

GX 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

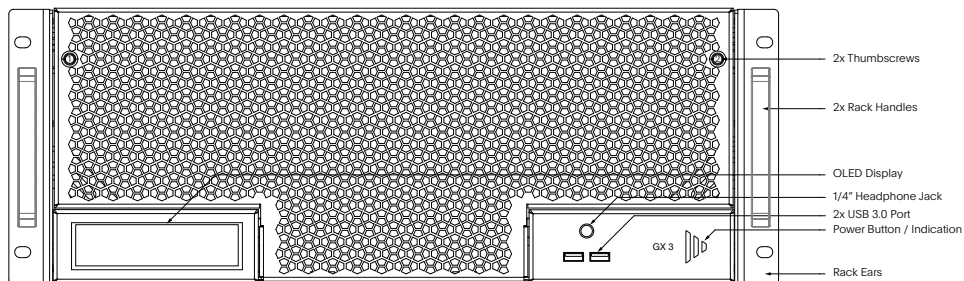
The gx range (GX 3) is the natural evolution of the pro range due to the current demand for real-time generative content in the shows of today and the future. Providing the same rugged touring chassis that we have built and developed over the years but with a little extra power to push those generative effects. The industry first, patented Video Format Conversions cards (VFC) are fully compatible across the complete pro and gx series.

We put great care and effort into the development and manufacture of our products. Please contact your 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.

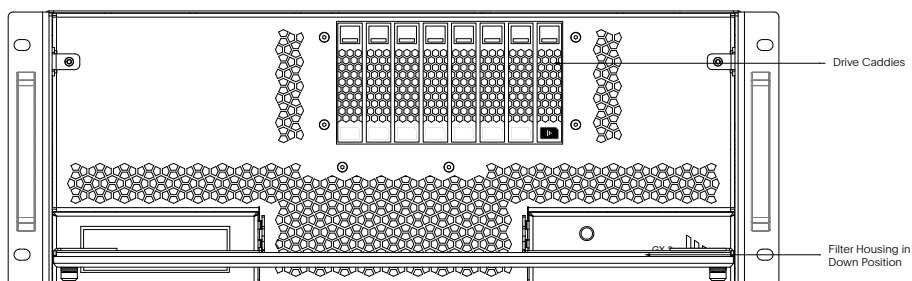
If you have any questions or feedback for us, we'd be happy to hear from you.

The team at disguise

GX 3 Front panel



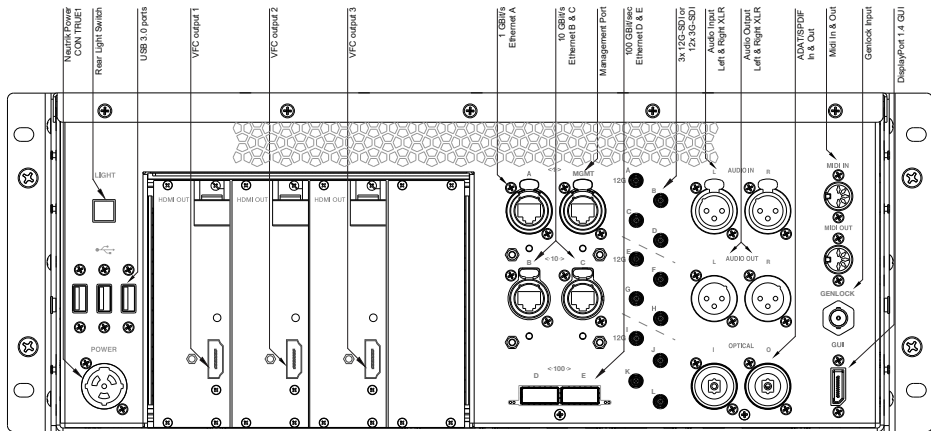
To inspect the air filter undo the two thumb screws on the front of the unit (1 & 2)



* The GX 3 comes with 1x NVMe drive located in the slot with the disguise logo attached. 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 it's holding tags. Give the filter a clean and replace the filter in the metal frame.

