



Simply Better Connections

UC9020

StreamLIVE™ HD Multi-Channel
AV Mixer
User Manual

Compliance Statements

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Warning

Operation of this equipment in a residential environment could cause radio interference.

Achtung

Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.



KCC Statement

유선 제품용 / A 급 기기 (업무용 방송 통신 기기)
이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이
점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로
합니다.

HDMI Trademark Statement

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.



RoHS

This product is RoHS compliant.

User Information

Online Registration

Be sure to register your product at our online support center:

International	http://eservice.aten.com
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Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Product Information

For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	http://www.aten.com
North America	http://www.aten-usa.com

Package Contents

Check to make sure that all the components are in working order. If you encounter any problem, please contact your dealer.

- 1 UC9020 StreamLIVE™ HD Multi-Channel AV Mixer
- 1 USB Type-C to USB Type-A custom-made cable
(parts no.: LIN6-09B1-C11G)
- 1 USB Type-A to USB Type-A cable
(parts no.: LIN5-04U1-U1HG)
- 1 power cord
- 1 user instructions

Table of Contents

Compliance Statements	ii
User Information	iv
Telephone Support	iv
User Notice	iv
Product Information	v
Package Contents	vi
Table of Contents	vii
About this Manual	x
Conventions	xi
 1. Introduction	
Overview	1
Features	2
Requirements	3
Components	4
Top View	4
Rear View	6
Side View	7
 2. Hardware Setup	
Connecting the StreamLIVE™ HD Unit	9
Connecting iPad	11
Lightning Connector on iPad	11
USB-C Connector on iPad	11
Pairing an Android Tablet or Chromebook via Network	13
Connecting Chromebook	14
Using the OnAir Cam App	15
Supported Systems	15
Installing the ATEN OnAir Lite App	15
Connecting the iOS Mobile Device	16
 3. ATEN OnAir App & Side Menu	
ATEN OnAir Application	17
Page Components	19
Side Menu	20
Current Project	20
Create Project	21
Copy as New Project	22
Open Project	23
About	24
All Projects	25
Tutorial	26
Self-diagnostic	26

4. ATEN OnAir App & Video Mixer

Video Mixer	27
Scene Editor	30
Resize/Crop Tool	32
Resize	32
Crop (Media Only)	33
Add/Edit Text Overlay	34
Re-order the Overlays	35

5. ATEN OnAir App & Audio Mixer

Audio Mixer	37
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6. ATEN OnAir App & Settings

Settings	39
Live-streaming on Facebook & Youtube	42
Logging into Youtube Account for Live-streaming	42
Logging into Facebook Account for Live-streaming	44
Example Live-stream URL and Stream Key (Facebook)	49
Example Live-stream URL and Stream Key (Youtube)	49
Recording Live-stream Video (External Storage)	50
External Storage Settings	50
Video Information for Live-stream Recording	51

7. Quick Live-Stream Setup

Setup	53
During the Live-Stream / Live-Stream Recording	56
Quick Mode	56

8. Firmware Upgrade

Download Requirements	59
Preparing the Firmware	59
Upgrading the Unit	60
Upgrade Assessment Fail	61
Upgrade Fail	61

Appendix

Safety Instructions	63
General	63
Technical Support	65
Supported List of Android Tablets	66
Specifications	75
Live-Streaming Information	77
Create a Live Stream with Youtube	77
What is CDN Service?	77
RTMP/RTMPS and RTSP Protocols	77

Other ways to input image overlays 78

Limited Warranty 79

About this Manual

This user manual is provided to help you get the most from the UC9020 unit. It covers all aspects of installation, configuration, and operation. An overview of the information found in the manual is provided below.

Chapter 1, Introduction introduces you to the Multi-Channel AV Mixer. Its purpose, features, installation considerations, and panel components are presented and described.

Chapter 2, Hardware Setup describes the steps that are necessary to quickly and safely set up your installation.

Chapter 3, ATEN OnAir App & Side Menu explains the functions in the OnAir App and its side menu.

Chapter 4, ATEN OnAir App & Video Mixer explains the functions in the Video Mixer deck in the OnAir App, including scene editing, media resizing/cropping and text and image overlays.

Chapter 5, ATEN OnAir App & Audio Mixer explains the functions in the Audio Mixer deck in the OnAir App.

Chapter 6, ATEN OnAir App & Settings explains the settings you can configure for the collaborations between the unit and the OnAir App.

Chapter 7, Quick Live-Stream Setup describes how to quickly setup your system to help you start live-streaming.

Chapter 8, Firmware Upgrade describes the firmware upgrade procedure and how the volume mixer LED behaves during the firmware upgrade.


Appendix provides a list of safety instructions and precautions, ATEN technical support information, product specifications, and other technical information.

Note:

- ♦ Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit or any connected devices.
- ♦ This product may be updated, with features and functions added, improved or removed since the release of this manual. For an up-to-date user manual, visit <http://www.aten.com/global/en/>

Conventions

This manual uses the following conventions:

- | | |
|---|--|
| <code>Monospaced</code> | Indicates text that you should key in. |
| [] | Indicates keys you should press. For example, [Enter] means to press the Enter key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt]. |
| 1. | Numbered lists represent procedures with sequential steps. |
| ◆ | Bullet lists provide information, but do not involve sequential steps. |
| > | Indicates selecting the option (on a menu or dialog box, for example), that comes next. For example, Start > Run means to open the <i>Start</i> menu, and then select <i>Run</i> . |
|  | Indicates critical information. |

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Chapter 1

Introduction

Overview

The StreamLIVE™ HD is a portable, all-in-one, multi-channel audio / video mixer device that integrates an 1080p video capture, video recorder, video switch, stream broadcaster, video converter, 4K video splitter, and audio mixer into one compact box to eliminate the hassle of working with different AV equipment. The StreamLIVE™ HD makes HDMI video sources broadcast for higher quality live stream to CDN platforms such as YouTube Live, Facebook and Twitch.

For added convenience, the StreamLIVE™ HD features an intuitive app – OnAir™ App, making it easy to monitor, edit image layouts, and adjust PiP settings. The StreamLIVE™ HD is PC and software-free, and with its well-designed control panel, it makes livestreaming operations smooth and effortless. Users can even preview video and monitor audio levels before going live with their web broadcast! To get started, simply connect audio / video sources, and an Ethernet with an ATEN app-installed iPad, and you are ready to roll.

For enterprises in need of delivering remote presentations on Skype, Zoom, MS Teams, OBS, or other platforms for meetings, online events, and webinars alike, the StreamLIVE™ HD works with ATEN Stream to USB software, which helps convert streams into USB webcam signals. Moreover, the software enables operators to monitor the live production coming from all StreamLIVE™ HD in a media pool and to broadcast each stream to the right destination.

When it comes to outputting content from an iPhone / iPad, usually UI elements appear on the video feed, which is not aesthetically pleasing. This is where ATEN OnAir Cam app helps! The app helps capture camera feed from an iPhone / iPad and turn it into an 1080p @ 60 Hz HDMI video source devoid of on-screen icons or overlays. Such clean camera feed can be used on the StreamLIVE™ HD for live stream rig or post production set-up enhancement, achieving higher production value.

Whether users are capturing, editing or streaming, the StreamLIVE™ HD with its ergonomic and practical design, is flexible enough to fit all independent live streaming broadcasting environments. With a rich feature set, the StreamLIVE™ HD addresses the challenges that independent live streaming broadcasters encounter and provides an easy-to-use solution.

Features

- ♦ All-in-one design to simplify streaming workflow – Integrates 1080p video capture, video recorder, video switch, streaming encoder, video converter, video splitter, and audio mixer
- ♦ Professional-quality live streaming to global audiences by any CDN platform. With a low entry threshold, even entry-level users can quickly get started
- ♦ 1080p recording – features media recording that can be used to record a program and save recordings directly to a connected external hard drive via USB
- ♦ Intuitive app for preview and program monitoring, change video layout in Full Screen / PBP/ PiP settings, adding image and subtitles overlays, and smooth scenes transitions for a professional finish
- ♦ Storyboard-like management – presets up to 8 scenes for later while streaming and during performances to reduce the need to interact with hardware
- ♦ Compact mixer control panel – switches & mixes between multiple video & audio sources with the help of easily identifiable luminous keys
- ♦ Fanless and optimized thermal air flow system for quiet operation
- ♦ Multitask designed handle-stand to enhance portability and ergonomic comfort angle
- ♦ Works with ATEN Stream to USB software – converts streams from multiple StreamLIVE™ HDs into USB webcam signals for delivering remote presentations on Skype, Zoom, MS Teams, OBS, and more
- ♦ Receives clean HDMI camera feed via ATEN OnAir Cam app – the app helps capture the iPhone / iPad camera feed and turn it into a clean 1080p @ 60 Hz HDMI video source without on-screen icons or overlays for the StreamLIVE™ HD's usage

Requirements

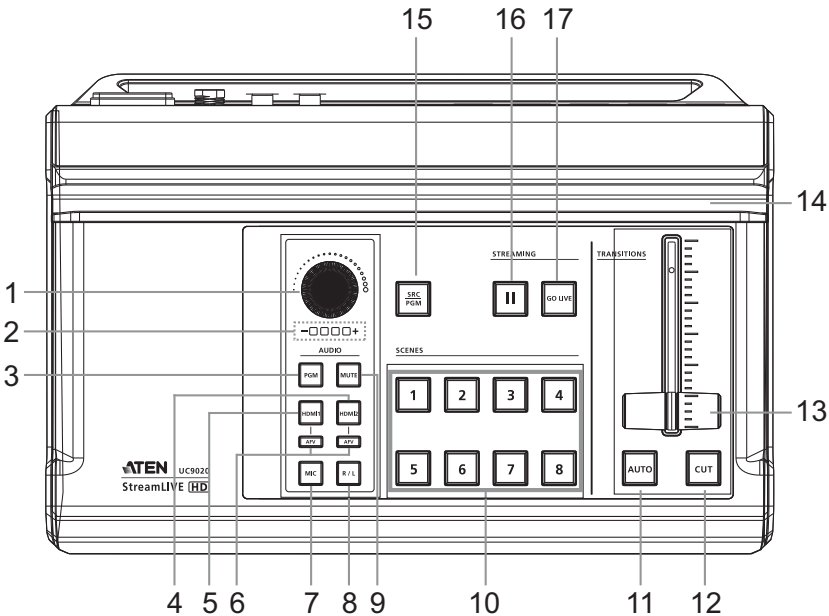
- ♦ Ethernet connection
- ♦ an iPad, Android tablet, or Chromebook with the following specs:

Device Type	OS	other requirements
iPad	iOS 11 or later	iPad Pro (1st gen, 12.9")
		iPad Pro (1st gen, 9.7")
		iPad Pro (2nd gen, 12.9")
		iPad Pro (2nd gen, 10.5")
		iPad Pro (3rd gen, 12.9", or above)
		iPad Pro (3rd gen, 11", or above)
		iPad (5th gen or above)
		iPad Air (3rd gen or above)
		iPad mini (5th gen or above)
Android tablet	Android 9 or later	<ul style="list-style-type: none"> ♦ Octa-core ARM Cortex grade CPU or above ♦ 2.75 GB RAM or above ♦ StreamLIVE™ HD must be of firmware v1.1.109 or later (see <i>Firmware Upgrade</i>, page 59) <p>Note: Make sure to use a compatible Android tablet. For a list of compatible Android tablets, see <i>Supported List of Android Tablets</i>, page 66.</p>
Chromebook	Chromebook 1.1.105 or later	<ul style="list-style-type: none"> ♦ StreamLIVE™ HD must be of firmware v1.3.121 or later (see <i>Firmware Upgrade</i>, page 59)

- ♦ USB Storage Device (for live-stream video recording)
 - ♦ USB 3.x compatible flash drive or mobile drive (HDD / SSD)
 - ♦ At least 32GB of free space

Components

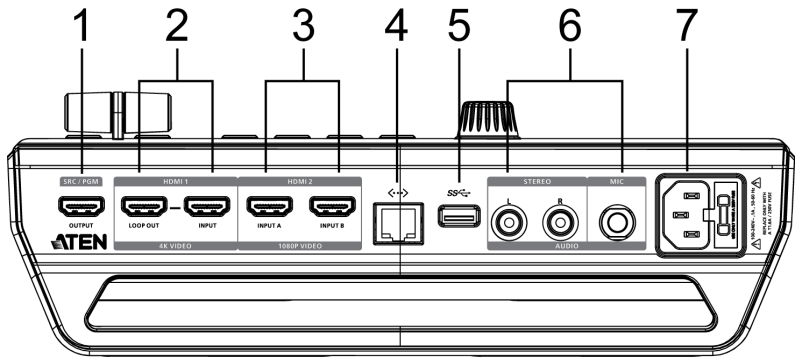
Top View



No.	Component	Description
Audio Section (Controls the audio settings of the system)		
1	audio level control	Controls the volume of the selected audio source.
2	volume meter LEDs	The LED reflects the controlled volume. During firmware upgrade, the LED behavior is changed. Refer to <i>Upgrading the Unit</i> on page 60 for the LED behavior during firmware upgrade.
3	PGM	Switches to the PGM audio source. The button will light up when switched to this source.
4	HDMI 2 audio source	Switches to the HDMI 2 audio source. The button will light up when switched to this source.
5	HDMI 1 audio source	Switches to the HDMI 1 audio source. The button will light up when switched to this source.
6	AFV	Audio-Follows-Video: Pressing the AFV button will light up. If the video source is selected, the source's audio will also be played.

