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# User Guide

2.0

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The latest version of the Wirecast Gear User Guide is available at:  
<http://www.telestream.net/pdfs/user-guides/Wirecast-Gear-2-User-Guide.pdf>



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# Preface

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**Note:** Wirecast Gear includes 90 days of complimentary support on both hardware and software.

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Telestream, LLC  
848 Gold Flat Road  
Nevada City, CA 95959 USA

You can call Telestream, LLC via telephone at (530) 470-1300.





# Introduction to Wirecast Gear

## Introduction

This section presents an overview of Wirecast Gear models, features, etc., and how to unpack, setup, and register it. Specifications are also provided.

## Topics

- [Overview](#)
- [Unpacking Wirecast Gear](#)
- [Registering Wirecast Gear](#)
- [Specifications](#)

## Overview

Wirecast Gear is an integrated solution for live production, streaming, video ingest and more. It is designed to provide an easy to operate experience and is based on a standard Windows personal computer.

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**Note:** Consult the *Wirecast User Guide* included with Wirecast Gear. You can download this user guide from the Telestream web site at:

<http://www.telestream.net/telestream-support/wire-cast/help.htm>

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## Wirecast Gear Models

Wirecast Gear is available in these models:

- 310 – 4x HDMI Capture: 1x QuickSync x264 Encode + Many MOV Encodes
- 320 – 4x SDI Capture: 1x QuickSync x264 Encode + Many MOV Encodes
- 420 – 5x SDI Capture + 1x SDI Output: 4x NVENC x264 Encodes + Many MOV Encodes

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**Note:** Additional encodes possible but may require reduced workflow.

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## Features

- Windows 10 Pro 64-bit OS
- 4 Port (SDI or HDMI) high quality video ingest
- Wirecast Pro
- Convertible mini case with rubber feet for table-top use and included rackmount brackets for installing in approved flight/transport cases or in-place rack configurations. Unit has no platter-based hard drives, making it ideal for transport
- Extensive source inputs including professional video connectors
- Multiple LAN ports, USB 3.1 (including Type C) and more
- USB 3.1 (including Type C) and more
- ISO recording with full Instant Replay capability
- Three (model 310/320) or four (model 420) digital video output ports for multiple display configuration and on-site large format display outputs (IMAG) with lowest latency including support for up to UHD/4K resolutions
- Live source processing including scaling, rotation, color correction and keying.
- Compatible with industry standard applications such as Adobe CC, Microsoft Office and most standard Windows 10 compatible applications/utilities
- System Refresh allows quick recovery to factory settings in case of system corruption or failure. All Telestream loaded applications will be recovered (user applications must be reinstalled)

## Unpacking Wirecast Gear

Unpack the contents of the shipping container; identify each component and determine that it has arrived in satisfactory condition.

If there is shipping damage to the box, note it on your shipping documents and contact the carrier immediately. If the computer or box contents are damaged in any way, you should file a claim with the carrier and notify Telestream immediately.

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**Note:** Save the shipping container and packaging materials and store them in a safe place. If you require service—or move your Wirecast Gear — the packaging materials should be used for safe shipment.

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## Shipping Container Contents

Each Wirecast Gear box contains the following:



- Wirecast Gear computer
- Wireless Keyboard/Mouse combo
- Power cord
- Plastic bag

## Registering Wirecast Gear

Registering your Wirecast Gear system is a requirement to gain access to your licensed copies of Telestream-bundled software. It also ensures the following:

*Safety*—so you'll be kept informed of product feature updates and improvements

*Service*—to receive the excellent Telestream warranty service and technical support

*Security*—in the event of loss, theft or catastrophic events, your registration may serve as proof of purchase for your insurance carrier

Registration is quick, easy, and important—follow these steps:

1. Go to the Wirecast Gear registration web page: <http://www.telestream.net/telestream-support/Wirecast-Gear/register.htm>
2. Complete the Wirecast Gear registration.
3. Click Submit to complete registration.

## Specifications

The following topics summarize Wirecast Gear specifications.

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**CAUTION:** Wirecast Gear is a sealed device, with no user-serviceable parts or user-accessible expansion slots. You should never open or attempt to upgrade or alter the computer. Doing so exposes you to electrical hazard, may damage the unit, and may invalidate your warranty. If you have hardware or software problems with your Wirecast Gear, follow the steps in the [Return Merchandise Authorization \(RMA\) Procedure](#) later in this guide to obtain service.

---

## Operating System Specifications

Wirecast Gear is pre-installed with Windows 10 OS. Please see the Microsoft web site for specifications.

