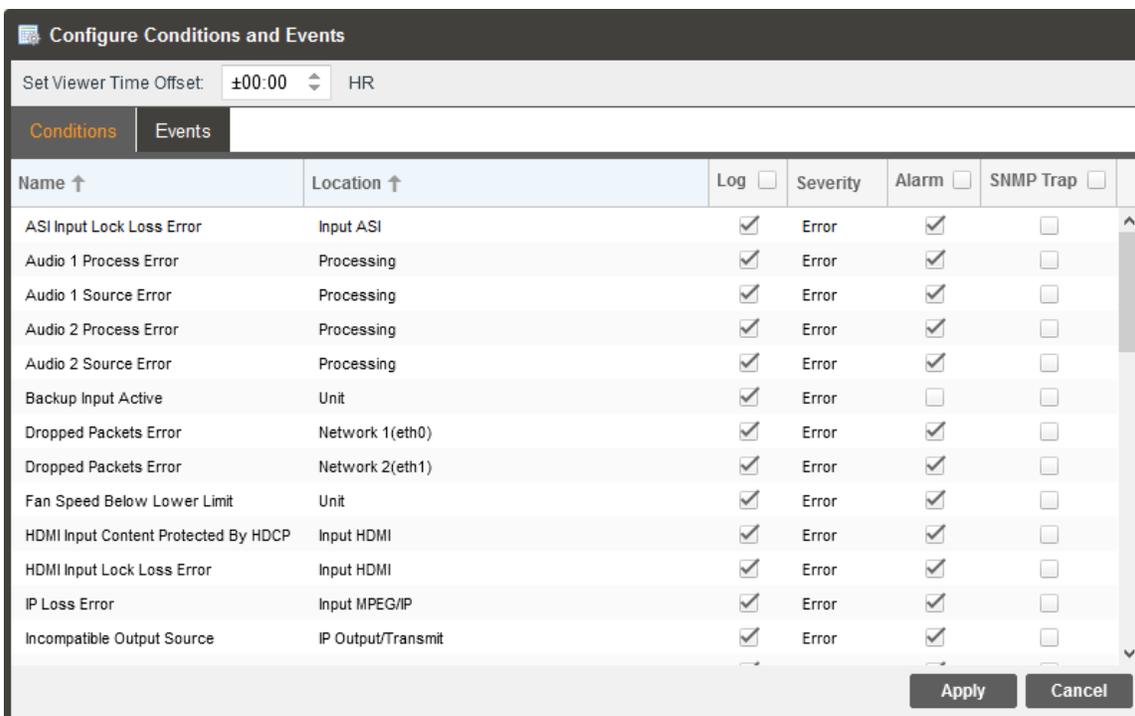


Figure 45: Conditions and Events Configuration Menu

| Title | Description |
|------------------|---|
| Name | The name of the error or condition. This is informational data; no options can be set here. |
| Location | The hardware or function that the alarm or event applies to. This is informational data; no options can be set here. |
| Log | Checking the box in this column creates an entry in the event log in the case this error or event is raised. If this box is unchecked this error or event will be hidden and not logged if raised. |
| Severity | This column is only available in the Conditions tab. This option sets the severity of the error, to Info or Error. If Info is selected in the drop-down box the  icon will be displayed in the event log. If Error is selected the  icon will be displayed in the event log. |
| Alarm | This column is only available in the Conditions tab. This option enables or disables this alarm in the Active Alarms log. If checked the alarm will be displayed in the Active Alarms log when raised. If this box is unchecked this error will be hidden. |
| SNMP Trap | This column sets whether an SNMP Trap sent when this alarm is raised. If this box is checked an SNMP Trap is sent when this alarm is raised. If this box is unchecked an SNMP Trap is not sent. |

4.5 About Panel

Under the **About** tab, there are no user definable parameters but there is information about software versions currently installed, how to contact Sencore, and third-party software information.