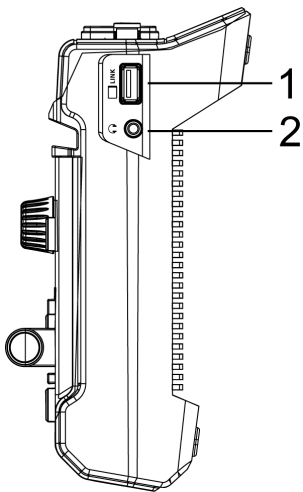
No.	Component	Description
7	MIC	Switches to the MIC audio source. The button will light up when switched to this source.
8	L / R	Switches to the RCA Line In audio source. The button will light up when switched to this source.
9	mute	Mutes / unmutes the audio the system is currently tuned into. When muting source 1 or 2, AFV will also be turned off.
Video Section (controls the video settings of the system)		
10	scenes selector	Selects the current stream (PGM) scene and the preview (PRV) scene. Greenly lit button indicates PRV Preview. Redly lit button indicates PGM Preview.
Transition Control Section (switches the current stream (PGM) scene to the preview (PRV) stream and vice versa)		
11	auto (transition)	Pressing the Auto button will begin the transition after a specified time (0.3-3.0 seconds). Go to the Setting Deck and refer to page 41 on how to modify this specified time. Press and hold for 3 seconds to enter <i>Quick Mode</i> . Refer to <i>Quick Mode</i> on page 56 for more information.
12	cut (transition)	The transition happens immediately when you press the Cut button. Press and hold for 3 seconds to enter <i>Quick Mode</i> . Refer to <i>Quick Mode</i> on page 56 for more information.
13	T-Bar (transition)	Slide the T-Bar to start the transition. The scene transition speed depends on how fast you slide the bar. Sliding the T-bar all the way to one end will complete the transition. You can create different effects by sliding it slowly, quickly or even hold it half way.
14	iPad stand	Allows the iPad to sit in.
15	SRC / PGM view selector	Pressing the button will switch video source between HDMI source 1, HDMI source 2 and PGM.
16	pause stream	Press this button to <i>pause</i> streaming.
17	GoLive	Press this button to <i>start</i> streaming and/or recording. Press again to <i>stop</i> .

Rear View



No.	Component	Description
1	SRC / PGM output port	Programmed (PGM) video output.
2	4K HDMI loop out port / 4K HDMI input port	An HDMI 1 input source and an HDMI 1 loop out.
3	1080P video input port	HDMI 2 input that can take video input A or B. To select A or B, go to <i>Media</i> on page 31.
4	Ethernet port	For Internet connection.
5	USB 3.2 Gen1 Type-A port	For firmware upgrade and livestream recording.
6	RCA line in port / mic in port	Connect mic or audio sources for additional audio effects.
7	AC power socket	Powers the unit.

Side View



No.	Component	Description
1	iPad link port (Data only)	Connects to the iPad for ATEN OnAir app.
2	3.5mm audio monitor jack	Sound output for the PGM scene (the redly lit scene).

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Chapter 2

Hardware Setup



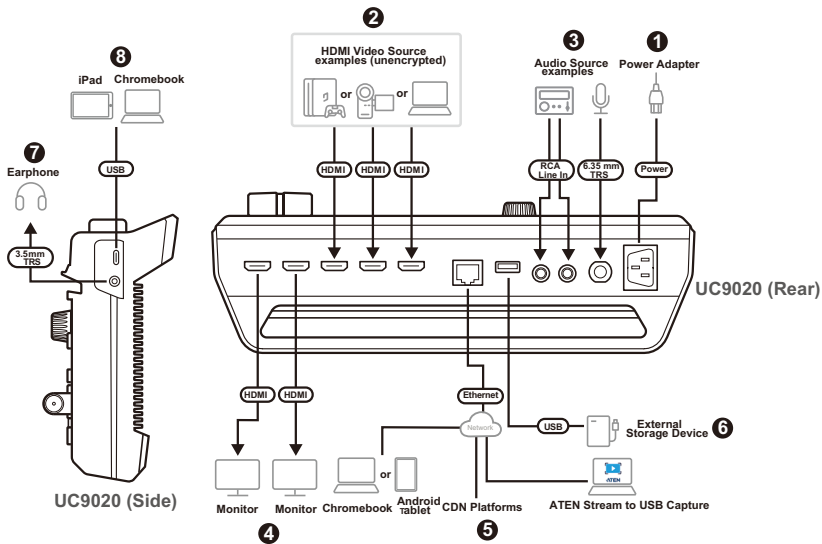
Please review the safety information regarding the placement of this device in *Safety Instructions*, page 63.

Connecting the StreamLIVE™ HD Unit

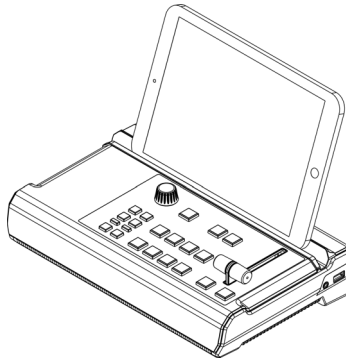
Before you begin to connect the StreamLIVE™ HD, make sure to download and install the ATEN OnAir app on your iPad / Android tablet / Chromebook device. To install the StreamLIVE™ HD app, scan the QR codes below.



Follow the steps below to connect the StreamLIVE™ HD to an HDMI source and the host.



1. Power on the unit by connecting the power cord. Wait for the boot-up luminous (scene keys) sequence.
2. Connect the HDMI sources (e.g. PC, gaming console or video recorder)¹.
3. Connect a microphone or any other audio sources.
4. (Optional) Connect the HDMI output cable if necessary:
 - a) Connect the HDMI display to the SRC/PGM output port.
 - b) Connect the HDMI display to the loop out port.
5. Connect an Ethernet cable for Internet connection².
6. (Optional) If you wish to firmware upgrade or record your live-stream, connect a USB storage device and refer respectively to *Firmware Upgrade* on page 59 or *Recording Live-stream Video (External Storage)* on page 50 for more information.
7. (Optional) Connect an earphone to receive sound output for the preview scene.
8. Connect your iPad to the iPad link port. Refer to *Connecting iPad* on page 11 for more information.
9. (Optional) Place your iPad onto the iPad stand as shown in the diagram below³.



-
- Note:** 1. The HDMI sources must be unencrypted.
2. Use the connected iPad to configure further network settings for live-streaming.
 3. iPad placed on the unit is recommended for viewing only. Hand holding your iPad is still recommended for control.
-

Connecting iPad

Lightning Connector on iPad

For iPads having lightning connectors, simply connect the Apple Lightning USB 3 Adapter (not included, may need additional purchase) and the USB Type-A to USB Type-A cable serially between the StreamLIVE™ HD and your iPad.

If you wish to have the charging function, connect your lightning charging cable to the Apple Lightning to USB 3 Adapter.

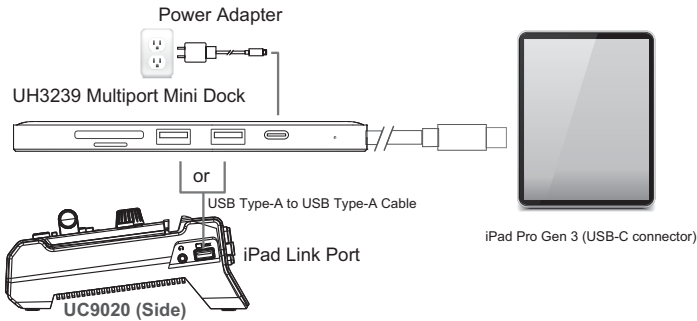
USB-C Connector on iPad

For iPads having USB-C connectors (e.g. iPad Pro Gen 3), simply connect the USB Type-A to USB-C cable included in the package between your iPad and the StreamLIVE™ HD.

Note: The USB Type-A to USB-C cable included in the package is custom-made for this setup, a general USB Type-A to USB-C cable will not work.

If you wish to have the charging function, connect an ATEN UH3239 Multiport Mini Dock (available for purchase separately) between the iPad and the StreamLIVE™ HD, and connect a USB-C power adapter (60W or above) to the UH3239.

An example is shown:



Pairing an Android Tablet or Chromebook via Network

To pair an Android tablet or Chromebook to the StreamLIVE™ HD via network, make sure the StreamLIVE™ HD and the Android tablet or Chromebook are both connected to the same network environment, and then do the following.

1. Connect a monitor to the SRC / PGM output port.
2. Press and hold the PGM pushbutton for 3 seconds to display a QR code on the monitor.
3. Open the ATEN OnAir™ app on the Android tablet or Chromebook, and tap **Scan QR Code to connect device**.



4. Use the QR code scanner to scan to scan the QR code displayed on the monitor.



Your Android tablet or Chromebook is now connected with the StreamLIVE™ HD.

You may refer to the link below for a video demonstration containing the following:

- ♦ a tutorial on how to upgrade the StreamLIVE™ HD firmware
- ♦ a tutorial on how to use an Android table to remotely control the StreamLIVE™ HD

<http://www.youtube.com/watch?v=S1NCHnAMKQI>

Connecting Chromebook

There are two ways to connect a Chromebook to the StreamLIVE™ HD. You can either connect the Chromebook via network or connect the Chrombook directly to the StreamLIVE™ HD using the USB-C to USB Type-A cable provided.

- ♦ To connect the Chromebook via network, see *Pairing an Android Tablet or Chromebook via Network*, page 13.
- ♦ To connect the Chromebook directly to the StreamLIVE™ HD, simply connect the USB-C to USB Type-A cable included between your Chromebook and the StreamLIVE™ HD.

Using the OnAir Cam App

To use your camera feed on an iOS mobile device as video source through the OnAir Cam app, install the app from App Store.


Supported Systems

The ATEN OnAir Cam app supports the following mobile operating systems:

Mobile Operating System	Supported Versions
iOS	version 10 or later

Installing the ATEN OnAir Lite App

1. Install the ATEN OnAir Cam app on an iOS mobile device.

- From the mobile device, tap the **App Store**  icon.
- In the search box, type “ATEN OnAir Cam”.
- Tap ATEN OnAir Cam and install the app.

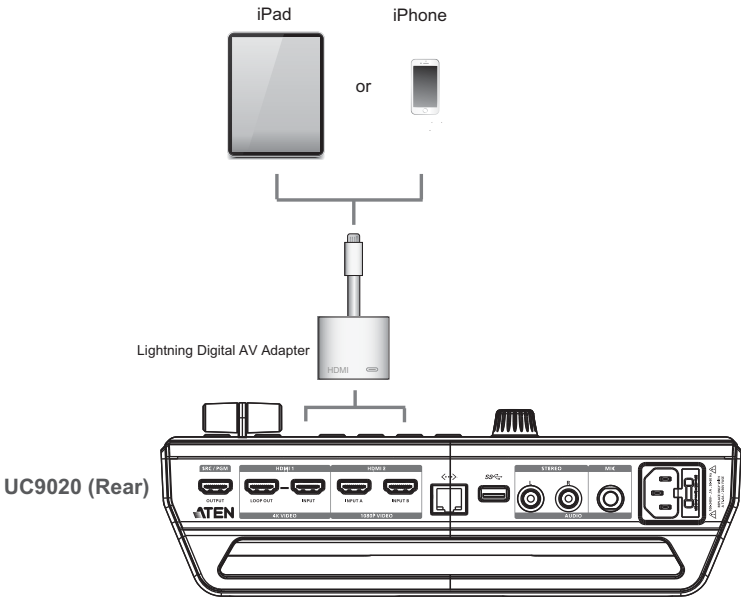
2. From the mobile device, tap the **ATEN OnAir Cam app** icon



3. Follow the on-screen instructions.

Connecting the iOS Mobile Device

Before using the ATEN OnAir Cam app, make sure to connect your iOS mobile device to the StreamLIVE™ HD’s HDMI input ports using a Lightning Digital AV Adapter (Apple) or any other lightning to HDMI adapter.



Chapter 3

ATEN OnAir App & Side Menu

ATEN OnAir Application

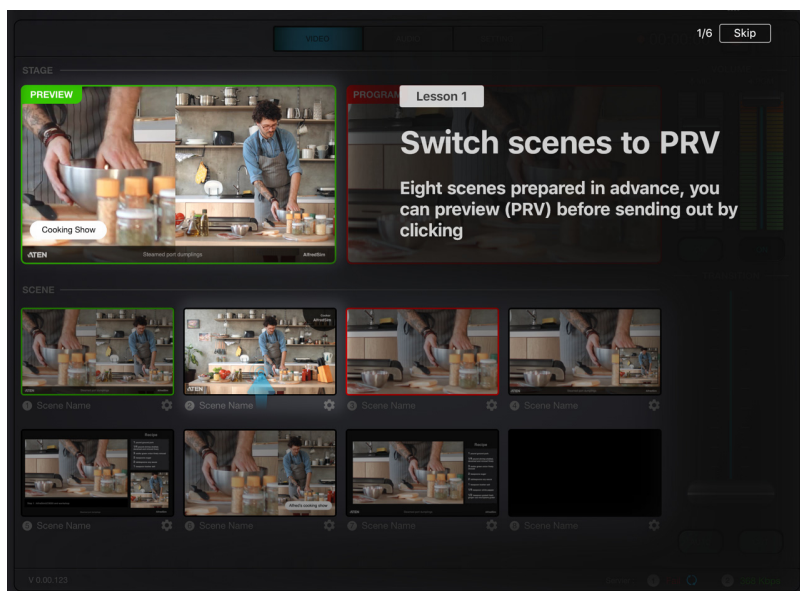
ATEN OnAir app acts as the central controller for UC9020. The app's design is a control panel where you can monitor program results, edit scenes, setup video and audio stream settings, stream recording settings, etc.

Download the ATEN OnAir app from App Store and install it on your iPad.