## Software Specifications

- Telestream *Wirecast Pro* application software
- Telestream *Switch* application software
- NewBlueFX Titler Live

## Hardware Specifications

- Intel Core XEON E-2176G 12M Six Core 3.7GHz/4.7GHz Turbo
- Intel UHD Graphics 630 (model 310/320)
- NVIDIA QUADRO (model 420)
- Memory - 16GB DDR4 Dual Channel Memory
- System Drive - M.2 NVMe System Drive
- Storage Drive(s) - High speed SATA 6Gb/s SSD
- Video Ingest - Four (model 310/320) or five (model 420) channel professional camera inputs with HDMI or SDI
- Motherboard features
  - Intel® USB 3.1 with USB Type-C™
  - 115dB SNR HD Audio with Built-in Rear Audio Amplifier
  - Dual Intel® GbE LAN RJ45
  - PS/2 Keyboard/Mouse Port
  - USB 3.0 Ports - 4 rear/2 front
  - Display outputs - DVI-D, dual HDMI, dual DP (310/320), quad DP (model 420)
- Wireless Keyboard and Mouse combo
- Power Supply: AC input, auto-sensing, suitable for most countries worldwide
  - Input Range: 90 ~ 264Vac (RMS), Full Range Input
  - Frequency: 47 ~ 63Hz
  - Input Current: Max 6A (RMS) @ 115Vac, 3A (RMS) @ 230Va
- Dimensions: 16.55 x 9.85 x 2.25 inches, 2.0 U rackmount height

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**Note:** Wirecast Gear has no user-serviceable parts. Any repair or additional PCI card installation must be performed by Telestream or an authorized Telestream service technician.

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# Wirecast Gear Panels

## Introduction

The following topics describe the Wirecast Gear front and rear panels.

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**Note:** Please *do not make any connections* just yet. First, read the panel and connector descriptions and then proceed to the [Installation of Wirecast Gear](#) topic for steps to install and connect to the unit.

---

Wirecast Gear is available in HDMI and SDI configurations. Both configurations share the same front panel features, but each configuration has a unique rear panel. Wirecast Gear 300 series models include 4-channel HDMI (310) or SDI (320) professional inputs. Wirecast Gear 420 include five SDI capture inputs and one SDI output.

## Topics

- [Front Panel](#)
- [Rear Panel](#)
- [Rear Panel Differences](#)

## Front Panel

Wirecast Gear has the following connectors on the front panel.



**USB 3.0 Ports** The USB 3.0 port supports the USB 3.0 specification and is compatible to the USB 2.0/1.1 specification. Use this port for USB devices.

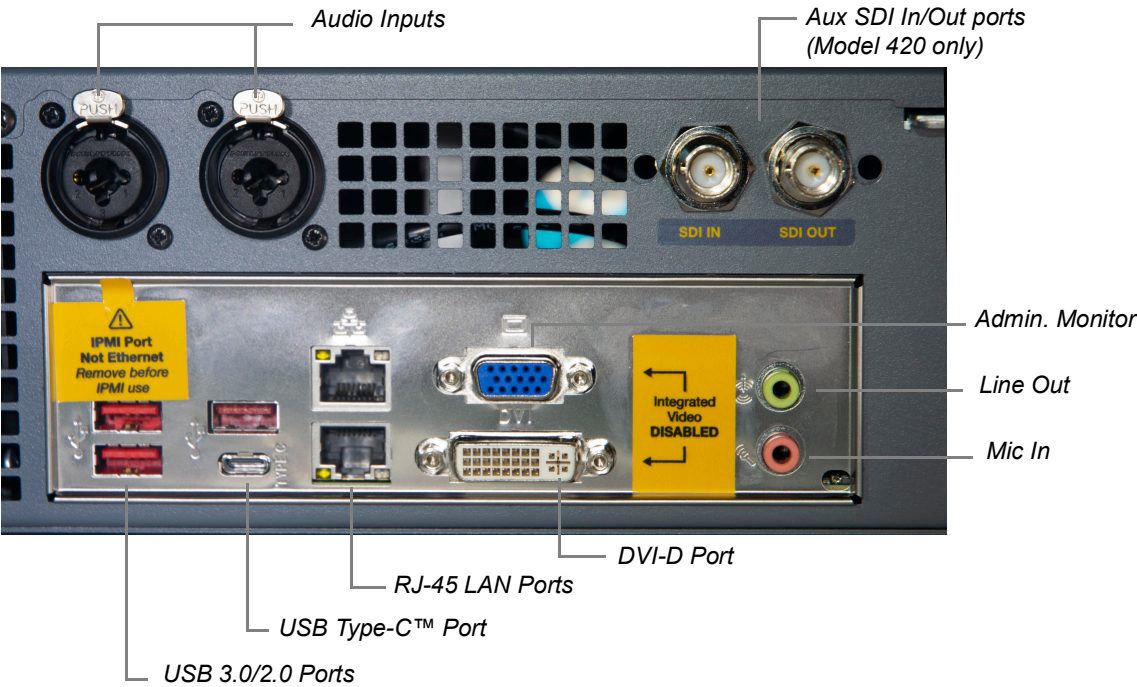
**Line Out)** Use this output for headphones or a speaker system.