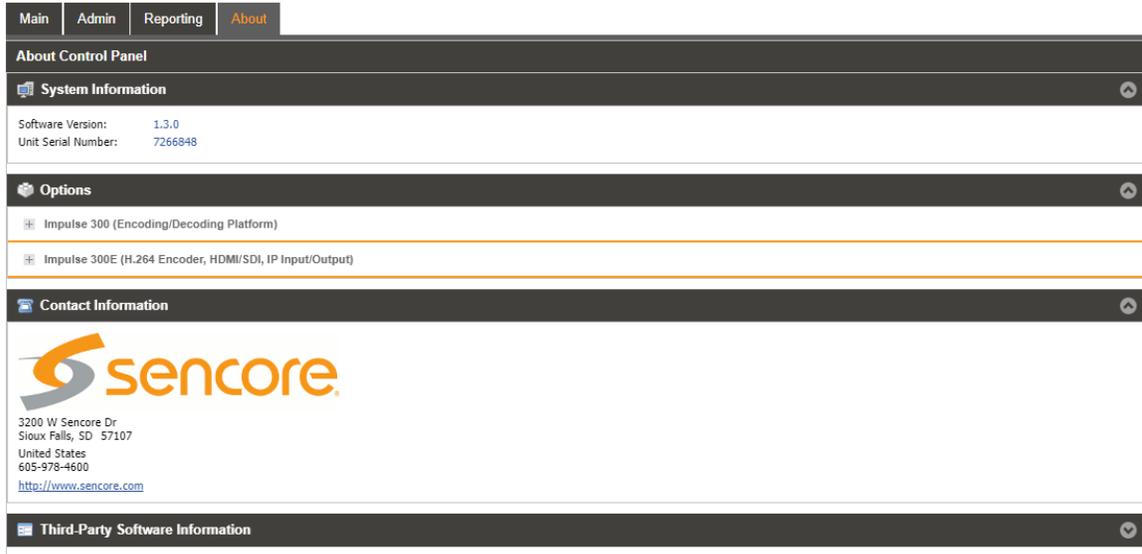


Figure 46: About Tab

Section 5 Appendices



Introduction

This section includes the following appendices:

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| Appendix A – Acronyms and Glossary | 65 |
| Appendix B – Error and Event List..... | 66 |
| Appendix C – Specifications..... | 68 |
| Appendix D – Open Source Software..... | 71 |
| Appendix E – Warranty..... | 73 |
| Appendix F – Support and Contact Information | 73 |

Appendix A – Acronyms and Glossary

8VSB: Vestigial sideband modulation with 8 discrete amplitude levels.
AAC: Advanced Audio Coding
AC3: Audio Coding Three
ADTS: Audio Data Transport Stream
ASI: Asynchronous Serial Interface
ATSC: Advanced Television Systems Committee
AV: Audio Video
Bit Rate: The rate at which the compressed bit stream is delivered from the channel to the input of a decoder.
BNC: British Naval Connector
BPS: Bits per second.
CAT6: Category 6 – Cable standard for gigabit Ethernet
CC: Closed Captions
DHCP: Dynamic Host Configuration Protocol
DVB: Digital Video Broadcasting
FEC: Forward Error Correction
GOP: Group of Pictures
HD: High Definition
HDMI: High Definition Multimedia Interface
I/O: Input/Output
IP: Internet Protocol
LED: Light Emitting Diode
MAC: Medium Access Control
MER: Modulation Error Ratio
MIB: Management Information Base
MPEG: Moving Picture Experts Group
MPTS: Multiprogram Transport Stream
Impulse 300E: Internet Streaming Encoder
NTP: Networking Time Protocol
QAM: Quadrature Amplitude Modulation
RF: Radio Frequency
RIST: Reliable Internet Stream Transport
RU: Rack Unit
SD: Standard Definition
SDI: Serial Digital Interface
SMPTA: Society of Motion Pictures and Television Engineers
SNMP: Simple Network Management Protocol
SPTS: Single Program Transport Stream
SRT: Secure Reliable Transport
TS: Transport Stream