The icon looks like the one below:

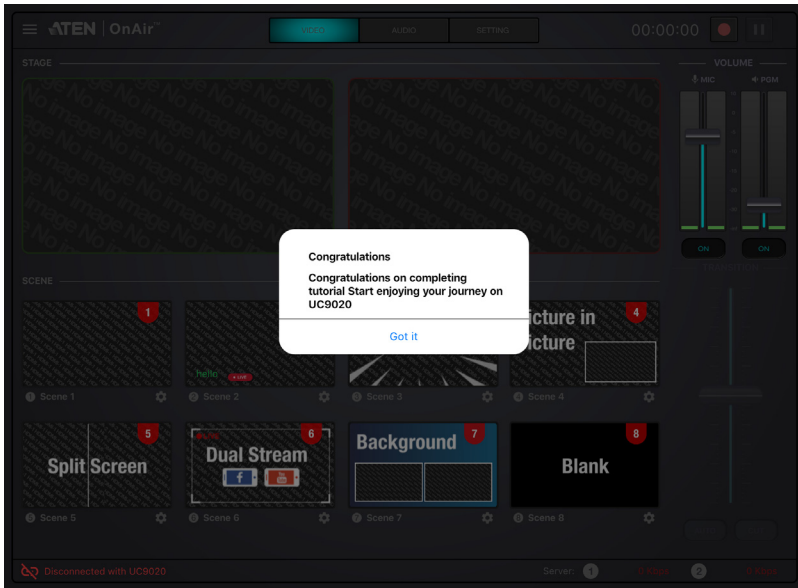




Tap to open the ATEN OnAir application and the tutorial will start for the first time you open it.



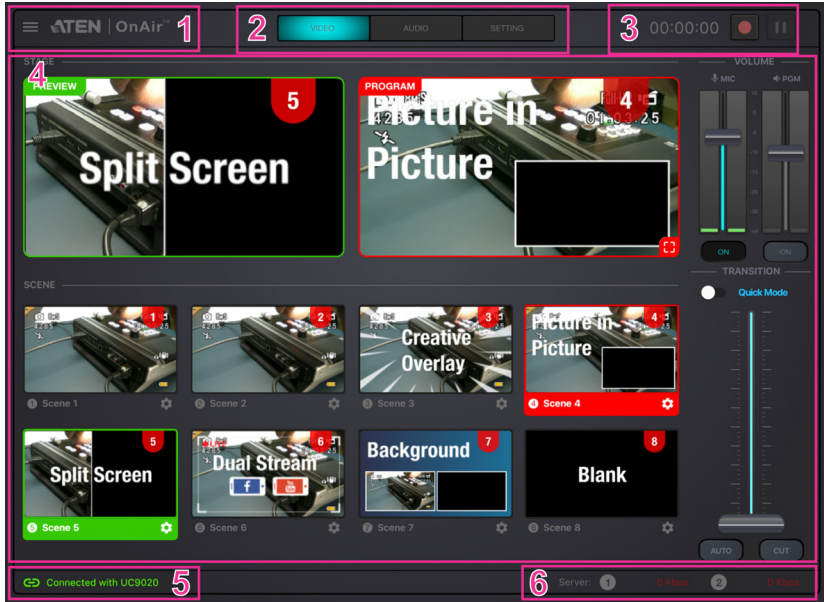
Follow the on-screen instruction as it guides you through the basics of using the ATEN OnAir app with UC9020.




When finished, a message will be shown:




To run the tutorial again, tap the  icon on the top left corner for the side menu and tap  Tutorial.

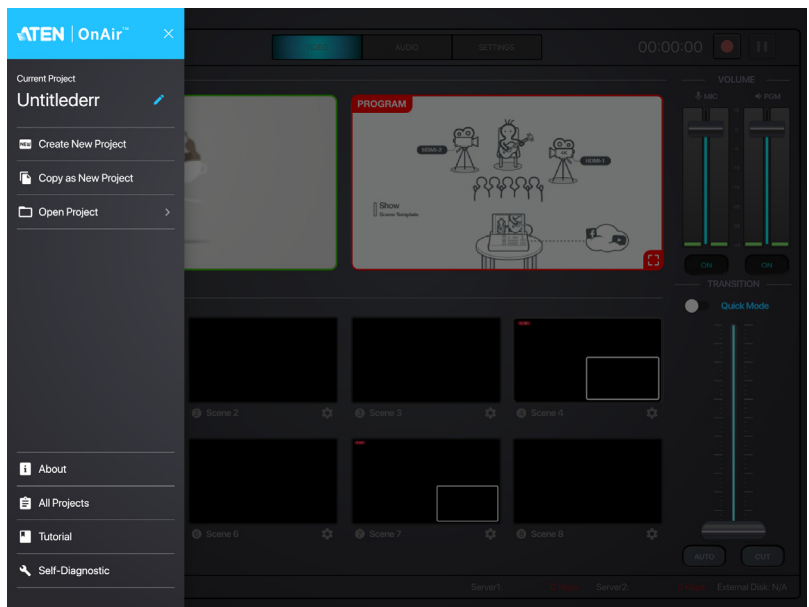
Page Components




No.	Component	Description
1	Side Menu	Tap the  icon for the side menu. Refer to <i>Side Menu</i> on page 20 for more details.
2	Deck Selector	Tap to select the desired configuration deck. Three decks are available: Video Mixer, Audio Mixer and Setting.
3	GoLive	Tap  to start streaming. Tap  to pause streaming. The timer on the left shows how long you have been streaming for.
4	Deck Content	The content depends on the selected deck.
5	iPad Link Status	Displays the link status between your iPad and the StreamLIVE™ HD.
6	Network Traffic Status	Displays the network traffic status.

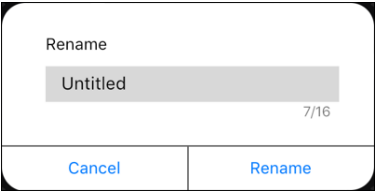
Side Menu

A side menu is available for project management, tutorial, app information and self-diagnostic function. For the side menu, tap the  icon on the top left corner.



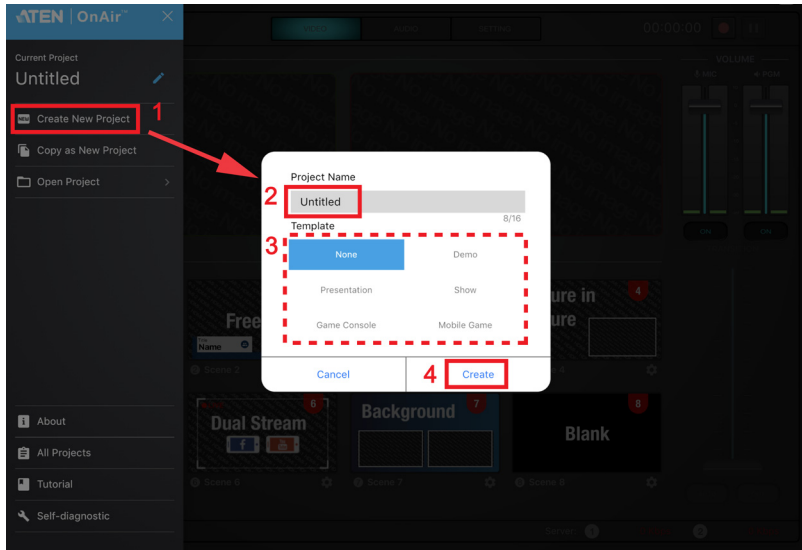
Current Project

Tap the  icon to edit the name of your project:



Create Project

1. Tap Create New Project.



2. Enter a name for the project.

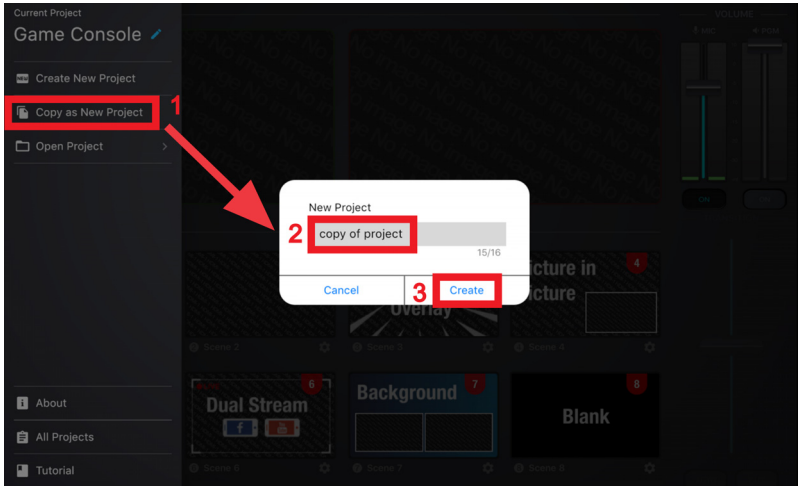
3. (Optional) Select a template. Templates are project settings pre-configured for you if you are unsure how your new project should be.

4. Tap **Create**.

Copy as New Project

If you like the settings of your current project when you are to create a new one, you can use this function copy the settings.

1. Tap Create New Project.

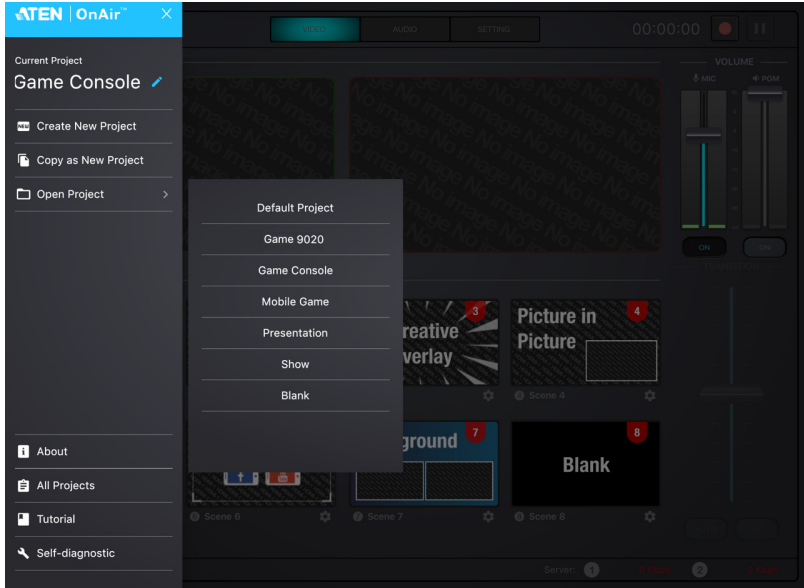


2. Enter a name for the project.

3. Tap Create.

Open Project

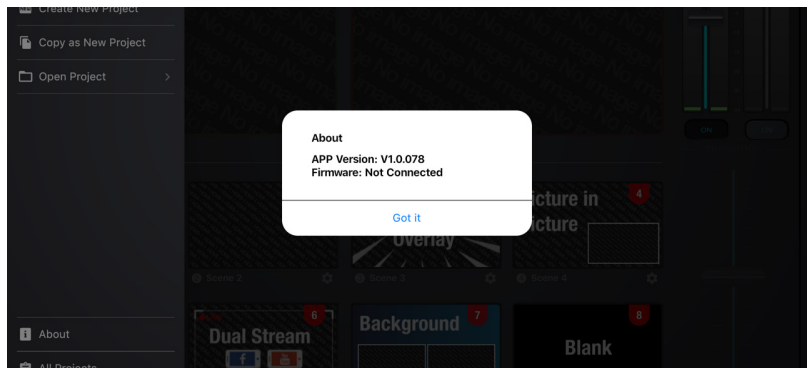
Tap **Open Project** for a list of available projects. An example is shown:



Tap to select the project you wish to use.

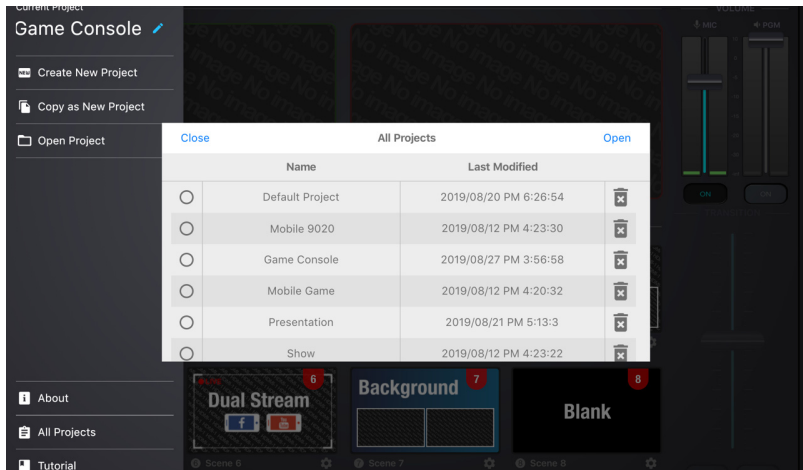
About

Tap **About** for information of the app. An example is shown below:



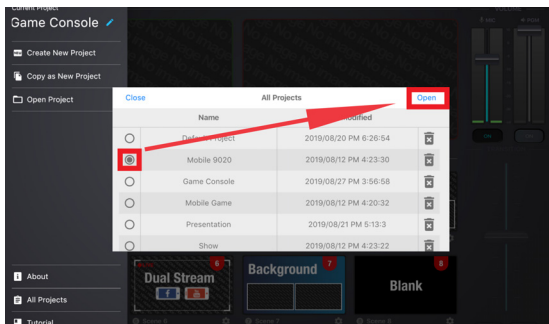
All Projects

For information of the available projects, tap **All Projects**. An example is shown:

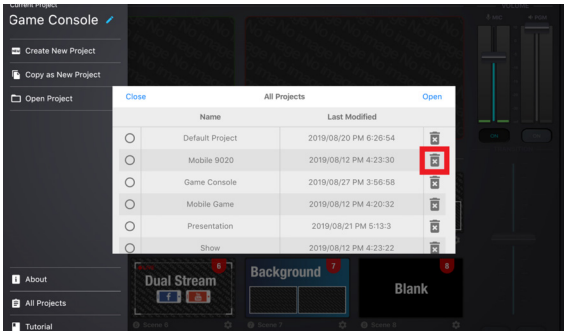


You can also open or delete the projects here.