**Mic In** Use this input for Microphones. Many live producers choose to use a USB-based external audio configuration with either a simple A/D device with professional connectors or a full audio mixer panel for tactile control of audio levels. Contact the reseller who sold you your Wirecast Gear unit for specific brand and model information.

**Power Switch** This button turns the power on and off. When on, a blue light is displayed.

# Rear Panel

The Rear Panel connectors have the following functionality.



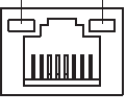
**Audio Inputs** Combination mic (XLR) and line (Quarter Inch Jack) audio inputs.

**Aux SDI Input and Output Ports (Model 420 only)** The *SDI IN* is the fifth input and the *SDI OUT* is the single output.

**USB 3.0/2.0 Port** The USB port supports the USB 3.1 specification and is compatible to the USB 3.0/2.0/1.1 specification. Use this port for USB devices.

**USB Type-C™ Port** The USB Type-C port supports the USB 3.1 specification and is compatible to the USB 3.0/2.0/1.1 specification. Use this port for USB devices.

**RJ45 LAN Ports** The Gigabit Ethernet LAN port provides Internet connection at up to 1 Gbps data rate. The following describes the states of the LAN port LEDs.

Connection/ Speed LED    Activity LED		Connection/Speed LED:		Activity LED:	
		State	Description	State	Description
LAN Port		Orange	1 Gbps data rate	Blinking	Data transmission or receiving is occurring
		Green	100 Mbps data rate	On	No data transmission or receiving is occurring
		Off	10 Mbps data rate		

**DVI-D Port** The DVI-D port conforms to the DVI-D specification and supports a maximum resolution of 1920x1200@60 Hz (the actual resolutions supported depend on the monitor being used). Connect a monitor that supports DVI-D connection to this port.

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**Note:** The DVI-D port does not support D-Sub connection by adapter.

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**Admin. Monitor** Computer monitor port for Administrator use only.

**Line Out (Green)** Line out jack. This jack supports audio amplifying function. For better sound quality, it is recommended that you connect your headphone/speaker to this jack (actual effects may vary by the device being used). Use this audio jack for a headphone or 2-channel speaker. This jack can be used to connect front speakers in a 4/5.1/7.1-channel audio configuration.

**Mic In (Pink)** The Mic in jack. Microphones must be connected to this jack.

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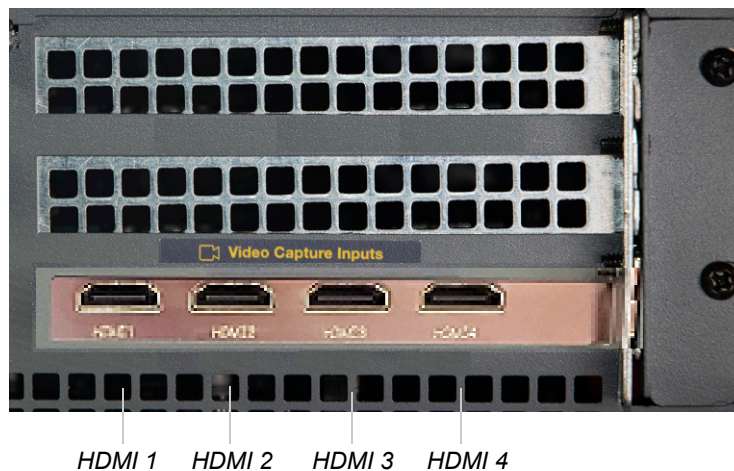
**WARNING:** When removing any mic cable, pull it straight out from the connector to prevent causing a short inside the cable connector.

