

EX 3+

Hardware Guide

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Welcome

Your new Disguise server is just minutes away from being setup and ready to go. Please read the instructions in this hardware guide carefully in order to understand how to work with your machine.

You can also refer to the online guides at help.disguise.one

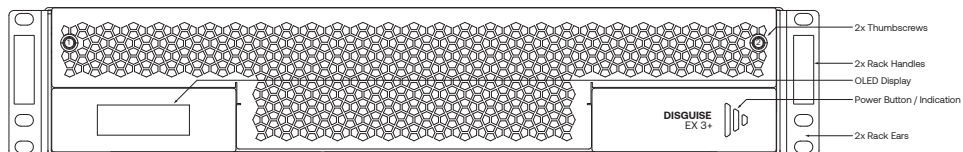
The new generation of Disguise EX hardware is taking video playback to new heights! With a brand new ruggedised yet compact design, cutting-edge components and video capture flexibility, our new EX media servers provide you with the ideal gateway to the Disguise ecosystem enabling more creatives to work with the most advanced live visual experience platform in the world.

We put great care and effort into the development and manufacture of our products. Please contact our Sales team or the Support team if you experience any issues with this product. Contact details can be found at the end of this booklet.

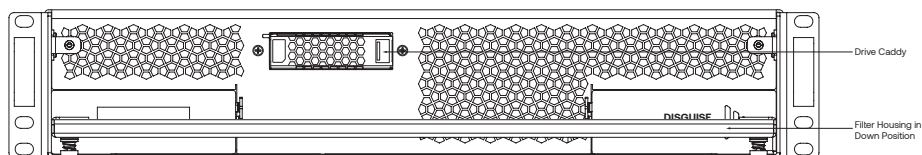
If you have any questions or feedback for us, we'd be happy to hear from you.

The team at Disguise

EX 3+ Front Panel



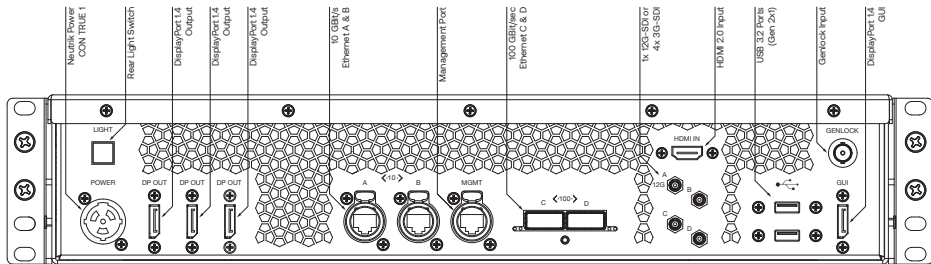
To inspect the air filter undo the two thumb screws on the front of the unit (1 & 2)



* The EX 3+ comes with 1x NVMe drive. For more information on hard drive configuration refer to the online hardware guide.

You should regularly inspect the air filter on the front of the unit to prevent loss of cooling efficiency. To remove the air filter material carefully unclip the filter from its holding tags. Give the filter a clean and replace the filter in the metal frame.

EX 3+ Rear Panel



*For capture, please use only 75ohm HD-BNC Cables or adapters.

Powering your server

The EX 3+ utilises the Neutrik powerCON TRUE1 as its power input.

This mains connector is:

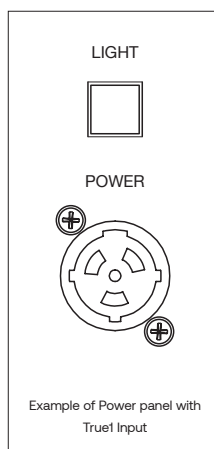
- Lockable
- Live-Mating (safely)
- Extendable
- Dust and water resistant

To power the server you should use a cable with the following attributes:

- SJT flexible cord, min. 12AWG, min. 300V, min. 60°C, max 4.5 m long
- One end terminated with NEMA 5-15P/BS 1363/CEE 7/7 plug
- Other end terminated with appliance coupler type Neutrik NAC3FX

Disconnected Device:

- The server will be disconnected from power if Neutrik powerCON TRUE1 connector is not inserted or unplugged.