To open a project, tap to select a project and tap **Open**. An example is shown:



To delete a project, tap the garbage can icon corresponding the project. An example is shown:

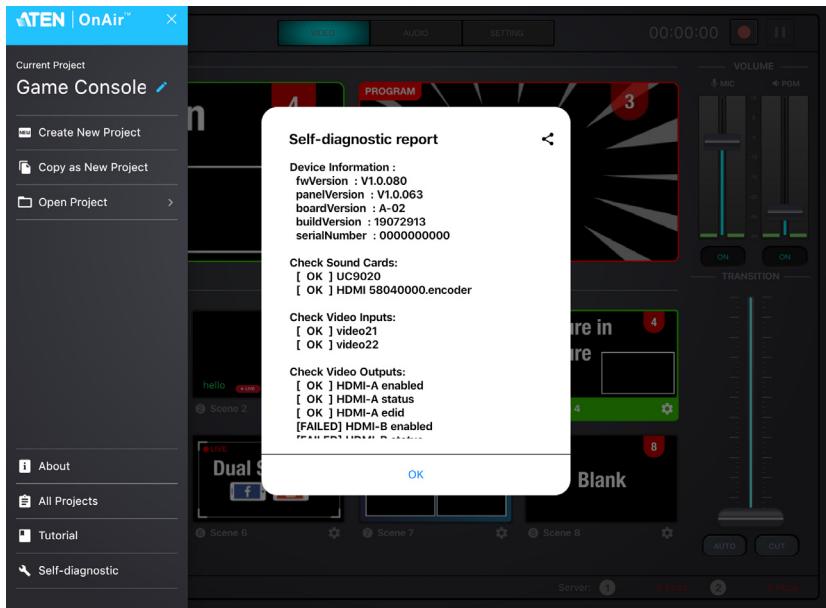


Tutorial

Tap **Tutorial** to go through the tutorial again.

Self-diagnostic

Tap **Self-diagnostic** to self-diagnose for a report. An example is shown:



You can tap the < icon to share the report.

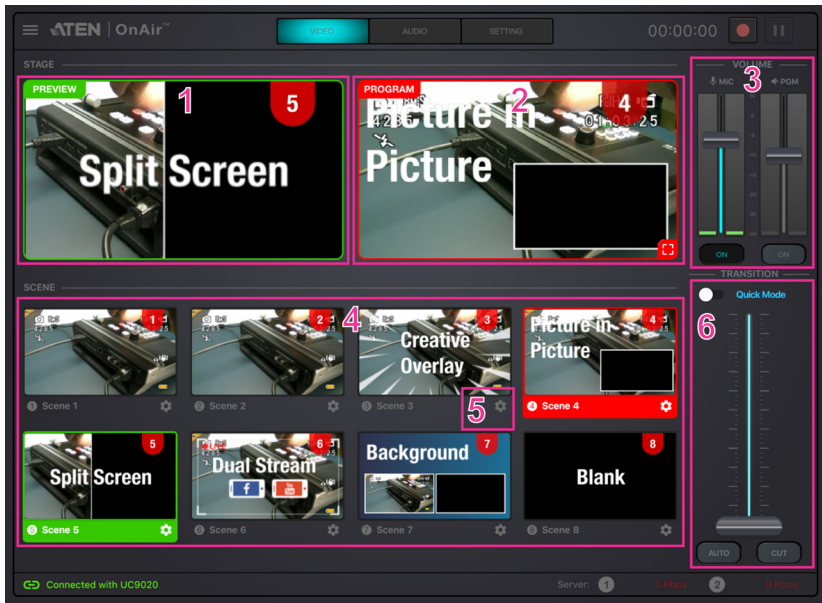
Chapter 4

ATEN OnAir App & Video Mixer


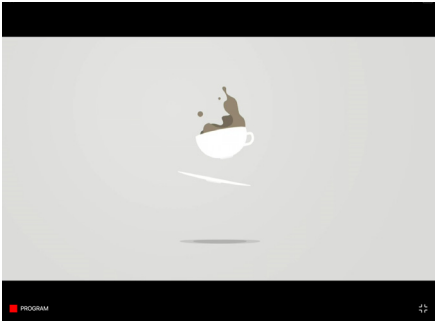

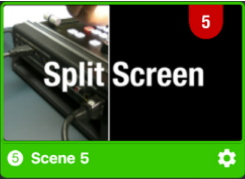

Video Mixer


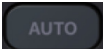










The video mixer page allows you to preview videos of PRV and PGM, adjust MIC and PGM volume, scene selection and editing, and transition control.

The components of the page is shown below:




No.	Component	Description
1	PRV Preview	The preview scene.

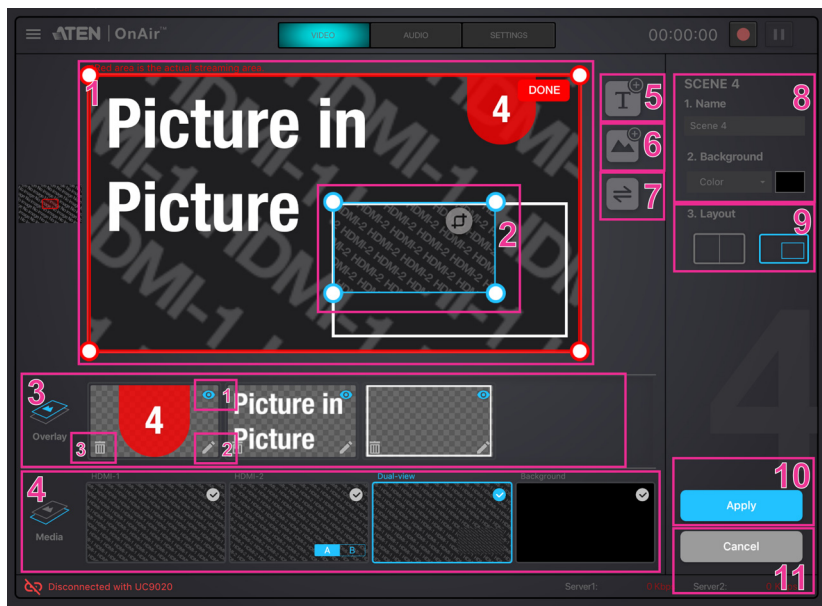
No.	Component	Description
2	PGM Preview	<p>The program scene, or the on-air video output of the system.</p> <p>You can tap  on the bottom right-hand corner to view the video source in full screen mode. An example is shown below:</p> <div data-bbox="420 311 852 632"></div> <p>Tap the  icon on the bottom right-hand corner to return to the previous page.</p>
3	Volume Control	<p>Tap and drag the volume slider to adjust MIC or PGM volume.</p>
4	Scene Selector	<p>8 scenes are shown here.</p> <p>Green outline scene = PRV Preview.</p> <p>e.g. </p> <p>Red outline scene = PGM Preview.</p> <p>e.g. </p> <p>Tap a scene to put the scene into the PRV Preview section. To put the scene in PRV Preview to PGM Preview, use the Transition Control (explained below).</p>
5	Scene Editor	<p>You can configure each individual scenes by tapping this icon. Refer to <i>Scene Editor</i> on page 30 on how to edit each scene.</p>

No.	Component	Description
6	Transition Control	<p>Controls the switching between the current stream (PGM) scene and the preview (PRV) stream.</p> <p>To switch,</p> <ol style="list-style-type: none"> 1. slide the transition bar all the way to the top or bottom; or 2. tap the Cut  button; or 3. tap the Auto  button. <p><u>Using the Transition Bar</u></p> <p>When using the transition bar, the scene transition speed depends on how fast you slide the bar.</p> <p>You can create different effects by sliding it slowly, quickly or even hold it half way.</p> <p><u>Using the Cut button</u></p> <p>The transition happens immediately when you tap the Cut button.</p> <p><u>Using the Auto button</u></p> <p>Tapping the Auto button will begin the transition after a specified time (0.3-3.0 seconds). Go to the Setting Deck and refer to page 41 on how to modify this specified time.</p> <p><u>Quick Mode</u></p> <p>Tap  Quick Mode to start Quick Mode ( Quick Mode).</p> <p>During Quick Mode, PRV preview disappears and you can tap any of the scenes to broadcast the scene as the PGM preview.</p> <p>Two Quick Modes are available: Tap  for “Cut Quick Mode” () or tap  for “Auto Quick Mode” (.</p> <p>Under Cut Quick Mode, tapping a scene will instantly broadcast that scene as the PGM preview.</p> <p>Under Auto Quick Mode, tapping a scene will broadcast that scene after the specified time (0.3-3.0 seconds).</p> <p>Tap  or , or tap  Quick Mode again to exit Quick Mode ( Quick Mode).</p>


Scene Editor

When you tap the  icon under a scene in the scene selector region, you can start editing the scene’s display.

An example is shown below:



No.	Component	Description
1	Scene Display	This region is how this scene will be displayed. You can configure the components within the region.
2	Resize/Crop tool	Tap to resize/crop the selected item. Refer to <i>Resize/Crop Tool</i> on page 32 on how to use this function.
3	Overlay	Edit overlay in this region. You can Delete , Edit , and Show/Hide Overlay . 1. Show/Hide Overlay: Tap to show or hide 2. Edit: Tap to edit 3. Delete: Tap to delete You can also re-order the overlays to determine which overlay is to be displayed on top. Refer to ... for more details.

No.	Component	Description
4	Media	<p>Select the source(s) and how the source(s) are laid out for the scene.</p> <ol style="list-style-type: none"> 1. Full Screen Mode 2. Select the source of the 1080p video input port (HDMI A or B) 3. Dual View Mode (Picture-in-Picture or Picture-by-Picture) 4. Plain Background
5	Add Text Overlay	<p>Tap this icon to add a text overlay. Refer to <i>Add/Edit Text Overlay</i> on page 34 below for more information.</p> <p>To edit the location and size of the overlay, select the overlay in the “Overlay” region and configure in the “Scene Display” region.</p> <p>The added overlay will appear in the “Overlay” region.</p> <p>Up to 30 text overlays (layers) are support per scene.</p>
6	Add Image Overlay	<p>Tap this icon to add an image overlay.</p> <p>Tapping  allows you to add an Image Overlay. iPad will flip to the Photos page for you to select an image. Select the image and tap OK.</p> <p>To relocate, tap and hold the overlay to drag.</p> <p>To resize, refer to <i>Resize/Crop Tool</i> on page 32.</p> <p>The added overlay will appear in the “Overlay” region.</p> <p>Up to 5 image overlays (layers) are support per scene.</p>
7	Switch Video Source (Dual-View)	<p>During dual-view, tapping this button switches video source position between 1 and 2.</p>
8	Scene Information	<p>This region displays the scene name and background.</p> <p>Tap the field to edit.</p>
9	Dual-View Layout	<p>Tap to select the preferred dual-view (Picture-in-Picture or Picture-by-Picture) layout.</p> <p>You can also resize the dual-view.</p>
10	Apply	<p>Tap this button to apply the configuration into this scene.</p>
11	Cancel	<p>Tap this button to cancel all configurations made in this page.</p>

Resize/Crop Tool

This section describes how to resize or crop any of the components in the “Scene Display” region.

Resize

To resize any component, tap the component (overlay or media) and a resize tool will be visible on the the “Scene Display” region. Examples are shown below:



Tap and hold to drag the resize tool to resize the component.

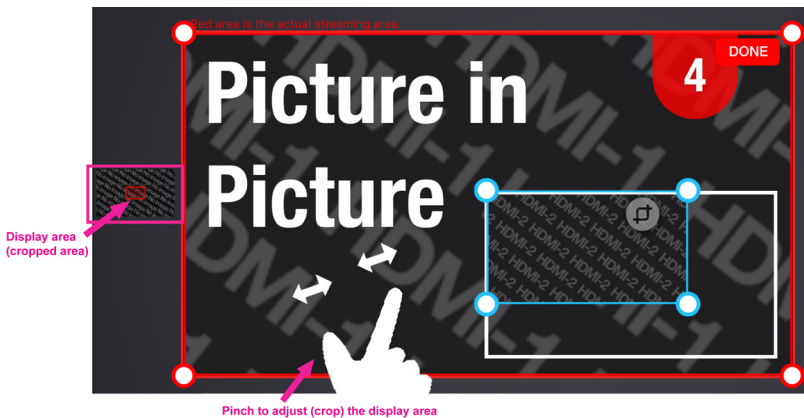
Crop (Media Only)

To resize a media, tap the media. An example is shown:



Tap the Resize/Crop Tool to start the tool.