Appendix B – Error and Event List

| Error | Description |
|--|---|
| Audio X Process Error | Failure to transcode/encode received audio channels configured on Audio X |
| Audio X Source Error | Failure to receive audio channels configured on Audio X |
| Backup Input Active | Primary input is currently in a failed condition and the Impulse 300E has failed over to the Backup input. |
| Dropped Packets Error | The system has detected an instance of packets being dropped |
| Fan Speed Below Lower Limit | Cooling fan in the Impulse 300E has failed. |
| HDMI Input Content Protected by HDCP | HDMI input is encrypted and cannot be encoded |
| HDMI Input Lock Loss Error | HDMI input is not present |
| Incompatible Output Source | IP Transmit is configured for an output source that is incompatible with the current active input. |
| Input Not Present | Current active input is not being received by the unit |
| Invalid Output Audio X Mode Setting | Configured Audio X output mode is not compatible with the current active input |
| Invalid Output PID Setting | The output PID selected for the processed source is not valid |
| Invalid Output Profile/Level Setting | The configured output profile and level processing combination is not compatible with the source |
| Invalid PID or PID not from same Service | The PID selected for processing is not present on the current active input |
| Link Loss Error | Physical IP link is not present on the network interface. |
| MPEG/IP Transmit Unicast Receiver Not Found | The Impulse 300E cannot discover the destination for the unicast IP stream within 10 seconds after the initial ARP is sent. |
| NTP Server Unreachable | The configured NTP server is inaccessible to the network interface |
| SDI Input Group 1 Audio Error | The incoming SDI does not have audio present in Group 1 |
| SDI Input Lock Loss Error | SDI input is not present |
| SRT Transmit Connection Error | The system encountered a connection error when transmitting SRT signal |
| SRT Transmit Dropped Packets Error | The System has detected lost packets in the transmitted SRT Signal |
| SRT Transmit NAK Received Error | The receiving device has sent an ARQ request for missed packet(s) |
| Temperature Error | The Impulse 300E has detected the internal temperature is 70 degrees Celsius or above. |
| Video Process Error | The Impulse 300E has failed to encode or transcode video |

| | |
|--|--|
| Video Source Error | The video to be encoded or transcoded is not present |
| Zixi Transmit Connection Error | The Zixi transmit has received no acknowledge message from the receiving server. |
| Zixi Transmit Dropped Packets Error | The Zixi has dropped packets |
| Zixi Transmit Not Recovered Packets Error | The Zixi transmit has failed to recover packets that were dropped |

| Event | Description |
|----------------------------------|--|
| Date/Time Changed | The date or time was manually changed by a user |
| NTP Updated | The Impulse 300E has a newly obtained time from the NTP server |
| Software Update Failed | The unit failed to upgrade software |
| Software Update Succeeded | A software upgrade was made to the unit |
| Unit Booted | The Impulse 300E server was booted |
| Unit Shutdown | The Impulse 300E server shut down (power cycle, reboot) |

Appendix C – Specifications

Impulse 300E – Base Unit

| | |
|-------------------------------------|---|
| Includes – | Display, keypad, embedded controller, chassis/case, power supply/line cord |
| System – | |
| Display Type: | LCD |
| Keypad: | Snap-dome Membrane |
| Configurations Allows: | Single Media Gateway |
| Rear Panel: | Fixed inputs and outputs |
| Remote Operation/Update Interface – | |
| Type: | Ethernet, 10/100/1000 Auto Negotiating |
| Rear Panels indicators: | Link (Green LED), Activity (Amber LED) |
| Connector: | RJ45 |
| Front Panel Indicators – | |
| Error LED: | Red indicates error is occurring Off indicates no errors detected |
| Input LED: | Green indicates valid input is present Off indicates no valid input |
| Monitor and Control Interfaces – | |
| Web server GUI: | HTTP via web browsing for control & monitoring Web API full control and monitoring |
| Front Panel: | System monitoring; limited control |
| Operating Altitudes | 0 to 10000 feet |
| AC Power – | |
| Operating Voltage: | 100-240VAC |
| Max Power Draw: | 35W |
| Frequency: | 50/60Hz |
| Connector: | IEC 320 C14 |
| Line Cord: | Detachable, 3-prong |
| Environmental Conditions – | |
| Operating Temperature: | 32 °F to 122 °F (0 °C to 50 °C) |
| Cooling: | Software regulated fan |
| Storage Temperature: | -40 °F to 149 °F (-40 °C to 65 °C) |
| Relative Operating Humidity: | <95% (non-condensing) |