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## Rear Panel Differences

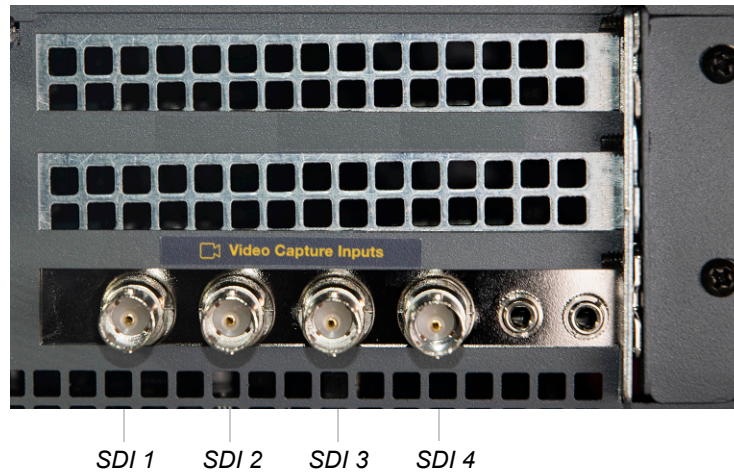
Depending on the Wirecast Gear model, four *HDMI* inputs (model 310), four *SDI* inputs (models 320), or four *SDI* inputs and 4 Display Ports (model 420) are provided on the right side of the rear panel. The location and numbering of inputs are shown below.

- **Model 310 rear panel with HDMI Only**

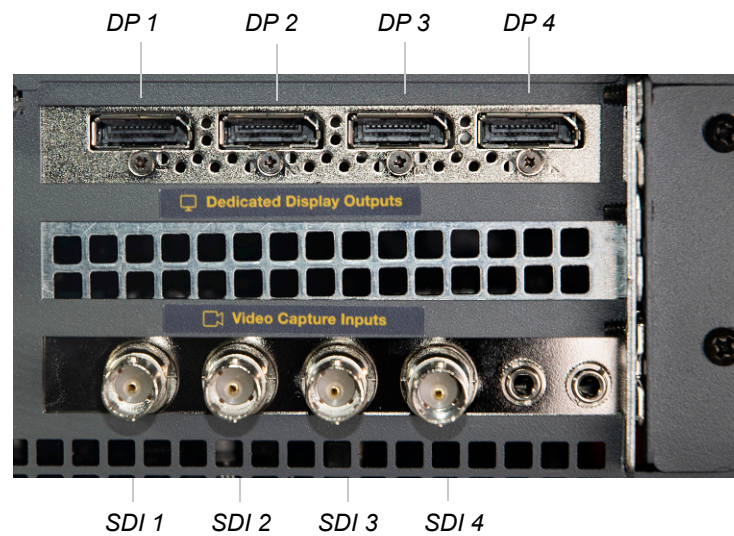




### Model 320 rear panel with SDI only



### Model 420 rear panel with DP and SDI



Connect the inputs to your video sources, such as cameras, DVD players, computers, editors, graphics cards, and other devices that produce a video output that you want to use as an input for live production.



# Installation of Wirecast Gear

## Introduction

This section shows you how to install Wirecast Gear. This includes physical mounting and wireless connections.

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**Note:** Before installing Wirecast Gear, read through the section on [Wirecast Gear Panels](#).

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## Topics

- [Physical Mounting](#)
- [Connections](#)

## Physical Mounting

Wirecast Gear comes configured for table-top use with the included feet pre-attached. The unique size and shape of Wirecast Gear is designed to occupy a minimum of space while making connectors and cables easily accessible.

Also included with all Gear systems are two rack-mount "ears" and screws that allow the system to fit into a standard 19-inch rack and take up 2 RU (Rack Units). This configuration is useful for in-place racks and mobile flypacks where convenient and safe transport of your live production system is required.

---

**Note:** The rack-mount configuration will require removal of rubber feet remove the vent warning label on top of the unit, if desired. It is there to remind you to never block the top of chassis air vents.

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## Connections

To make connections to your Wirecast Gear system, refer to [Wirecast Gear Panels](#) for connector functions and locations, and then follow these steps.

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**Note:** The Wirecast Gear system is configured to work with up to three displays.

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1. If available, plug a network cable into one of the available RJ45 Ethernet jacks.

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**Note:** After it is powered on, Wirecast Gear will attempt to automatically connect to your installed network configuration (via LAN). If your network requires authentication or specific configuration, please check with your network administrator to determine computer and network setting requirements.

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2. Plug HDMI or SDI cables into the video input connectors on the right rear panel.
3. Plug a standard computer monitor into either the DP (model 310/320) or DVI (model 420) monitor output ports on the back of the unit.

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**Note:** Every Wirecast Gear unit has two (model 310/320) or four (model 420) display outputs and one DVI-D output. These are standard display outputs that are used for connecting computer monitors. If you have more than one monitor installed, Wirecast will allow you to send a full screen output of your program to the second display as a program monitor. These are also the ports to be used for in-venue, presentation displays (also known as IMAG) as they provide for the lowest latency output.

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4. Make audio input and output connections to Line In, Mic In, Speaker Out.
5. Locate the USB dongles shipped with WC Gear 2.