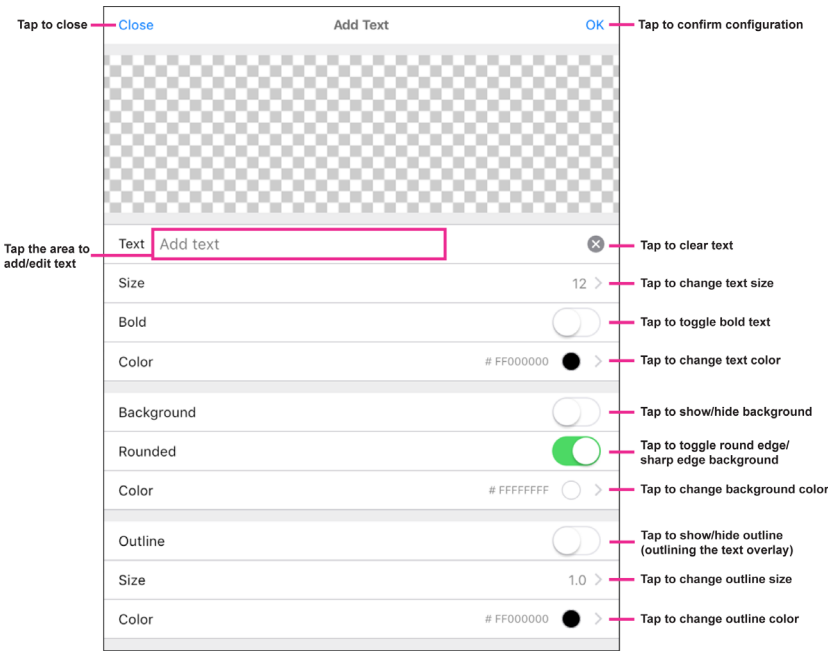
Pinch your finger inward or outward to crop. A small box is on the left of the “Scene Display” region to show the display area (cropped area).



When completed, tap **DONE** on the top right corner.

Add/Edit Text Overlay

Tapping **T** allows you to add a Text Overlay to the scene. A pop-up configuration page and its description is shown below:



When completed, tap **OK** to save the configuration and return to the previous screen.

To edit the location and size of the overlay, select the overlay in the “Overlay” region and configure in the “Scene Display” region.

Re-order the Overlays

To re-order the overlays, tap and hold the overlay you wish to re-order. The overlay can then be dragged. You can drag the overlay to the place you wish it to be placed within the Overlay region. An example is shown:



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Chapter 5



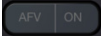
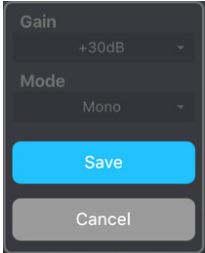
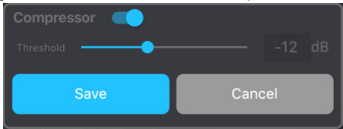
ATEN OnAir App & Audio Mixer

Audio Mixer

The components of the Audio Mixer deck page is shown below:



No.	Component	Description
1	Audio Level Control	<div>Slide the volume slider to control the volume of each audio source.</div> <div><div>ON</div>: The audio is turned off (muted)</div> <div><div>ON</div>: The audio is turned on (unmuted)</div> <div>Tap On to turn on/off the sound for the source.</div>

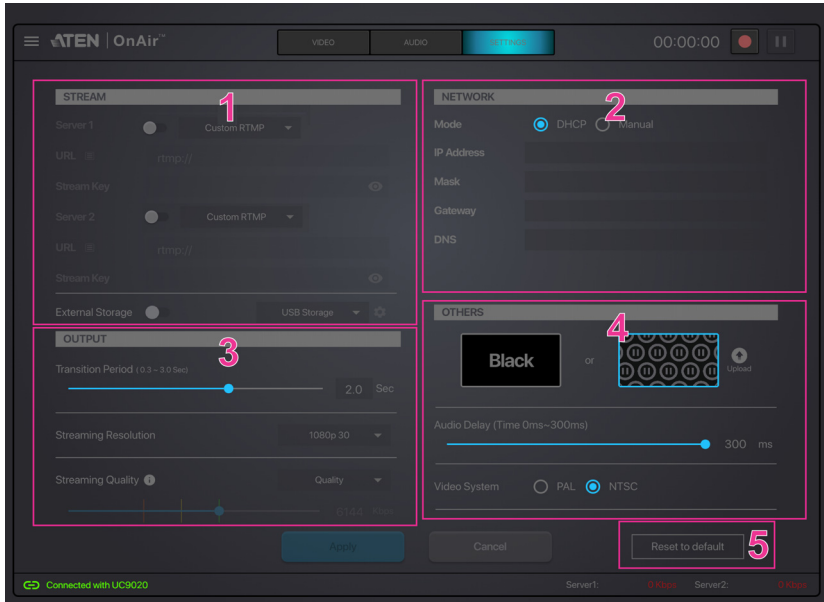
No.	Component	Description
2	HDMI 1 and 2 Audio Control	<div data-bbox="372 181 472 217">  </div> Audio-Follows-Video ON: Broadcasting the source's video will also play the source's audio. <div data-bbox="372 253 472 288">  </div> ON: The audio is turned on (unmuted). <div data-bbox="372 296 472 331">  </div> OFF: The audio is turned off (muted).
3	MIC Gain Control	You can adjust the MIC Gain settings here: <div data-bbox="548 379 751 632">  </div> Tap the fields to adjust the options.
4	L / R Balance Control	Tap and hold to drag and control which side of the sound source is to be more emphasized.
5	Master / PGM Level Control	Slide the volume slider to control the volume of Master / PGM.
6	Master/PGM Compressor	You can adjust the Master/PGM Compressor here: <div data-bbox="479 858 820 986">  </div> Tap to enable/disable the compressor function and drag the dial to adjust the threshold.
7	Earphone Level Control	Controls the volume level of the earphone

Chapter 6









ATEN OnAir App & Settings

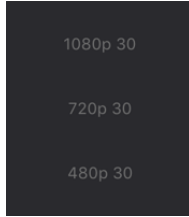
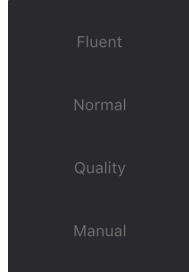
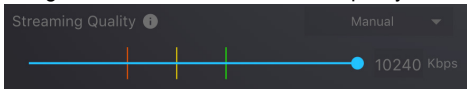
Settings

The components of the Setting deck page is shown below:



If you have configured a settings, **Apply** button will light up. Click it to apply the settings.

No.	Component	Description
1	Stream Connection Settings	<p>Configure live-stream and external recording information here:</p> <p>Server 1 & 2:</p> <p>: disable stream.</p> <p>: enable stream.</p> <p>When the Server 1 & 2 is enabled, Custom RTMP, Youtube, and Facebook are available to select. For more information on how to login to the Youtube and Facebook, see <i>Live-streaming on Facebook & Youtube</i>, page 42, and <i>Logging into Facebook Account for Live-streaming</i>, page 44.</p> <p>You can stream to two platforms simultaneously* if you enable both Server 1 & 2.</p> <p>For the stream key field, an eye icon will be shown. Tap to toggle between  and .</p> <p> represents invisible stream key.</p> <p> represents visible stream key.</p> <p>An example of visible stream key is shown:</p> <div data-bbox="349 762 906 820" data-label="Image"> </div> <p>If you wish to paste a copied stream key into the field, make sure it is visible .</p> <p>URL and Stream Key: Obtain the URL and Stream Key from the platform(s) you wish to livestream on and put them into their corresponding fields.</p> <p>An example URL and Stream Key is shown in <i>Live-streaming on Facebook & Youtube</i> below.</p> <p>Detailed configuration of your live-streaming / video recording software / platform is not within the scope of this user manual, please refer to the software / platform's instruction guide / manual.</p> <p>Record Live-stream Video</p> <p>If you wish to record the video live-stream as a video output*, you can enable the External Storage (). For more details on setting up your live-stream video recording, refer to <i>Recording Live-stream Video (External Storage)</i> on page 50.</p> <p>Note: A maximum of 2 stream outputs are allowed: a) 2 streams, b) 1 stream and 1 recording, c) 1 stream, or d) 1 recording</p>

No.	Component	Description
2	Network Settings	<p>Choose your preferred network configuration methods.</p> <p>DHCP: The network automatically assigns IP address and the corresponding fields.</p> <p>Manual: If you are in a place where you are unable to utilize the DHCP method, you will need to get the settings, possibly from IT, and input them into each field here manually.</p>
3	Stream Output Settings	<p>Transition Period: This is the scene transitioning delay for the Auto button (on the app or on the unit). Choose between 0.3 and 3 seconds. (Refer to <i>Transition Control</i> on page 29 for the Auto button behavior)</p> <p>Streaming Resolution: Select your stream resolution from one of the following:</p>  <p>Streaming Quality: Select the quality from one of the following.</p>  <p>If manual is selected, the quality slider will light up and you can tap and drag the slider to a desired stream quality.</p> 
4	Others	<p>Pause Picture: Pause picture is the display when the streaming is paused. You can select black, the pause logos, or upload your own custom logo.</p> <p>Audio Delay: If you are experiencing audio delays (due to network or other reasons), you can adjust this slider, in milliseconds, to sync the audio with the video.</p> <p>Video System: Click to select the video system of your choice.</p>
5	Reset to default	Tap to reset the device to factory default settings.

Live-streaming on Facebook & Youtube

The ATEN OnAir app supports two live-streaming methods.

- ♦ Logging into your Youtube and Facebook social account
 - ♦ For Youtube live-stream procedure, see *Logging into Youtube Account for Live-streaming*, page 42.
 - ♦ For Facebook live-stream procedure, see *Logging into Facebook Account for Live-streaming*, page 44.
- ♦ Enter the URL and Stream Key, see *Example Live-stream URL and Stream Key (Youtube)*, and *Example Live-stream URL and Stream Key (Facebook)*, page 49.

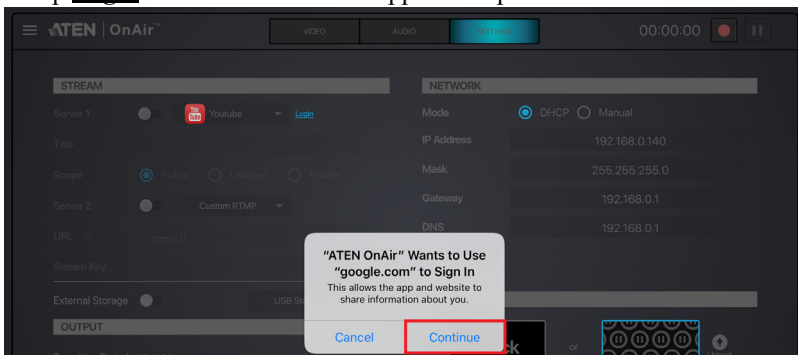
Logging into Youtube Account for Live-streaming

To join Youtube without entering the URL and Stream Key, follow the steps below:

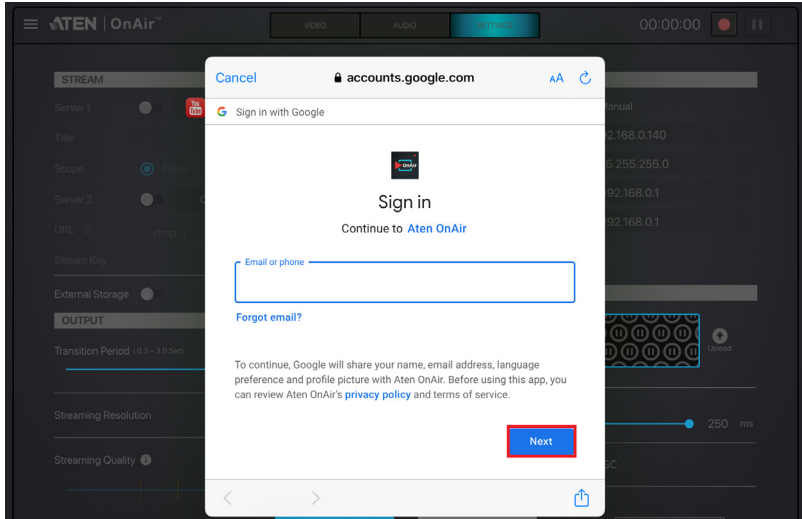
1. From the Setting Deck page, enable Server 1 or Server 2, and select Youtube.



2. Tap **Login** and the screen below appears. Tap **Continue**.



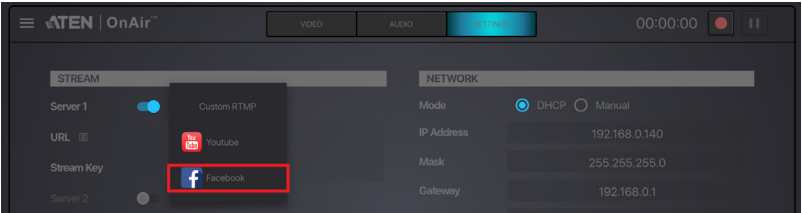
3. Signing in with your Google account and tap **Next**.



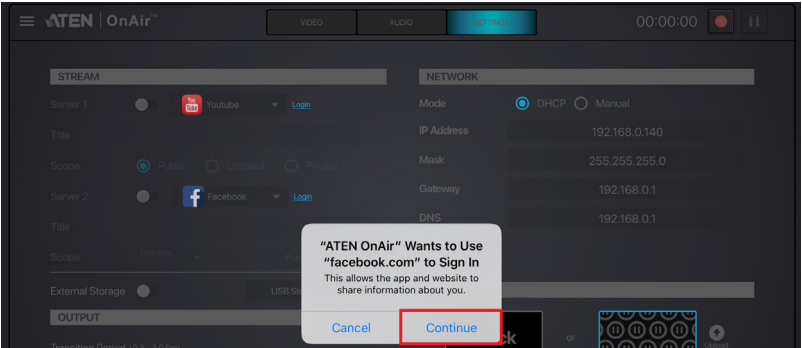
Logging into Facebook Account for Live-streaming

To join Facebook without entering the URL and Stream Key, follow the steps below:

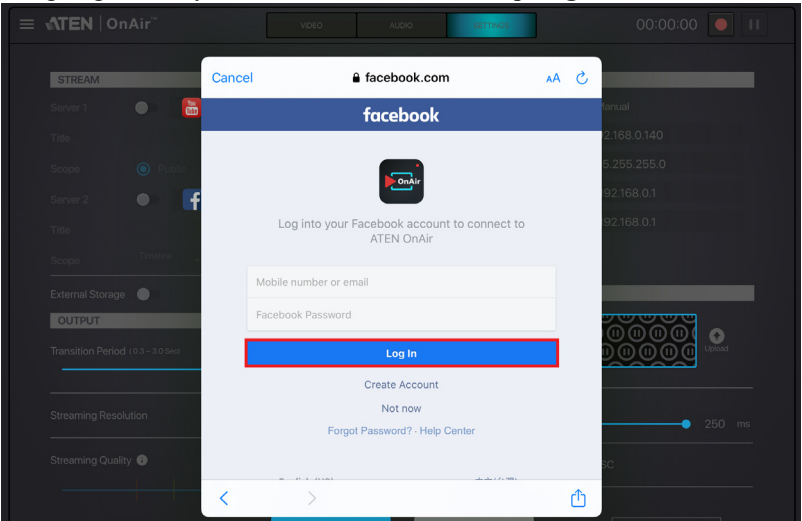
- 1. From the Setting Deck page, enable Server 1 or Server 2, and select Facebook.



