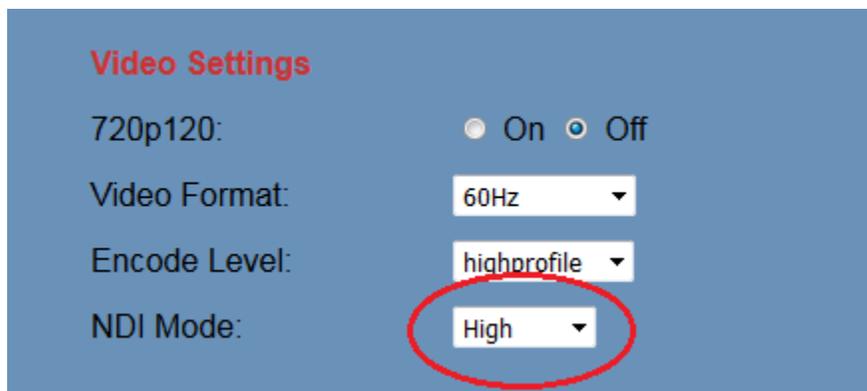


This should go over a few of the different issues that can occur after fully upgrading your cameras to NDI.

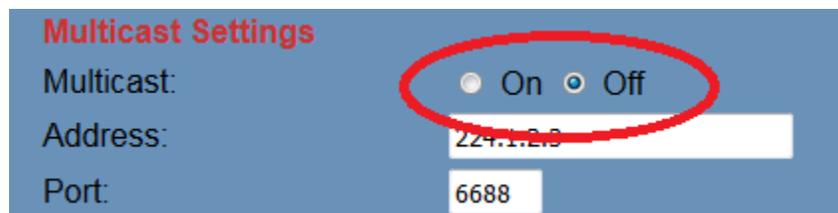
Issue: Multiple cameras only show one NDI feed. Pulling in other cameras results in only one feed coming through from one camera. Or any camera not pulling in their own feed.

Issue: Black screen when pulling in registered and firmware upgraded camera.

Solution 1: Either of these issues can be caused by the NDI mode not being on, or Multicast being on. Go into the cameras IP interface make sure NDI mode is set to low/medium/High in the video settings and click apply.



Now turn off Multicast in the Network settings, and click apply. Once this complete please be sure to power cycle your camera.



Please note that changing your NDI mode will automatically turn on Multicast. Be sure to turn this off unless you are sure you are on a Multicast enabled network. A firmware fix will remedy this issue in the future.

Solution 2: There can also be an issue with the negotiation between the camera and the PC via the switch. Usually this can be resolved by re-booting the receiving PC. And this would only be applicable if you know you have multicast enabled network, and multicast enabled on the camera.

Solution 3: The other thing that can cause a black screen is using the wrong Studio Monitor program to view your feed. You need to use the NDI/HX Studio monitor, not the one for NDI Tools. Newtek has both of these posted so grabbing the correct one is important. It can be [downloaded here](#).

Solution 4: If the camera is still not showing you the camera image, you may need to allow for the Virtual Camera to install correctly. A good way to test this would be to run the Newtek Virtual Camera and see if you get an error message. If you do get an error message, Windows may have things set to not allow the NDI HX driver to install properly. To fix this, uninstall all of the NDI software you have downloaded from Newtek, reboot your PC and go into BIOS and turn off SecureBoot. Be sure to save those settings. Now, install the HX Driver package again and run studio monitor and things should be good.