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**Note:** The mouse dongle communicates to both the mouse and the keyboard.

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6. Insert the USB dongle into a USB port on the front or back of the Wirecast Gear box.



Front USB ports



Rear USB ports

7. Turn the keyboard and mouse on, using the power switch on each.



8. After all connections have been made, plug in the attached power cord to provide power to the unit. For input power requirements, see [Specifications](#).
9. Turn on Wirecast Gear unit by pushing the power button on the front. The button will light, and the unit will begin to boot up.



# Using Wirecast Gear

## Introduction

This section shows you how to get started using Wirecast Gear and what to do when you boot up for the first time.

## Topics

- [Getting Started](#)
- [First Time Boot](#)

## Getting Started

To get started using Wirecast Gear, follow these steps:

1. If you aren't familiar with Wirecast, read the *Wirecast User Guide*. You can download it from the Telestream web site at:  
<http://www.telestream.net/telestream-support/wire-cast/help.htm>
2. Personalize Windows as explained in the *First Time Boot* topic below.
3. Create individual Windows user accounts on the Wirecast Gear machine, if desired.

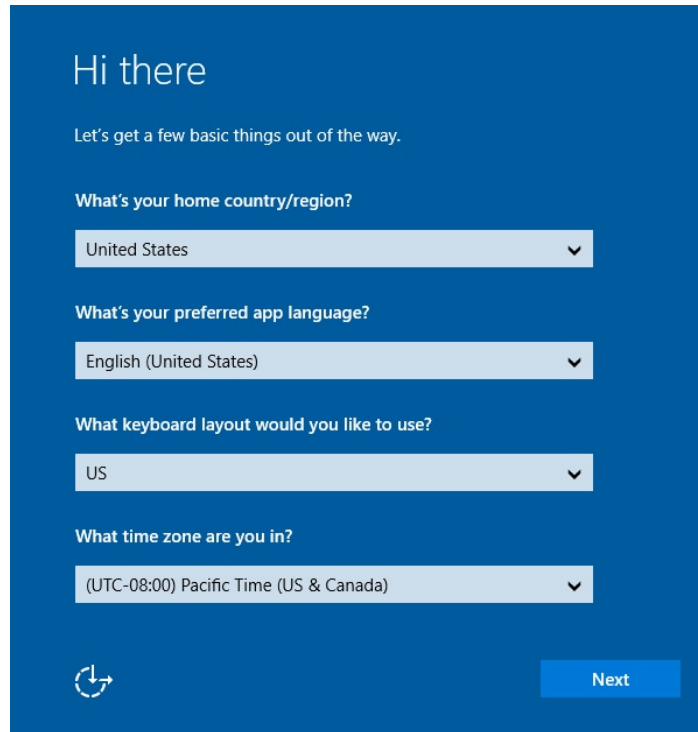
You are now ready to start using Wirecast to stream your live presentations.

## First Time Boot

Every Wirecast Gear unit includes a pre-activated copy of Windows 10 Pro 64-bit. There is no need to enter a serial number or product key.

When you first power up Wirecast Gear, you are prompted to configure Windows for your locale and personal preferences. The following screen shots explain this process:

## 1. Select Location, Language and Time.



Hi there

Let's get a few basic things out of the way.

What's your home country/region?

United States

What's your preferred app language?

English (United States)

What keyboard layout would you like to use?

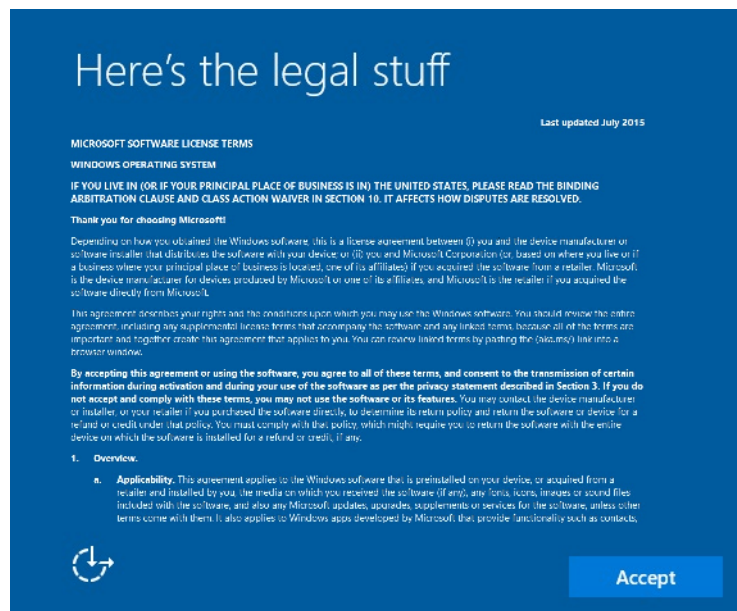
US

What time zone are you in?