Replacing your NVMe SSD

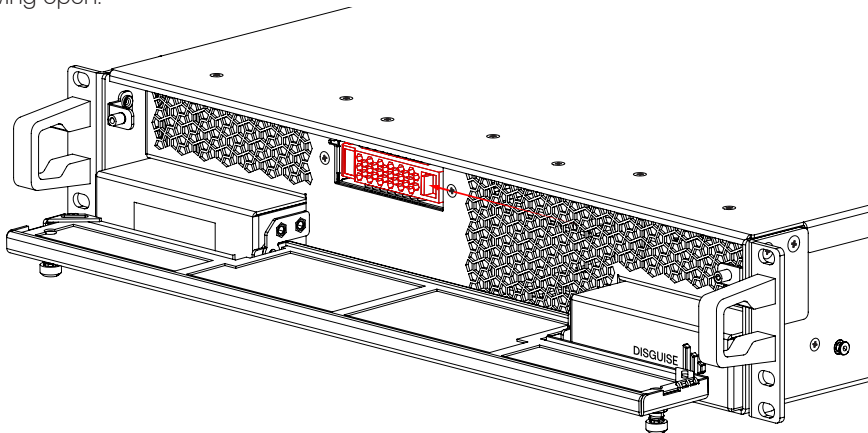
The EX3+ ships with a 3.84TB Removable NVMe SSD, allowing you to easily upgrade or replace your storage as your needs grow.

Please note: Take steps to ensure you are free of static electricity before starting the procedure and ground yourself appropriately. We recommend the use of anti-static wrist strap as well as an anti-static mat if one is available.

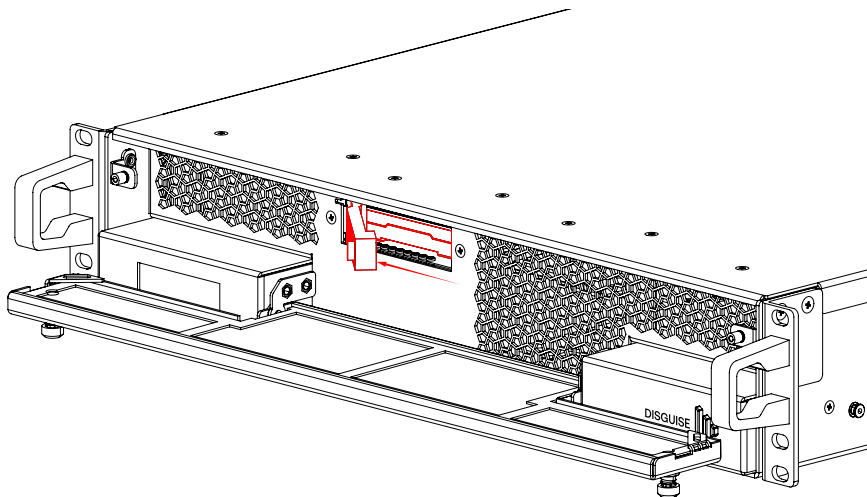
The following steps are a guide to help users change over the Solid State Drives. Please, read carefully to ensure best practice. If the system does not work after following these instructions, please call our Support team as per the contact details on the last page of this document.

Step 1: Undo the two thumb screws on the front door of the unit and bring the filter housing down to locate the drive bay door.

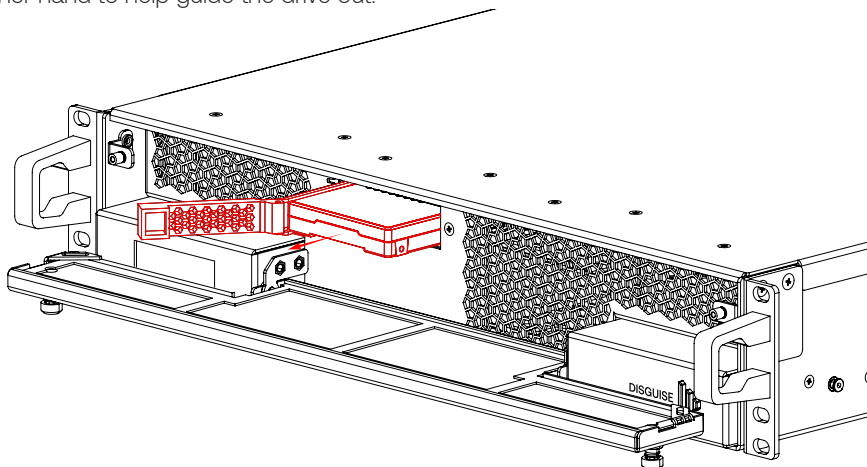
Step 2: Push the clip to the left and you should feel a slight release. The door will gently swing open.