GX 3 Rear panel



* The GX 3 comes as standard with 3× HDMI VFC as default.

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

Powering your server

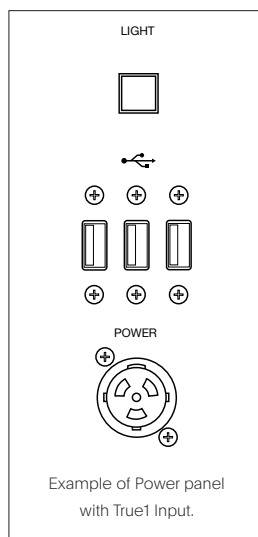
The GX 3 utilises the Neutrik powerCON TRUE1 as its power input.

This mains connector is:

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

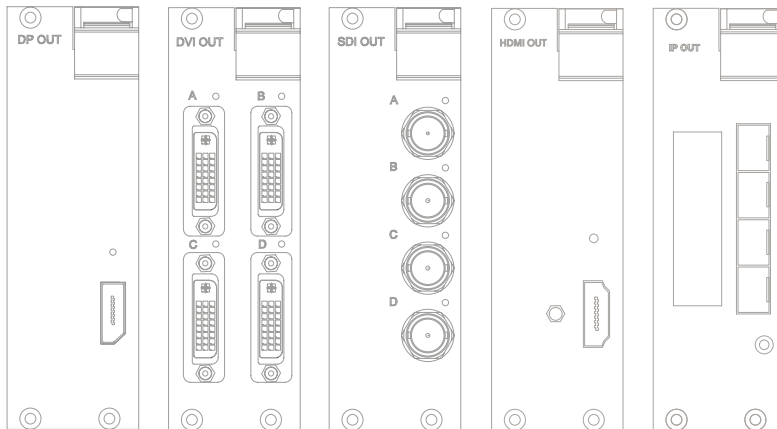
To power the server you should use a cable with the following attributes:

- 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



VFC cards

The GX 3 ships with HDMI 2.0 outputs, giving you 4K outputs plus an extra output for your control GUI. DP1.4, Quad-DVI, Quad-SDI and IP cards are available as accessories, allowing you to change cards as your production demands it.



Shown from left to right: DP 1.2/1.4*, Quad-DVI, Quad-SDI, HDMI 2.0, IP

*DP1.2/1.4 cards can be differentiated by their PCB and silk screen naming. DP1.2 cards will not work in the 2nd generation backplanes. IP cards have been designed to work in disguise hardware using backplane version 2 (BPv2) only. Machines with backplane version 1 (BPv1) will not be able to use IP card slots. Please check the advisory and contact support if you believe you are having any issues.

VFC Card combinations:

The GX range can combine the above cards in a range of combinations as shown below.

GX 3 | Combination of any three cards at one time.

* As of November 2023 we are currently unable to support using a mixture of different VFC card types in a disguise media server alongside the IP-VFC. We are working towards a mitigation to this issue.

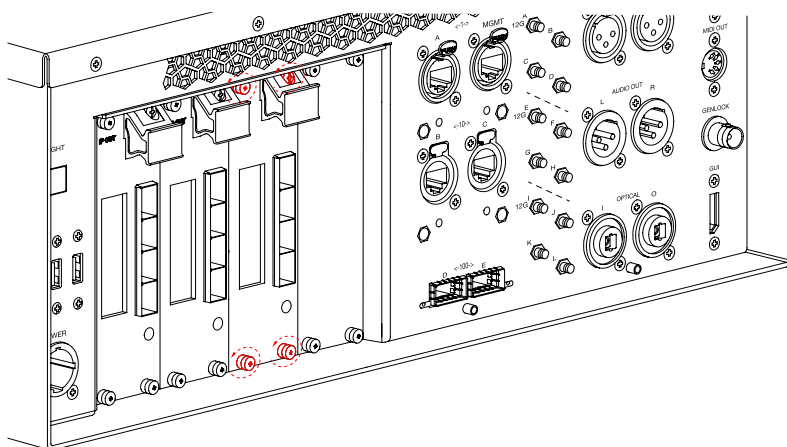
Changing VFC cards

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 an anti-static wrist strap as well as an anti-static mat if one is available. It is easiest to change the cards starting on the right hand side, and it is advised to do so regardless of the amount of cards you need to change.