MPEG/IP Transmit

| | |
|--------------------|---|
| General – | |
| Connector: | 2x 10/100/1000 auto negotiate Base-T RJ-45 Ethernet Ports |
| Transmit – | |
| Output Format: | UDP and RTP |
| Bitrate Range: | 0.25 – 50 Mb/s |
| Packets/IP Frame: | 1-7 MPEG Packets/IP Frame |
| Number of Outputs: | 1 – Unicast or Multicast |

SRT Transmit

| | |
|------------------------|---|
| General – | |
| Connector: | 10/100/1000 auto negotiate Base-T RJ-45 Ethernet Port |
| Transmit – | |
| Protocol and IP Range: | UDP, Unicast |

| | |
|---------------------|------------------------------|
| Negotiation Modes: | Caller, Listener, Rendezvous |
| Latency: | 20-8000ms, user configurable |
| Bandwidth Overhead: | 0 – 50% of content bitrate |
| Bitrate Range: | 0.25 – 50 Mbps |
| Encryption: | AES-128, AES-256 |
| | 10-79 UTF-8 characters |
| Packets/IP Frame: | 1-7 MPEG Packets/IP Frame |

Zixi Transmit

| | |
|------------------------|---|
| General – | |
| Connector: | 10/100/1000 auto negotiate Base-T RJ-45 Ethernet Port |
| Transmit – | |
| Protocol and IP Range: | UDP, Unicast |
| Mode: | Feeder to Broadcaster |
| Latency: | 30-10000ms, user configurable |
| Bandwidth Overhead: | 0 – 50% of content bitrate |
| Bitrate Range: | 0.25 – 50 Mbps |
| Encryption: | AES-128, AES-256 |
| | 10-79 UTF-8 characters |
| Packets/IP Frame: | 1-7 MPEG Packets/IP Frame |

SDI Input

| | |
|-----------------------|----------------------------------|
| General – | |
| Connector: | 1x BNC, Female (shared with ASI) |
| Impedance: | 75Ω |
| SDI Input – | |
| Number of SDI Inputs: | 1 (shared with ASI) |
| Standard: | SMPTE 259M, SMPTE292M |

HDMI Input

| | |
|------------------------|--|
| General – | |
| Connector: | 1x HDMI Type A Connector with positive screw retention |
| HDMI Input – | |
| Number of HDMI Inputs: | 1 |
| Supported Version: | 1.4b |
| Copy Protection: | HDCP Compliant |

Video Processing

| | |
|----------------|---|
| Input – | |
| CODEC/Profile: | MPEG-2 up to MP@HL H.264 up to HP@L4.1 |
| Resolutions: | 1080p@25, 29.97, 30 1080i@25, 29.97, 30 720p@50, 59.94, 60 576i@25 480i@29.97 |
| Output – | |
| CODEC/Profile | H.264 up to HP@L4.1 |
| Resolutions: | 1080p@23.98, 24, 25, 29.97, 30, 50, 59.94, 60 |

Bitrate: 1080i@25, 29.97, 30
720p@23.98, 24, 25, 29.97, 30, 50, 59.94, 60
576p@50
576i@25
480p@30, 60
480i@29.97, 30
0.5Mbps to 15Mbps

Audio Processing

Input –
CODEC: Dolby Digital (AC-3)
Dolby Digital Plus (E-AC-3)
AAC
HE-AAC
MPEG-1 L2
Number of Services 2x audio services/PIDs (4 channels)
Output –
CODEC: Dolby Digital
AAC-ADTS
MPEG-2
Pass-through
Bitrate: 16Kbps to 448Kbps

Ancillary Data

Pass-through: Closed Captions (CEA-708)