Step 3: With the door open, slide it to the left. This motion will disconnect the current drive from the connector, making it ready for removal.

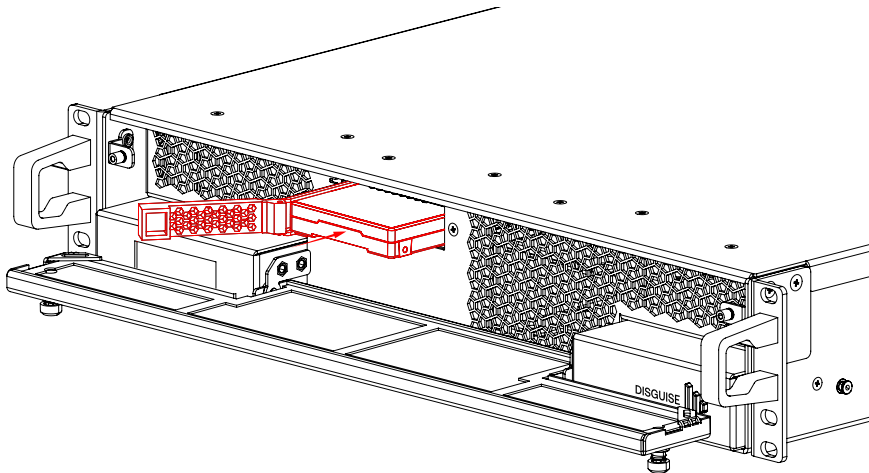
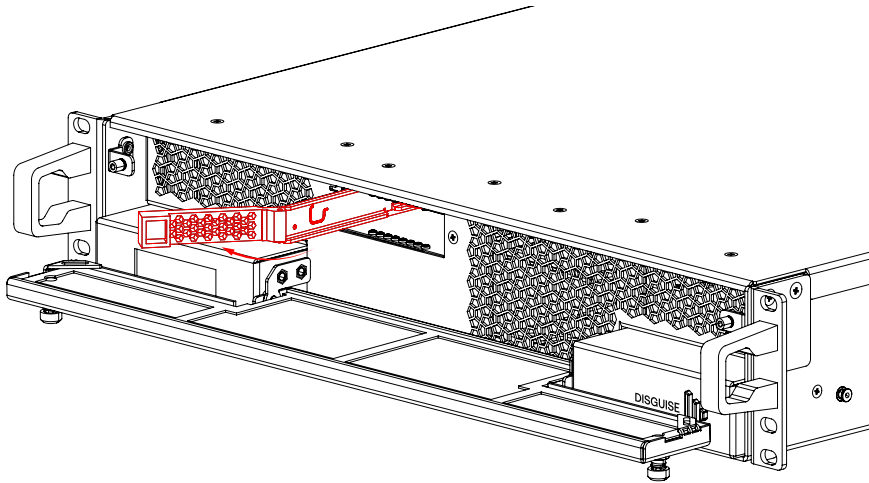


Step 4: Pull out the drive caddy carefully. Remove the current drive from the caddy by gently lifting it out. To make removal easier, slightly tilt or bend the caddy while using your other hand to help guide the drive out.

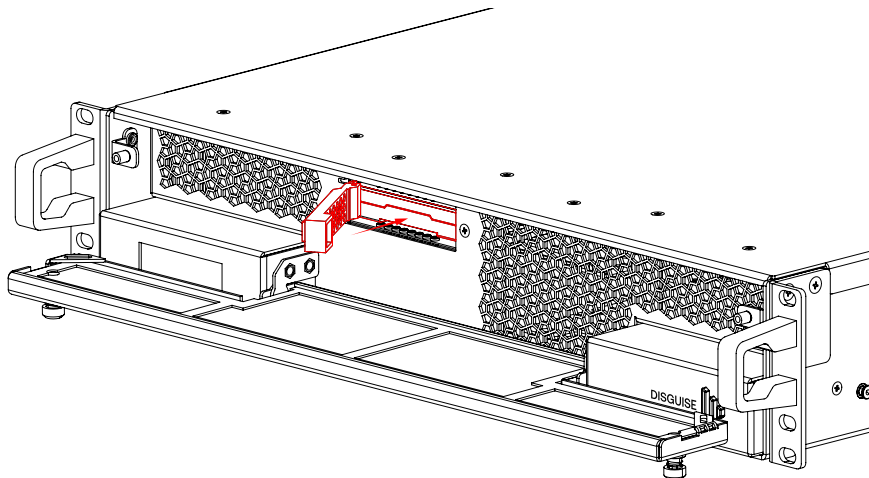


Step 5: Take your new SSD and ensure the connector is facing upwards.