- 2. Tap **Login** and the screen below appears. Tap **Continue**.



- 3. Signing in with your Facebook account and tap **Log In**.



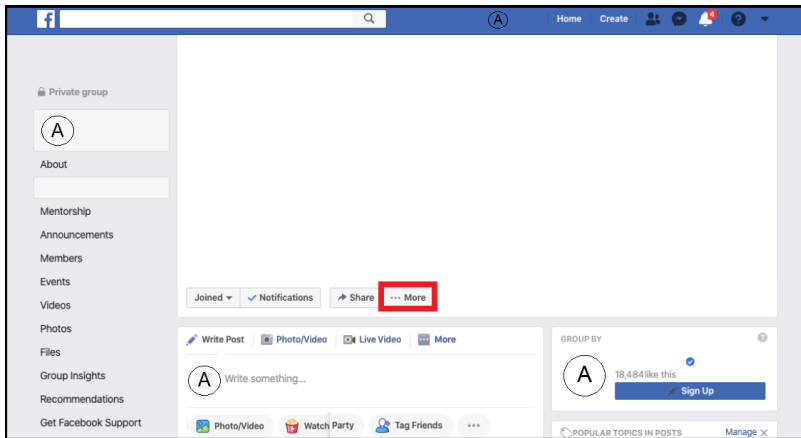
Live-streaming to Facebook Groups

To live-stream to your Facebook Groups, follow the steps below.

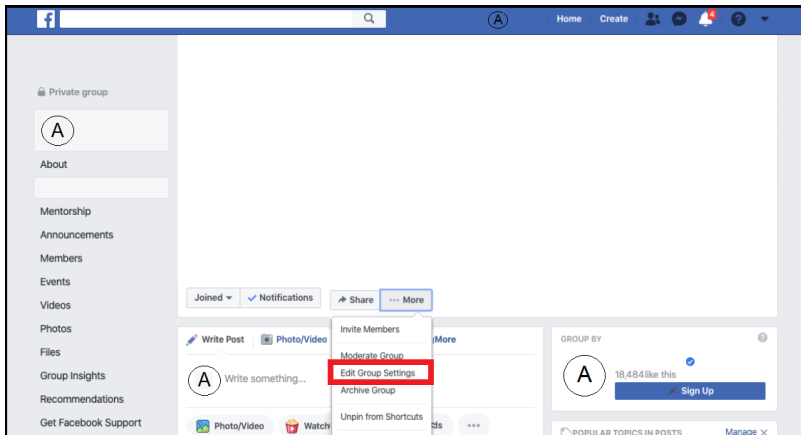
Note: The administrator of the Facebook Group needs to allow ATEN OnAir to make post in the group. If the ATEN OnAir app has not been allowed by the administrator, an error message appears asking you to allow the ATEN OnAir app to create a post.

1. Go to your Facebook Group, and select **More**. You will need to use a physical computer or laptop for this process.

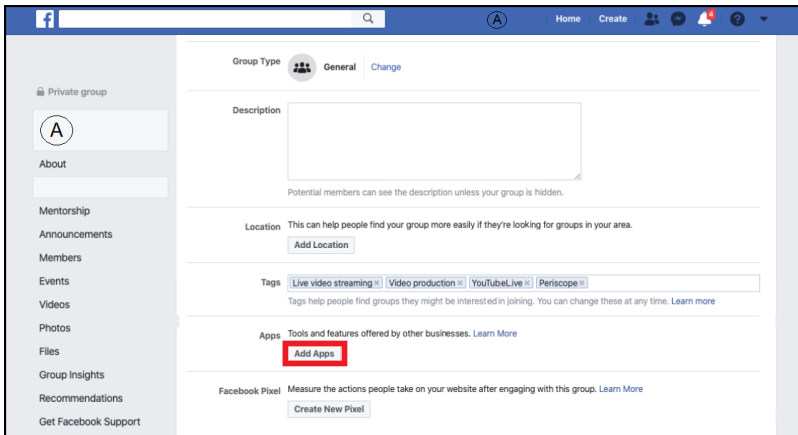
Note: You must be an administrator of the Group for this setup.



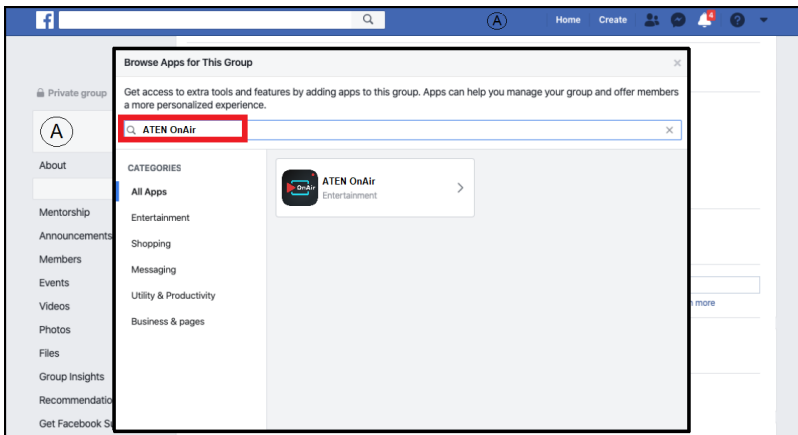
2. Select **Edit Group Settings**.



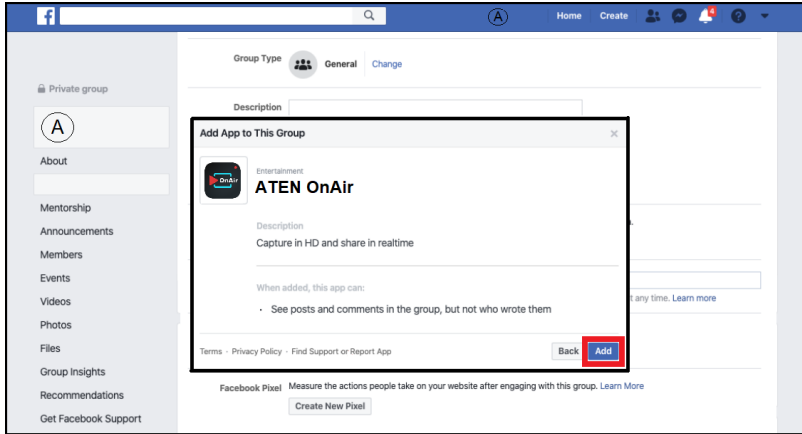
3. Scroll down and select **Add Apps**.



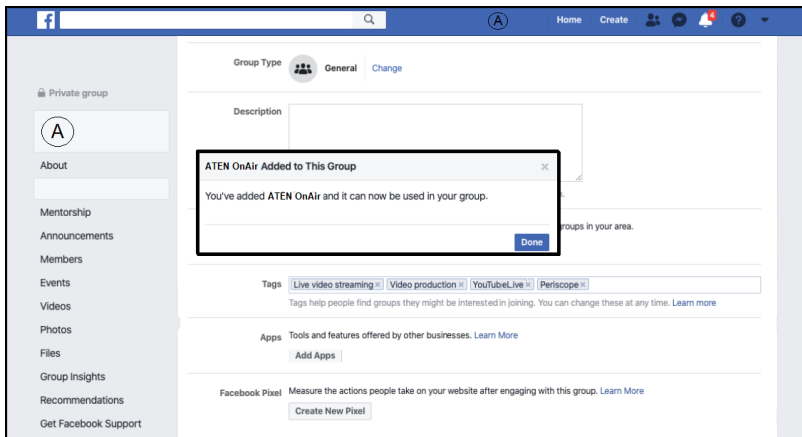
4. Select **ATEN OnAir** by typing *ATEN OnAir* in the search bar.



5. Select **Add** to confirm that you want to allow live-streaming to your Facebook Group from ATEN OnAir.







6. Select **Done** to close the confirmation box.



How to Switch between Multiple Facebook Accounts

To switch your Facebook account via iOS device, follow the steps below.

1. Open your Facebook application on your iOS device.
 - a) If you are using a laptop or PC, click on the downward facing arrow  to the top right side of the Facebook window.
 - b) If you are using an iPad or iPhone, tap More  located in the lower-right-hand corner of your screen.
2. Select **Log Out**. A confirmation message appears, select **Log Out** again. You are now logged out of your Facebook account from the Facebook application.
3. Launch **Safari**  and go the Facebook website by typing <https://m.facebook.com/> in the search bar.
4. Log in with your current Facebook account by entering the necessary information.
5. Select  and a drop-down menu appears.
6. Select **Log Out**. A confirmation message appears, select **Log Out** again. You are now logged out of your Facebook account from Safari.
7. You may now sign in with a different Facebook account.

Example Live-stream URL and Stream Key (Facebook)

The screenshot shows the 'Connect Your Live Stream to the Live API' screen. It includes instructions for choosing where to post the broadcast and previewing it. The 'Stream Key' section is active, showing options to use a secure connection, persistent stream key, or backup stream. The 'Server URL' is 'rtmps://live-api-s.facebook.com:443rtmp/' and the 'Persistent Stream Key' is '253324170519637b_bm08a_pa+18s_sa+08a_smap-s&a=AbcdTBF5denUfth'. A 'Go Live' button is visible at the bottom right.

Connect Your Live Stream to the Live API
Use live streaming software or a hardware encoder. [Learn more](#)

1. Choose where you want to post your broadcast on the right.
2. Preview your broadcast with a stream key or paired encoder.

● **Stream Key** ● Paired Encoder

Enter the information below into your software's settings.

- ☒ Use a secure connection (SSL) (i)
- ☒ Use a persistent stream key (i)
- ☐ Use a backup stream (i)

Server URL (i)
rtmps://live-api-s.facebook.com:443rtmp/ Copy Ingest URL

Persistent Stream Key (i)
253324170519637b_bm08a_pa+18s_sa+08a_smap-s&a=AbcdTBF5denUfth Copy Reset

3. Select **Go Live** in the bottom right corner.

Don't put third-party video ads in your live video. For example, don't include bumpers, pre-roll, mid-roll or post-roll. Ensure any pre-recorded content is clearly distinguishable from live content.

Post Settings Interactive

Choose where to post your live broadcast:
Share on a Page You Manage
ATEN International Co., Ltd

Say something about this live video...

Title
Add a title for your live broadcast (optional)

Tags (i)
Add tags (ex: comedy, animals, make-up etc.)

Schedule Go Live

Example Live-stream URL and Stream Key (Youtube)

The screenshot shows the 'youtube.com' connection screen. It includes a 'Hello ATEN International Co., Ltd., welcome back!' message. The 'ENCODER SETTING' section is active, showing the 'Server URL' as 'rtmp://a.rtmp.youtube.com/live2' and the 'Stream name/key' as '*****'. A 'display' button is visible next to the stream name. The 'INSTANT STREAMING CHECKLIST' is also visible at the bottom.

youtube.com

Hello ATEN International Co., Ltd., welcome back!
For other questions about live broadcasts, please refer to the [FAQ](#).

Establish focus clip Change thumbnail

BASIC INFORMATION **STREAMING OPTION** **INFORMATION CARD**

Add a new information card
[Learn more about information cards](#)

ENCODER SETTING

Server URL
rtmp://a.rtmp.youtube.com/live2

Stream name/key
***** display

"Super Message" debut
After the user purchases the super message, they can highlight their message in the chat room. You can get some of the proceeds from the super messages sold! Enable super messages.
cancel Enable

DON'T SHOW THIS MESSAGE AGAIN

INSTANT STREAMING CHECKLIST

Recording Live-stream Video (External Storage)


Before you start recording the live-stream videos, make sure that you have a storage device ready to start and is connected to the StreamLIVE™ HD.

Recording live-streams requires a USB 3.0 or later device. It is **HIGHLY** recommended that you use an external hard drive (with at least 32GB worth of storage).

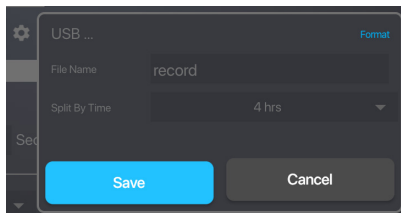
When you first connect the storage device, the OnAir app will verify its format and USB spec. If the format is not desirable, the OnAir app will ask if you would like to format it. Make sure the files in the storage device are backed up before you format it.

When the format is desirable, you can start recording your live-stream.

External™ Storage Settings

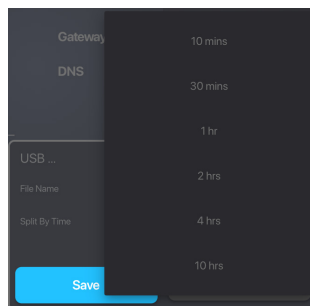
Click the  icon and a dialog box will pop up to allow you to configure the storage device's record settings or format the device manually.