Appendix D – Open Source Software

The Impulse 300E includes:

| Package | Version | License | Copyright |
|-----------------------------|---------|----------------------------------|---|
| amibios_dmi | 75dce7b | GPL Version 2, June 1991 | Claudio Matsuoka |
| BusyBox | 1.24.2 | GPL Version 2, June 1991 | Erik Anderson, et. al. |
| Dropbear | 2016.74 | MIT-like | 2002-2015 Matt Johnston, et. al (see license) |
| e2fsprogs | 1.43.4 | GPL Version 2, June 1991 | Theodore Ts'o |
| ethtool | 4.13 | GPL Version 2, June 1991 | David Miller, et. al. |
| FamFamFam Silk Icons | 013 | Creative Commons Attribution 2.5 | Mark James |
| FastDB | 3.71 | MIT-like | Konstantin Knizhnik |
| FCGI | 2.4.6 | FastCGI | Open Market, Inc |
| FFmpeg | 3.4 | LGPL Version 2.1, February 1999 | Fabrice Bellard |
| gptfdisk | 1.0.3 | GPL Version 2, June 1991 | Roderick W. Smith |
| grub | 2.00 | GPL Version 3, 29 June 2007 | 1994-2011 Free Software Foundation, Inc. |
| Lighttpd | 1.4.30 | BSD | 2004, Jan Kneschke |
| libpcap | 1.8.1 | BSD | 1993, 1994, 1995, 1996 The Regents of the University of California. |
| Linux | 5.3.5 | GPL Version 2, June 1991 | Linus Torvalds, et. Al. |
| Log4cpp | 1.0 | LGPL Version 2.1, Feb 1999 | Bastiaan Bakker |
| Monit | 5.1.1 | GPL Version 3, 29 June 07 | 2010 Tildeslash Ltd. |
| Net-SNMP | 5.7.1 | BSD | 1989, 1991, 1992 by Carnegie Mellon University, et. al. (see license) |
| NTP | 4.2.4p7 | NTP License | 1992-2009 David L. Mills |
| OpenSSL | 1.0.1c | BSD-Like | 1998-2008 The OpenSSL Project, 1995-1998 Eric Young |

| | | | |
|-------------------|--------|-----------------------------|--|
| PCRE | 8.30 | BSD | 1997-2012 University of Cambridge, 2007-2008 |
| POPT | 1.16 | MIT | 1998 Red Hat Software |
| pureftpd | 1.0.46 | BSD | Frank Denis |
| qDecoder | 12.0.4 | BSD | 2000-2012 Seungyoung Kim |
| Samba | 4.7.0 | GPL Version 3, 29 June 2007 | Andrew Tridgell, et. al. |
| Spawn-FCGI | 1.6.3 | BSD | Jan Kneschke, Stefan Bahler |
| srt | 1.3.2 | MPLv2.0 License | 2018 Haivision Systems Inc. |
| TCLAP | 1.2.0 | MIT | 2003 Michael E Smoot |
| Tzdata | 2017b | Public domain, BSD 3-clause | Arthur David Olson |
| Zlib | 1.2.7 | Zlib/libpno License | 1995-2005 Jean-loup Gailly and Mark Adler |

Appendix E – Warranty

Sencore One-Year Warranty

Sencore warrants this product against defects from any cause, except acts of God and abusive use, for a period of 1 (one) year from date of purchase. During this warranty period, Sencore will correct any covered defects without charge for parts, labor, or recalibration.

Appendix F – Support and Contact Information

Returning Products for Service or Calibration

The Impulse 300E is a delicate piece of equipment and needs to be serviced and repaired by Sencore. Periodically it is necessary to return a product for repair or calibration. In order to expedite this process please carefully read the instructions below.

RMA Number

Before any product can be returned for service or calibration, an RMA number must be obtained. In order to obtain an RMA number, use the following steps:

- Go to www.sencore.com/company/contact-us/
- Click on the “Service, Support & Training
- Click on “Return equipment for service”
- Fill out the required information and click “Submit”

A customer service representative will be in contact regarding the RMA number and instructions for shipment.