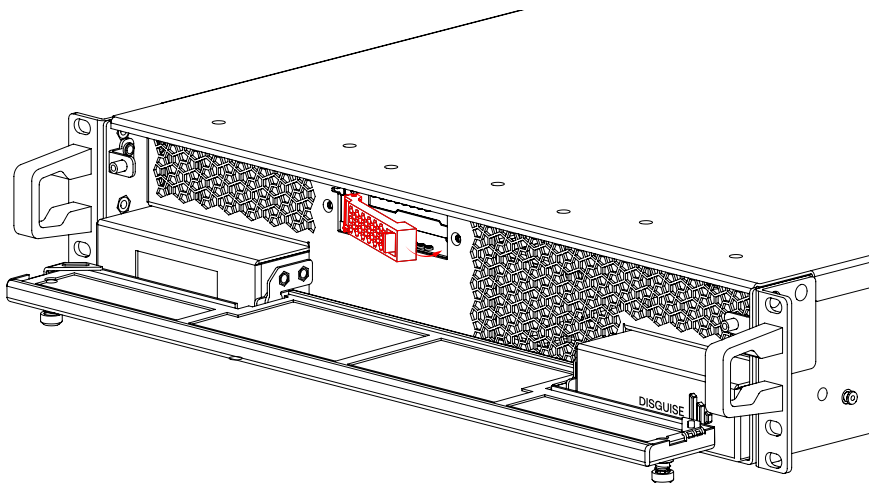
Step 6: Place the new SSD into the caddy, aligning it properly with the slot. Insert the drive until it is fully seated in the caddy. Ensure the caddy is fully engaged and extends outward for proper alignment and installation.



Step 7: Gently hold the SSD by its bottom-left side and slide the caddy back into the bay*. Ensure the new SSD connects properly with the server's connector.



Step 8: Swing the door back to its original position. Push it until you hear a click, indicating the door is securely closed.



** The drive can be seen to catch on the metalwork. If so, gently lift the left side if inserting to help alleviate.*

General Information

Should you have questions or experience issues with this product, contact Disguise Support team for assistance. Only certified technicians should attempt to repair or configure components, please contact your sales manager to arrange this or contact one of our Support team through the contact page in this booklet.

For replacement parts or possible changes to the configuration, please contact your sales manager to arrange this or contact one of our Support team through the contact page in this booklet.

Ultimate disposal of this product should be handled according to all regional and national laws and regulations.

Power consumption:

EX 3+

AC-INPUT 100-240V, 50/60Hz

Technical details and specifications can be found at: disguise.one/products

This product contains components compliant with various international standards of manufacture, for full information please contact one of our Support team through the contact page in this booklet.

Compliance

The manual and compliance are in reference to Disguise products: EX 3+

WARNING - To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

Apparatus with Class I construction shall be connected to a mains socket outlet with a protective earthing connection.

CAUTION - The servicing instructions found within this guide are for use by qualified service personnel only. To reduce the risk of electric shock do not perform any servicing other than that contained within this manual unless you are qualified to do so.

This manual contains symbols to remind the user to ensure a safe working practice and environment. To ensure the safe operation/maintenance of this product, the instructions within the guide should be strictly adhered to.



Caution, risk of electric shock



Warning, refer to accompanying documents

Important Safety Instructions:

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with manufacturers guidelines.
8. Do not install near heat sources such as radiators, heat registers, stoves, or other apparatus (inc. amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarised or grounding-type plug. A polarised plug has two blades, with one wider than the other. A grounding-type plug has two blades and a grounding prong. The wider blade/prong are included for your safety.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacle and the point of exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the card, stand, tripod, bracket or table specified by the manufacturer with the apparatus. When a cart is used, use caution during movement to avoid injury in case of the cart/apparatus falling.



13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as (but not limited to) the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Support

Helpful contacts

Support Team

support@disguise.one

Training Team

training@disguise.one

Sales Team

sales@disguise.one

Helpful links

User Guide

help.disguise.one

Access Designer and Disguise Cloud tools

disguise.cloud

Download hardware OS and other resources

download.disguise.one