Users can change VFC cards as they require. You can replace one or multiple cards. The following steps are a guide to help users change over VFC cards. Please read carefully to ensure best practice. If the system does not work after following these instructions, do not force the VFC cards but call our Support team as per the contact details on the last page of this document.

Step 1: Disconnect the system from all sources of power: remove the power cord from input and output, before changing the VFC cards.

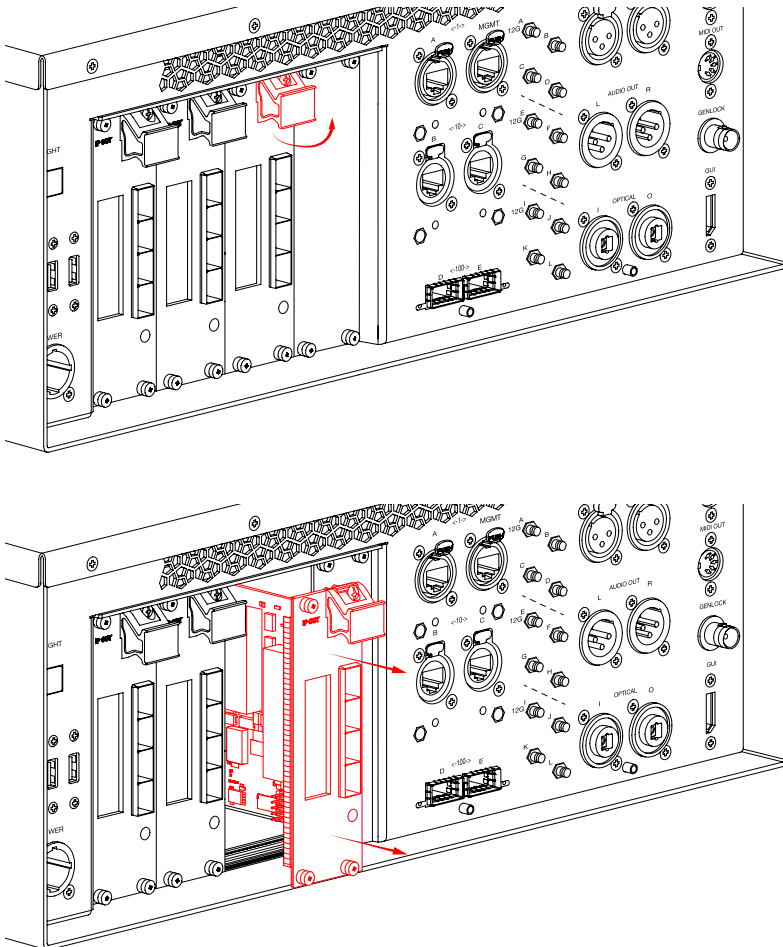
Step 2: Using a Phillips #1 screwdriver loosen the 4× retaining screws on the VFC card you want to replace. The screws are indicated with a red line in the image below.



Red lines indicate screw location. Example shows IP VFC cards

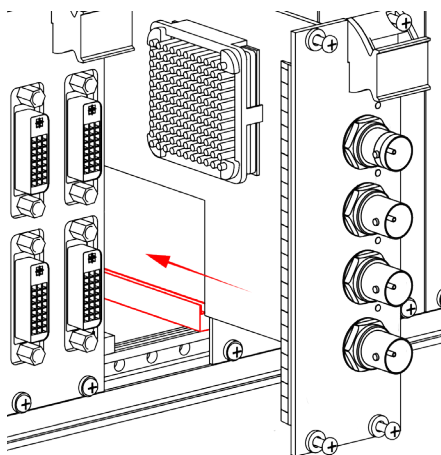
Step 3: Lift the latch on the top right corner of the card and gently remove the card from the rear of the unit by pulling gently as shown in the images below.