A pop-up dialog box example is shown:



Tap the **File Name** field to adjust the file name of the recording(s).

Tap the **Split By Time** drop-down menu to select how long a recording is before splitting into the next recording. The drop-down menu is shown:



Tap **Format** to manually go through the format process.

Video Information for Live-stream Recording

Video Format: 1080p30

Video Compression: H. 264

Audio Compression: AAC

Video Container Format: MP4

Does not support uncompressed recording.

Record Media: USB 3.0 hard drive or USB 3.0 flash drive

Does not support SD card.

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Chapter 7

Quick Live-Stream Setup

Setup

Before you start live-streaming, you need to setup your live-stream platform on the UC9020.

Setting these up can be on any interface (PC, laptop, tablets, etc.) as long as you are able to get the *Server URL* and *Stream Key*.

This section will therefore take you through obtaining the Server URL and Stream Key, input them into the OnAir app, synchronize the OnAir app with the UC9020 and start streaming using your iPad.

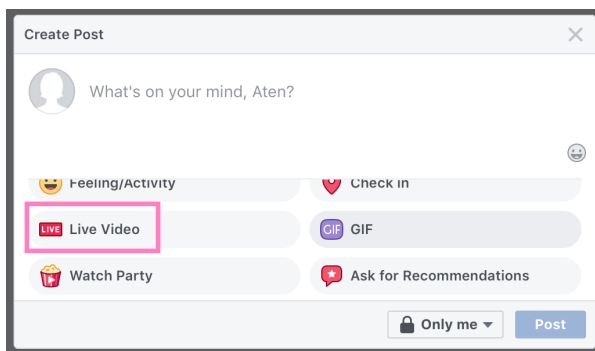
Follow the steps below:

Note: Facebook is the streaming platform example used in the setup steps below.

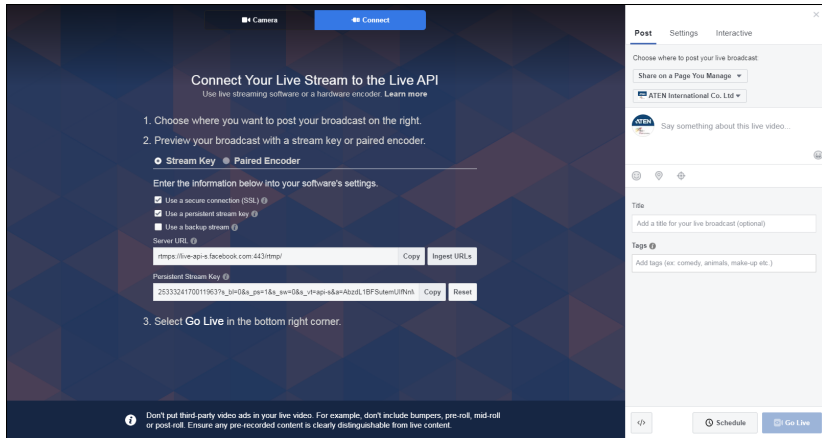
1. On the iPad, open Safari (Internet browser) and go to the Facebook page.

Note: Make sure your iPad is Internet-enabled and is using desktop mode. If your iPad is always bringing you to the facebook app (or youtube, twitch, etc.), remove it from the system first and install it again later.

2. Log into your account.
3. On the dashboard, locate and tap the **What's on your mind** field.
4. Tap to select **Live Video**.




5. Tap the **Connect** button up top. A page similar to the one below is shown:

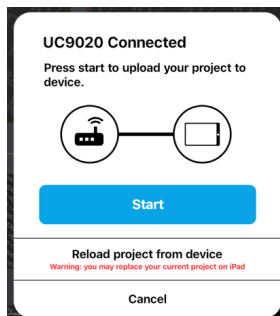


6. Server URL and Stream Key are displayed here. Copy them and enter them into their corresponding fields in the stream settings section under the “Setting” deck of the OnAir app.

Note:

1. Make sure the eye icon in the Stream Key field is shown as  to allow you to paste the key.
2. It is highly recommended to check the “Use a persistent stream key” checkbox to keep this stream key.

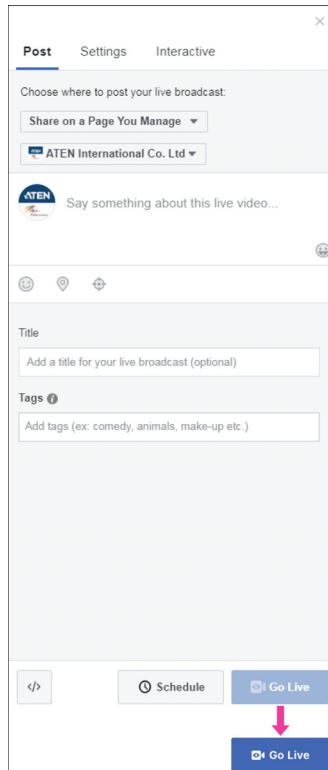
7. Connect the iPad to your UC9020. The OnAir app will ask you about the synchronization option. Tap **Start**.



8. Configure other settings on the OnAir app and press the GO LIVE button on the unit or on the OnAir app:



9. Disconnect iPad from the unit and go to the Facebook **Connect** page. Upon receiving the stream, the **Go Live** button (on the bottom-right of the page) will light up.



10. You can tap **Go Live** to start broadcasting your stream, or you can edit the information here (scope not part of this manual) before you start broadcasting your stream.
11. Connect your iPad to the unit to control the stream using the OnAir app.

Note: Streaming on other streaming platforms using the unit requires the same information (Server URL and Stream Key), refer to their websites for more information.

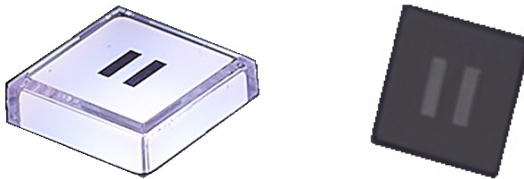
During the Live-Stream / Live-Stream Recording

During the live-stream or the live-stream video recording, you can:

- ♦ Use the transition function (T-bar, Auto button or Cut button) to switch PRV preview image to the PRG preview.



- ♦ Press the Pause button to pause streaming.



- ♦ Press the GO LIVE button again to stop the stream.
- ♦ Edit the video scenes in scene editor, tune audio settings in the audio mixer deck, adjusting audio delays in the settings deck, etc. Tap **Apply** to apply the changes.

Quick Mode

If you wish to immediately switch from one scene to another, use Quick Mode.

To enter Quick Mode, press and hold the **Cut** or **Auto** button for 3 seconds. Alternatively, tap the **Quick Mode** button on the OnAir app (Video or Audio deck).

During Quick Mode, the greenly lit PRV Preview button dims and the **Cut** or **Auto** button flashes (depends on which Quick Mode it is in).

Press any of the scene buttons to broadcast the scene as the PGM Preview.

Two Quick Modes are available: press the **Cut** button for “Cut Quick Mode” or the **Auto** button for “Auto Quick Mode”.

Under Cut Quick Mode, the **Cut** button flashes and pressing a scene button will instantly broadcast that scene.

Under Auto Quick Mode, the **Auto** button flashes and pressing a scene button will broadcast that scene after the specified time (0.3-3.0 seconds).

Press and hold the flashing button to exit Quick Mode.

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Chapter 8

Firmware Upgrade

Download Requirements

- ♦ A computer connected to the Internet.
- ♦ An empty external storage device or a USB flash drive with at least 1.1GB of free space.

Preparing the Firmware

1. On the external storage device, create a folder named “uc9020_img”.
2. Download the complete software and unzip it.
3. Save your file (in the format “uc9020_Vx.x.xxx.bin”) to the “uc9020_img” folder.
4. Plug the external storage device to the rear USB port of the unit.
5. Refer to *Upgrading the Unit* on page 60 to start firmware upgrade.

-
- Note:**
- ♦ A folder named “uc9020_img” must be created in the root menu of the USB storage device.
 - ♦ The firmware upgrade file (*.bin) must be placed in the “uc9020_img” folder.
 - ♦ The firmware upgrade file should look like the following:

uc9020_Vx.y.yyy

where x and y combine to indicate its version and

x = 1-9

y = 0-9

- ♦ The unit will upgrade using the newest firmware. For example, if the folder has a “uc9020_V1.0.080” file and a “uc9020_V1.1.102” file, the unit will upgrade using the “uc9020_V1.1.102” file.
-

Upgrading the Unit

Follow the steps below to upgrade the unit.

Note: Make sure the prepared USB storage device is plugged into the rear USB port (USB 3.2 Gen1 Type-A Port) of the unit.

1. Press the **Cut, Pause** (the **II**) and **Mute** buttons at the same time to start the firmware upgrade.
2. The unit will start the Upgrade Assessment where all the volume meter LEDs will blink every 0.5 seconds. Pictorial behavior is shown below:



3. If the assessment succeeds, the unit will start upgrading.
The volume meter LED will start filling in from the negative side every 0.5 seconds. When all the LEDs are filled, they will all dim for 0.5 seconds and start filling in again. Pictorial behavior is shown below:



Note: If the upgrade assessment fails, the **GO LIVE** button and the last LED of volume meter LEDs will blink every 0.3 seconds. Refer to *Upgrade Assessment Fail* on page 61 for more information.

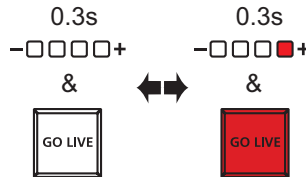
4. If the firmware upgrade was successful, the first LED of the volume meter LEDs will blink every 0.3 seconds. The unit will reboot after some time to complete the process.



Note: If the firmware upgrade fails, the last LED of volume meter LEDs will blink every 0.3 seconds. Refer to *Upgrade Fail* on page 61 for more information.

Upgrade Assessment Fail

When the upgrade assessments fail (e.g. when no USB storage device is connected or USB drive does not have a firmware upgrade file, etc.), the **GO LIVE** button and the last LED of volume meter LEDs will blink every 0.3 seconds.



Press the **GO LIVE** button to return the unit to normal operation and try again from step 1.

Upgrade Fail

If firmware upgrade fails during the firmware upgrade (e.g. disconnected USB storage device or power, etc.), the last LED of volume meter LEDs will blink every 0.3 seconds.



The unit will reboot after some time and try to upgrade the firmware again.

If it fails again, it will reboot and try again.

When this happens, it is likely that the upgrade file is corrupted. We recommend:

1. Unplug the power and the USB storage device from your UC9020.
2. Retrieve the firmware file again and recheck the USB preparation process (*Download Requirements*).
3. Replug your USB storage device.
4. Replug the power. The unit will start the upgrade process after booting up.

If you are still unable to upgrade the unit's firmware, please contact your dealer.

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Safety Instructions

General

- ♦ This product is for indoor use only.
- ♦ Read all of these instructions. Save them for future reference.
- ♦ Follow all warnings and instructions marked on the device.
- ♦ Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.
- ♦ Do not use the device near water.
- ♦ Do not place the device near, or over, radiators or heat registers.
- ♦ The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.
- ♦ The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.
- ♦ Never spill liquid of any kind on the device.
- ♦ Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- ♦ The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- ♦ The device is designed for IT power distribution systems with 230V phase-to-phase voltage.
- ♦ To prevent damage to your installation it is important that all devices are properly grounded.
- ♦ The device is equipped with a 3-wire grounding type plug. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not attempt to defeat the purpose of the grounding-type plug. Always follow your local/national wiring codes.
- ♦ Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.

- ♦ If an extension cord is used with this device make sure that the total of the ampere ratings of all products used on this cord does not exceed the extension cord ampere rating. Make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.
- ♦ To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- ♦ Position system cables and power cables carefully; Be sure that nothing rests on any cables.
- ♦ Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.
- ♦ Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.
- ♦ If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
 - ♦ The power cord or plug has become damaged or frayed.
 - ♦ Liquid has been spilled into the device.
 - ♦ The device has been exposed to rain or water.
 - ♦ The device has been dropped, or the cabinet has been damaged.
 - ♦ The device exhibits a distinct change in performance, indicating a need for service.
 - ♦ The device does not operate normally when the operating instructions are followed.
- ♦ Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.
- ♦ For continued protection against risk of fire, replace only with the same type and rating of fuse - T1.6A/250V.

Technical Support

International

- ♦ For online technical support – including troubleshooting, documentation, and software updates: <http://support.aten.com>
- ♦ For telephone support, see *Telephone Support*, page iv:

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 4988 1-949-428-1111

When you contact us, please have the following information ready beforehand:

- ♦ Product model number, serial number, and date of purchase
- ♦ Your computer configuration, including operating system, revision level, expansion cards, and software
- ♦ Any error messages displayed at the time the error occurred
- ♦ The sequence of operations that led up to the error
- ♦ Any other information you feel may be of help

Supported List of Android Tablets

Please see the list below for supported Android tablets.