(UTC-08:00) Pacific Time (US & Canada)

Next

## 2. When the Microsoft License Acceptance displays, read and click Accept.



Here's the legal stuff

Last updated July 2015

MICROSOFT SOFTWARE LICENSE TERMS

WINDOWS OPERATING SYSTEM

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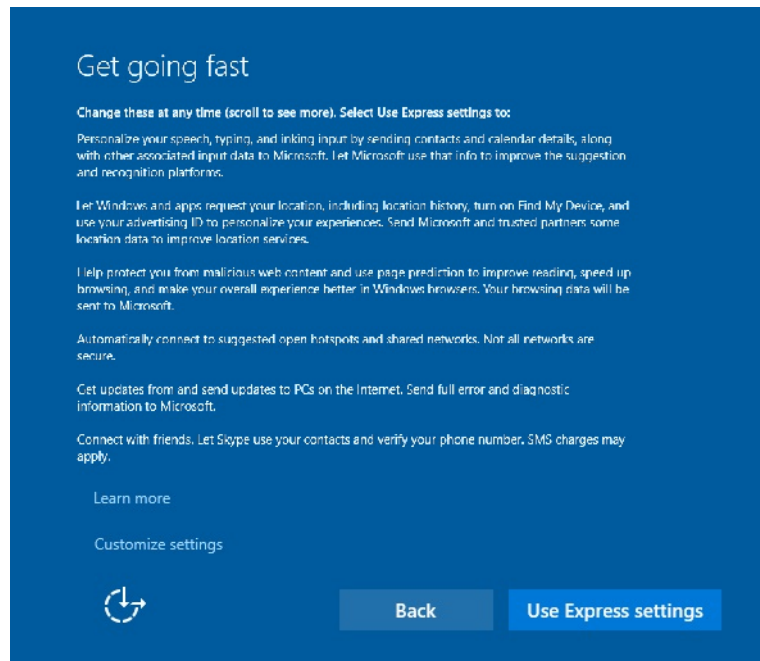
1. Overview.

a. **Applicability.** This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as contacts,

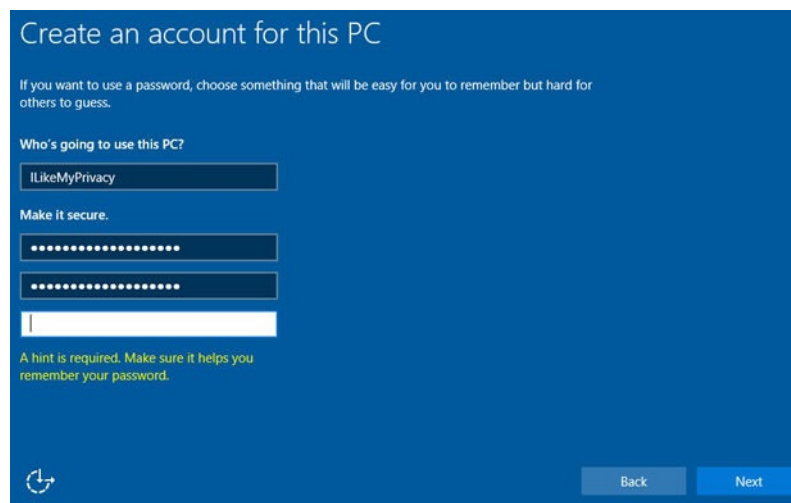
Accept



3. Unless you have a specific requirement, click *Use Express settings*.



4. When the Create Account window displays, enter your user name and password and click *Next*.




---

**Note:** If you do not have an account and do not want to create one, click *Use Domain* then click *Skip*.

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After a brief period of configuration, your Wirecast Gear will boot for the first time into Windows 10.



# Troubleshooting and Updating Wirecast Gear

## Introduction

This section shows you how to troubleshoot Wirecast Gear and how to get updates

## Topics

- [General](#)
- [Drive Initialization](#)
- [Windows Update Issues](#)

## General

If your Wirecast Gear computer does not operate as expected, the following tips may provide assistance.

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**CAUTION:** Wirecast Gear is a sealed device, with no serviceable parts and no internal peripheral bays. Please do not open the chassis to try to diagnose the hardware failure yourself, unless permitted to do so. This will void your warranty with Telestream and our manufacturer.

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- Close any programs (except Wirecast) that you are not using because other programs can take up too much memory.
- Save any work in progress, then close and reopen Wirecast.
- Restart the computer. Random problems can sometimes be resolved by a restart. Be sure to save your work before you shut the computer down.