Please note: The VFC cards are fragile, be sure to pull straight not flexing the card and if under any resistance do not use excessive force. Avoid touching the exposed electronics.



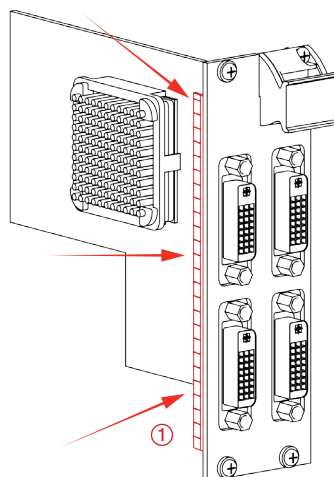
Step 4: Gently place the removed card into the anti static box provided with your purchase.

Step 5: Gently insert the new VFC card into the vacant slot, being careful to line the card up with the guides both at the top and the bottom of the system, as indicated for the bottom with red lines in the image below.

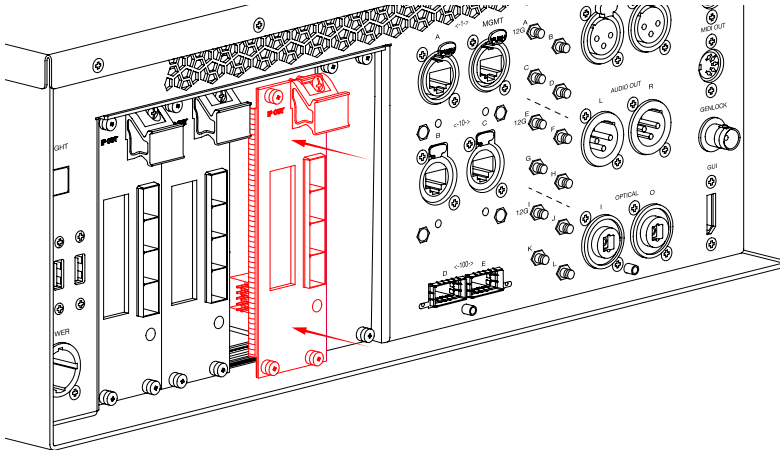


1 - EMC Gasket

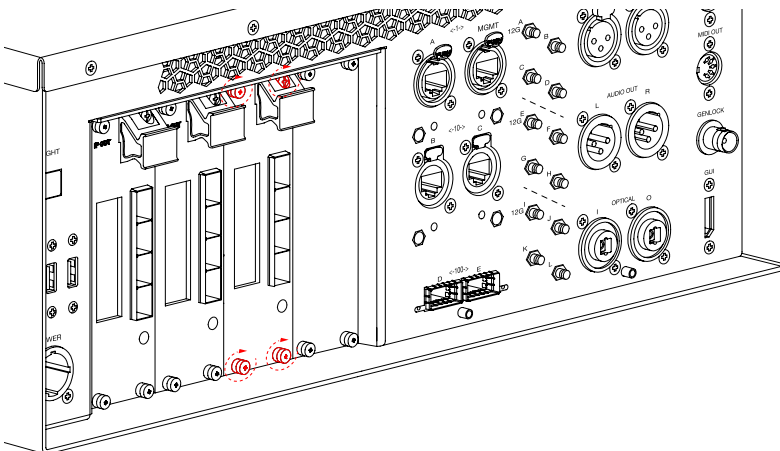
Please note: The top and bottom of the card needs to slide into the guides. Be sure that the grounding spring maintains its fixed position to avoid jamming when re-inserting.



Step 6: Once inserted into the guides, make sure the card is fully flush with the rear of the server by gently and firmly pressing in the centre of the VFC card, as indicated in the image below.



Step 7: Fasten the four retaining screws before repeating all of the steps for the next card. To reduce the risk of damaging the threads, do not apply excessive torque to the screws.



General Information

Should you have questions or experience issues with this product, contact disguise Technologies 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:

GX 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: gx 3 (d-240006).

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 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

Additional Designer licenses

store.disguise.one

Access Designer and Disguise Cloud tools

disguise.cloud

Download hardware OS and other resources

download.disguise.one