Manufacturer	Model Name
Acepad	A140
Acer	Walle
Advance	SP4702
	SP5712
AIDATA	ADT1012L
	ADT1061
Alldocube	iPlay_20
	iPlay_40
AllView	Viva H1003 LTE PRO/1
	Viva H1003 LTE PRO/3
Archos	AC101XPro4G
	Archos Oxygen 101S
Axioo	MH
BEISTA	X101
	X104
Blackview	Tab8
BLOW	PlatinumTAB10_4G
Bluebird	RT103
	ST 103
BMAX	I10_EEA
BMXC	BM108
	JR-M802
	M107
	M863-EEA
	XQ107-EEA
BQru	BQ-1025L
	BQ-8077L
BRAVE	BTSL1
BRIGMTON	BTPC-1025OC

Manufacturer	Model Name
BYJUS	LRN10
	LRNS10WIL0
Casper	L20
	VIA_L30
CHAINWAY	P80
Cherry Mobile	A840
Chosunbiz	Chosunbiz
Chuwi	HiPadPlus_EEA
	HiPadX_eea_1
	Surpad
COMPUMAX	BlueS10
Concord	A10
	Dream_Edition_C-754
Crelander	A101
Crosscall	Core-T4
Danew	Dslide_1020
Dany	Signature-S8
DEXP	H210
	Q210
Dicle_Tab	Dicle Tab MyPen P1
	Dicle Tab Ultra
	Dicle_Tab_Active
DiDi (Japan)	DDT-001
Digma	CITI_Octa_10_CS1219PL
	CS7217PL
	CS8218PL
	Optima_10_X702_4G
	Optima_7_X700_4G
	Optima_8_Z801_4G
	TS1229PL
	TS7225PL
Docomo	d-02K

Manufacturer	Model Name
DragonTouch	DragonTouch
	MAX_10_eea
	NotePad_101_B
	Note Pad_102
	T10M
ELO Touch	15in-I-Series-4-USB-C
	BackPack-4
Estar	MID1020L
Evercross	X8
	X9
EXCEED	EX10S10
	EX8S1
Fujitsu	F-02K
	Patio730
Fusion5	F105Dv2
General Mobile	e-tab 20
Geo (GeoTechVision)	GEO10
Greentel	Greentel-A10
G-Tab	N28
Haier	P20
Hihi	HIHI-41KH-TAB-1-EEA
Hisense	HITV105C
	E22
Honeywell	TA60A
	VM1A
	VM3A
Hoozo	YK_P30
Huawei	HUAWEI MediaPad M5 10.8
	HUAWEI MediaPad M5 PRO
Hyundai	10LA2
iBall	iT-KSA0012
i-Buddie	TG08RK1
iGet	SMART_L20X

Manufacturer	Model Name
Ikon	IK-1106
iMuz	G10E
	muPAD L10
Innjoo	VOOM_TAB_LTE
IRIE	FFF-TAB10H
Isafe	IS930
I-Scream	E1012T
IXTECH	IX1012
Juniper Systems	Mesa3
KONDE	KD2
Lechpol	EAGLE1069
Lenovo	LAVIE T11 112K1
	LAVIE T11 11QHD1
	Lenovo Tab K10
	Lenovo Tab P11 PRO
	Lenovo Tab M8
	Lenovo Tab P10
	Lenovo Tab P11
	Lenovo Tab M10
	Lenovo Tab6
	Lenovo Yoga Tab 11
	XiaoXi Pad
	XiaoXin Pad Pro
	Yoga Smart Tab
	Yoga Tab 13 (ROW)
LGE	G Pad 5 10.1 FHD
LitByLeia	LUME
LNMBBS	L201-EEA
	L60
	P401
	P40-EEA
Logic Instrument	Logic Instrument Fieldbook N101

Manufacturer	Model Name
LOOQS	F102-EEA
Majestic	TAB_912_4G
Masstel	Masstel
Maxtron	MAXTRON Genio
Meberry	M7
	M7Pro
Mediacom	1AZ2T
	M-SP1AZ2TW-EEA
Medion	P1071X
Microtech	etab_LTE
MiTAC	N630
	N651
Mito	MITO_T7
MLS Innovation	iQ1060M
	iQT1161
MOBULAA	Tab-1
MOXNICE	P63_EEA
Multilaser	M10_4G_PRO
NEC	LAVIE Tab E 10FHD1
	PC-TE510JAW
Nextbook	BRT81
Nexvoo	NexFone N380
NOGA	NOGAPAD101XTREME
Novinsun	TN618
ODS Corporation	TA2C-DR9
	TA2C-DR94G
ODYS	ODYS_SPACE_ONE_10
OKAPI	Okapi_Tab6
	Okapi_Tab8
Onn (Walmart)	100003562
Ordissimo	Celia
Packard Bell	SILVERSTONE-T10
Panasonic	FZ-A3

Manufacturer	Model Name
Phoenix	PHONETABPRO
PHYWE	SMARTlink
Pixus	Pixus_Joker
Polytron	T8001
Prestigio	HP10A5L
Pritom	1AZ20_eea
	L10
	M10_Air_EEA
	M10_PLUS_EEA
Prixton	Expert
Reeder	M10_Blue_Max
Remdun	RD16Q
	RD16QE
	RD86QE
Rhino	M10p_001
Rixun	T107
RuggON	MT7030
	PA501
S&T Global	8788_7
	C20

Manufacturer	Model Name
Samsung	Galaxy Tab A
	Galaxy Tab A with S Pen
	Galaxy Tab 7
	Galaxy Tab Active Pro
	Galaxy Tab Active2
	Galaxy Tab Active3
	Galaxy Tab S3
	Galaxy Tab S4
	Galaxy Tab S5e
	Galaxy Tab S6
	Galaxy Tab S6 5G
	Galaxy Tab S6 Lite
	Galaxy Tab S7
	Galaxy Tab S7+
	Galaxy Tab S7+ 5G
Selvas	H632B
Seuic	AUTOID Pad Air
Sharp	dtab d-41A
	SH-T01
Sigma Mobile	X_style_Tab_A1010
	X_style_Tab_A801
SoyMomo	SoyMomo_Pro_V2
SPC Mobile	GRAVITY_OCTACORE
	GRAVITY2-4G
Sunny	SN10064
TAG-DC	TAG-DC
TAG-TECH	TAG_TAB_II
	TAG-TAB-III
Talius	Zicron_1016_4G
TazTag	Tazpad-FAP60

Manufacturer	Model Name
TCL	TCL 10 TABMAX
	TCL 10 TABMAX 4G
	TCL TAB 10s 4G
	TCL TAB kids
Technopc	UP10SI36LA
Teclast	APEX_P10HD_PRO
	M30_Pro_ROW
	M40SE_EEA
	P10_HD_EEA
	P10_HD_ROW
	P10S_ROW
	T30_ROW
TJD (SZ)	MT-1011OF
TOSCIDO	P101
	T12-EEA
	T15
	T151-EEA
	T50-EEA
	X102
Touchmate	TM-MID1080
TPS	TPS-SC10
TTS-group	IT10268
Umax	10C_LTE
	10C-PRO-LTE
Vankyo	P31
	P31-E
	P40
	S20
	S30
Vastking	KingPad_K10
	KingPad_K10Pro
	KingPad_SA10
	KingPad_SA8

Manufacturer	Model Name
Vaxcare	VaxHub2
Veidoo	T20-Plus
Vertex	Wolverine12
VIVIMAGE	VIVIMAGE_E11
Vonino	iMart_Pro
	Magnet_G30_EEA
	Magnet_G50
	Magnet_G50_lite
VORCOM	S8Pro
	SXPRO_classic
VUCATIMES	VucaPad_N20
Wave 8	Wave_8_10
WILLKOTECH	Kishi-001
Winnovo	P20-Tab
	WinnovoT5
Wishtel	IRA-DUO
	IRA102017I
X-TIGI	Hope10_Pro
YesTeL	T5
	T5-plus
YOTOPT	Y3-EEA
YUMKEM	N10-EEA
ZAMOLXE	ZXT-10FL323G-PRO
	ZXT-10HL323S
Zebra	Customer Concierge 600
	Customer Concierge 6000
	ET51
	ET56
	Zebra Technologies L10
	Zebra Technologies VC8300
ZOOMSMART	LT800
zyrex	ZT216_23

Specifications

Function	CAMLIVE
Video Input	1 x 4K HDMI Type A Female (up to 4K@60, no HDCP support) 2 x HDMI Type-A Female (up to 1080p@60, switcher, no HDCP support)
Video Output	1 x 4K Loop-Thru HDMI Type-A Female (up to 4K@60, no HDCP support) 1 x PGM HDMI Type-A Female (up to 1080p@60, no HDCP support)
Video Sampling	4:2:2 8-bit
Color Space	4:2:2 YUV
Video Resolution	Input Resolution HDMI1 VGA: 640x480@60, 480p: 60/50/30/25, SVGA: 800x600@60, XGA: 1024x768@60, 720p: 60/50/30/25, SXGA: 1280x1024@60, WXGA+:1440x900@60, UXGA: 1600x1200@60 (RB), WUXGA+:1680x1050@60, 1080p: 60/50/30/25, 2160p: 60/50/30/25 HDMI2 A/B* VGA: 640x480@60, 480p: 60/50/30/25, SVGA: 800x600@60, XGA: 1024x768@60, 720p: 60/50/30/25, SXGA: 1280x1024@60, WXGA+:1440x900@60, UXGA: 1600x1200@60 (RB), 1080p: 60/50/30/25 *Only the selected port will show video. The other will show non-video photo or graph. Output Resolution SRC/PGM HDMI 480p: 60/50/30/25, 576p: 60/50/30/25, 720p: 60/50/30/25, 1080p: 60/50/30/25 HDMI Loop-Through VGA: 640x480@60, 480p: 60/50/30/25, SVGA: 800x600@60, XGA: 1024x768@60, 720p: 60/50/30/25, SXGA: 1280x1024@60, WXGA+:1440x900@60, UXGA: 1600x1200@60 (RB), WUXGA+:1680x1050@60, 1080p: 60/50/30/25, 2160p: 60/50/30/25
Audio Input	HDMI Captured Input (Stereo) 1 x Mic input, 1.4" TRS Jack (Dual Mono) 1 x Line input, RCA jack, signal level: -10dBV

Function	CAMLIVE
Audio Output	HDMI Output (Stereo) 1 x 1/8" TRS Jack (Stereo)
Network Protocol	Dual- stream encoder supports direct live streaming to CDN server over Ethernet using Real Time Messaging Protocol (RTMP/RTMPS) Video Encoding Format: H.264 Bit rate: 512Kbps-10Mbps Color Format: YUV420 Resolution: 1080p: 30/25, 720p: 60/50/30/25, 480p: 60/50/30/25 Audio Encoding Format: AAC Sampling Rate: 48kHz Bit rate: 128kbps
Recording Storage	Max. Video Resolution: 1080p: 30/25 File Format: MP4 Support Media: USB 3.x compatible mobile drive (HDD / SDD) or flash drive, at least 32GB of free space
Connection	1 x USB 3.2 Gen1 Type-A Female (Blue) 1 x USB 2.0 Type-A (White) 1 x GbE LAN port
Environmental	
Operating Temperature	0–40 °C
Storage Temperature	–20–60 °C
Humidity	0–80% RH, Non-Condensing
OS Support	<ul style="list-style-type: none"> ◆ iPad Pro (3rd gen) with iOS 11 or later ◆ The following iPad with iOS 11 or later (Additional Apple Lightning USB 3 Adapter is required) <ul style="list-style-type: none"> • iPad Pro (1st gen) • iPad Pro (2nd gen) • iPad (5th gen or above) • iPad Air (3rd gen or above) • iPad Mini (5th gen or above) ◆ Android 9 or later ◆ Octa-Core ARM Cortex grade CPU and above ◆ Minimum 2.75 GB system RAM ◆ UC9020 with firmware v1.1.109 or later
Power	

Function	CAMLIVE
Maximum Input Power Rating	IEC C14, 100-240Vac (with 250V fuse)
Power Consumption	110V:12.9W:80BTU 220V:12.7W:79BTU
Physical Properties	
Housing	Metal
Weight	1.89kg (4.16lb)
Dimensions (L x W x H)	28.85 x 18.99 x 9.66 cm (11.36 x 7.48 x 3.80 in.)

Live-Streaming Information

Create a Live Stream with Youtube

You can learn more from Youtube for “Encoder Streaming”

https://support.google.com/youtube/answer/9227510?hl=en&ref_topic=9257984

Or from “Set up your live streaming encoder”

<https://support.google.com/youtube/answer/2907883>

What is CDN Service?

A content delivery network or content distribution network (CDN) is a geographically distributed network of proxy servers and their data centers. The goal is to provide high availability and high performance by distributing the service spatially relative to end-users. CDNs serve a large portion of the Internet content today, including web objects (text, graphics and scripts), downloadable objects (media files, software, documents), applications (e-commerce, portals), live streaming media, on-demand streaming media, and social media sites.

RTMP/RTMPS and RTSP Protocols

UC9020 supports RTMP/RTMPS protocol but not RTSP.

The Real-Time Messaging Protocol (RTMP) was initially a proprietary protocol for streaming audio, video and data over the Internet between a live stream client and a server. The RTMP protocol has multiple variations.

The Real Time Streaming Protocol (RTSP) is a network control protocol designed for use in entertainment and communications systems to control streaming media servers. The protocol is used for establishing and controlling media sessions between end points.

Other ways to input image overlays

When your iPad is connected to the unit using direct cable link, you can upload images to the iPad directly.

You can also use, and we strongly recommend you do, Apple AirDrop and its Continuity (Enable Handoff) features to upload all necessary data from Apple related products to improve convenience.

Limited Warranty

ATEN warrants its hardware in the country of purchase against flaws in materials and workmanship for a Warranty Period of two [2] years (warranty period may vary in certain regions/countries) commencing on the date of original purchase. This warranty period includes the [LCD panel of ATEN LCD KVM switches](#). Select products are warranted for an additional year (see [A+ Warranty](#) for further details). Cables and accessories are not covered by the Standard Warranty.

What is covered by the Limited Hardware Warranty

ATEN will provide a repair service, without charge, during the Warranty Period. If a product is defective, ATEN will, at its discretion, have the option to (1) repair said product with new or repaired components, or (2) replace the entire product with an identical product or with a similar product which fulfills the same function as the defective product. Replaced products assume the warranty of the original product for the remaining period or a period of 90 days, whichever is longer. When the products or components are replaced, the replacing articles shall become customer property and the replaced articles shall become the property of ATEN.

To learn more about our warranty policies, please visit our website:
<http://www.aten.com/global/en/legal/policies/warranty-policy/>

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