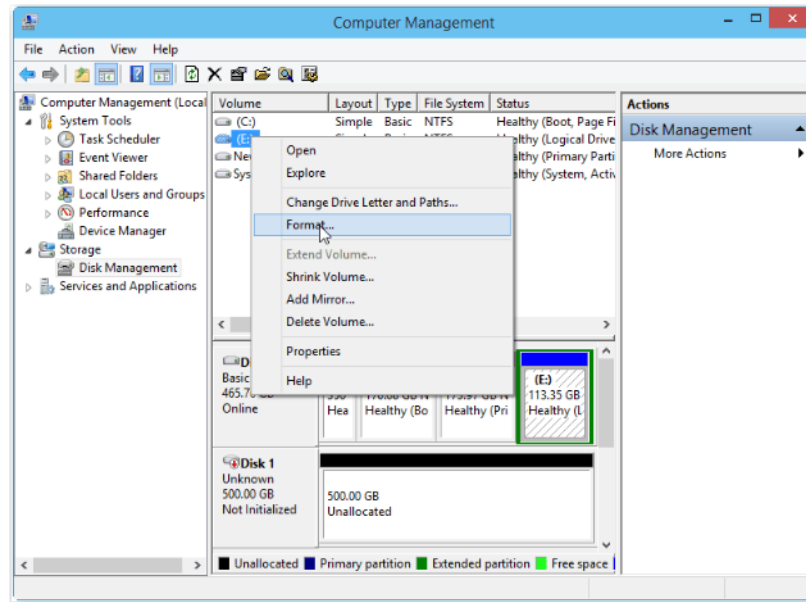
If you cannot resolve an issue yourself, see [Obtaining Support | Information | Assistance](#).

## Drive Initialization

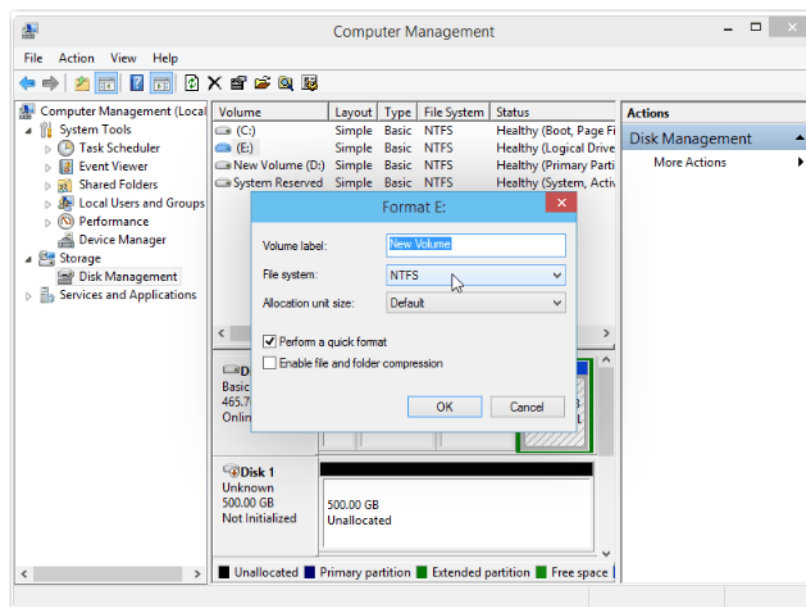
If you have received a Wirecast Gear unit and it is missing the secondary hard drive in Windows, but you can see it in Disk Management (right click on the start button, choose disk management), the drive is just in need of initialization.

To do this, follow these steps:

1. Open *Disk Management*, right click the partition you need to format (partition D), then select *Format*.



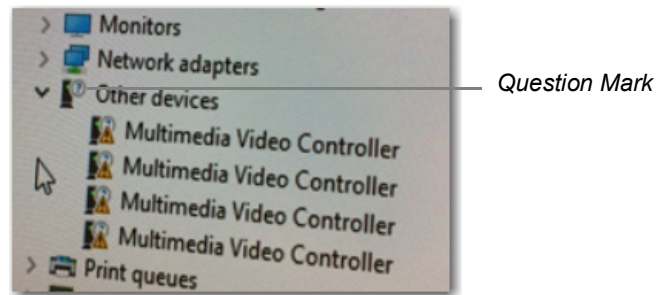
2. In the pop-up window, set file system and cluster size, then click *OK*.



Your drive is now accessible in Wirecast and Windows.

## Windows Update Issues

If you receive an question mark (?) with a yellow exclamation mark next to the capture devices, you may be experiencing a Microsoft Windows update issue.



Microsoft issued a statement updates will cause Windows computers (including Wirecast Gear) to lose their drivers to capture devices. Below is a link to an article that further explains the Microsoft Windows update issue:

<http://www.howtogeek.com/243581/windows-10-may-delete-your-programs-without-asking/>.



# Support for Wirecast Gear

## Introduction

This section shows you how to obtain customer support for Wirecast Gear and how to make returns.

## Topics

- [Obtaining Support | Information | Assistance](#)
- [Return Merchandise Authorization \(RMA\) Procedure](#)

## Obtaining Support | Information | Assistance

Support options for your Wirecast Gear are listed and briefly described below. Provide your organization name, and contact information, and the serial number of the affected unit. If the problem cannot be resolved remotely, request an RMA (Return Material Authorization).

Support Resources	Details and Contact Information
<b>Reseller Support</b>	If you purchased your Wirecast Gear from a reseller and did not also purchase GearCare Premium Support, please contact your reseller for product support.
<b>Telestream Wirecast Gear Support</b>	<p>Customers who bought Wirecast Gear directly from Telestream may request support as outlined below.</p> <ul style="list-style-type: none"> <li>Support Web Site: <a href="http://www.telestream.net/telestream-support/Wirecast-Gear/support.htm">http://www.telestream.net/telestream-support/Wirecast-Gear/support.htm</a></li> <li>Support Email: <a href="mailto:desktopsupport@telestream.net">desktopsupport@telestream.net</a></li> </ul> <p>Terms and times of support services vary, per the terms of your current service contract with Telestream.</p>
<b>GearCare Premium Support</b>	<p>Customers who bought GearCare Premium Support may request support as outlined below. Includes a 3-year extended warranty and overnight replacement.</p> <ul style="list-style-type: none"> <li>US Support Phone: 1-844-550-5208</li> <li>International Support Phone: 1-530-470-2029</li> <li>Support Email: <a href="mailto:desktopsupport@telestream.net">desktopsupport@telestream.net</a></li> </ul> <p>See also the web sites above and below.</p>
<b>Wirecast Information, Assistance, FAQs, Forums, &amp; Upgrades</b>	<ul style="list-style-type: none"> <li>Wirecast Web Site: <a href="http://www.telestream.net/telestream-support/wire-cast/support.htm">http://www.telestream.net/telestream-support/wire-cast/support.htm</a></li> </ul>
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<b>Telestream Technical Writers</b>	<ul style="list-style-type: none"> <li>Email: <a href="mailto:techwriter@telestream.net">techwriter@telestream.net</a></li> </ul> <p>Comments, corrections, or suggestions about this guide and other Telestream guides are encouraged.</p>



# Return Merchandise Authorization (RMA) Procedure

If your Wirecast Gear needs service of any kind, see [Obtaining Support | Information | Assistance](#) on the previous page for contact information.

If you are instructed by Telestream Support to return your Wirecast Gear, follow the procedure below. Please do not return a Wirecast Gear unit unless you receive an RMA number from Telestream first.

Before returning your Wirecast Gear, Telestream recommends that you back up the entire contents of all computer drives.

## Support and RMA Process

1. Contact the reseller where your hardware was purchased for service. If you purchased directly from Telestream or your unit is covered by Premium Support, contact Telestream.
2. Telestream Support opens a support case for you.
3. Telestream Support follows an established drill-down to categorize the problem, and determine a resolution path.
4. If the problem is beyond our initial level of Support, our representatives will access and diagnose your device remotely. You will need to grant us Internet access to your device.
5. Upon a failed hardware diagnosis, our representative escalates the case to an RMA and gives you instructions for shipping the unit to our manufacturing partner for repair.
6. The RMA process triggers a case with our manufacturing partner.
  - a. If you have Premium Support, the manufacturing partner gathers your shipping and contact information and sends you an overnight replacement. The manufacturer will also give you instructions and an RMA for returning the failed unit.
  - b. If you do not have Premium Support, the manufacturing partner gives you instructions and an RMA for returning the failed unit and gathers your return shipping information. You are requested to ship the unit to our manufacturing partner for repair and return to you.
7. Upon case resolution, Telestream Support reviews and closes the case and sends you a satisfaction questionnaire.
8. We appreciate your business and ask you to return the questionnaire promptly so that we can continue to improve the quality of our product support to you and our other customers.



# Regulatory Compliance Statements

## Introduction

This section presents the Regulatory Compliance Statements for the Wirecast Gear models 310, 320 and 420. It also includes European Union and European Fair Trade Association Regulatory Compliance, along with Warning and Caution Messages

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**Note:** This section will be added *after* the compliance process has been completed.

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