

# hardware guide

solo

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# Welcome

Your new solo is just minutes away from being show ready. Please read the instructions in this hardware guide carefully in order to understand how to work with your new server. Please also refer to our online user guide at [help.disguise.one](https://help.disguise.one).

The solo is a 2U standalone server with failover capabilities. Featuring HDMI and SDI capture, Pro Audio and 10GB ethernet ports, 2x 4K outputs, 2TB fixed storage SSD and full redundant capabilities.

Please ensure your machine has been delivered in the configuration you ordered by comparing your machine to the specifications in the card configuration chapter in this booklet.

We put great care and effort into the development and manufacturing of our products. Please contact your sales manager or our support team if you experience any issues with this product. Contact details can be found on the back page of this booklet.

We hope you enjoy your solo and if you have any questions or feedback for us, we'd be happy to hear from you.

Kind regards,  
The disguise Team

# What's in the box?

## **Accessories:**

- 1) IEC Power cable EU / UK / US
- 2) Hardware Guide
- 3) Pro Audio break out cables\*

\*only if Pro Audio was purchased as an optional extra to the base unit.

Please see the accessories chapter in this booklet for further information.

## **Main Box:**

- 1) solo unit

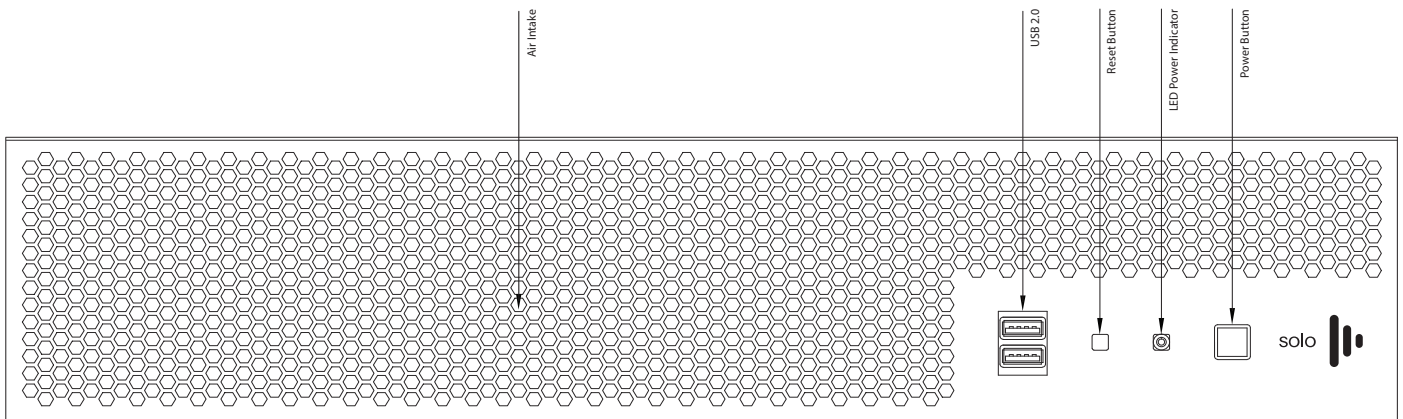
Optional factory-fitted extras include:

- HDMI capture card
- SDI capture card
- Pro Audio
- 10G Ethernet card

Please check if everything in the box is delivered as expected and contact your sales manager immediately in the event that something is missing.

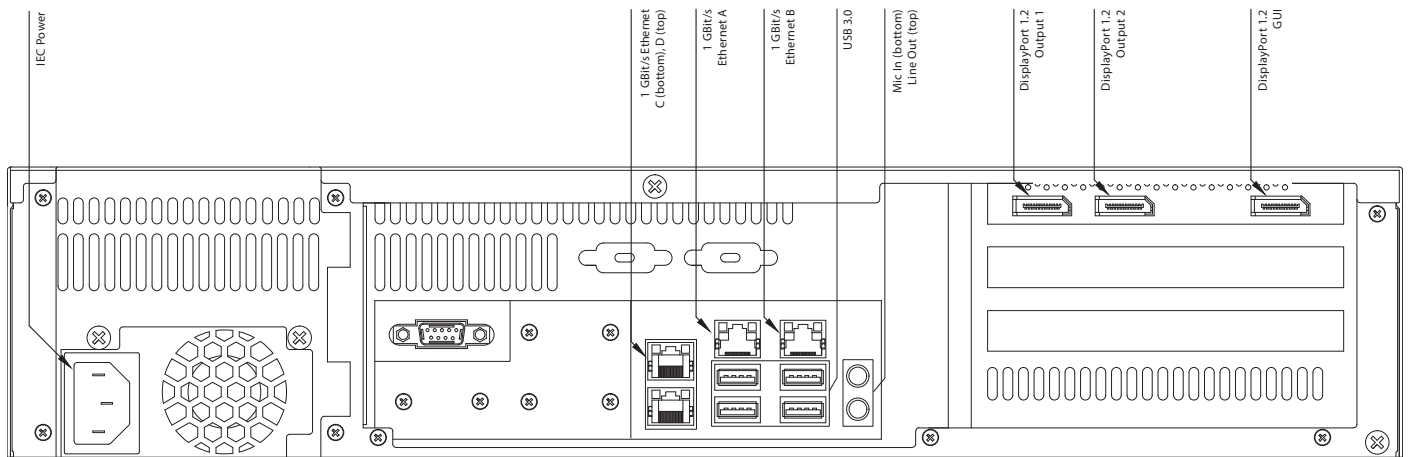
# Front panel

The front panel of the solo has the following functions and controls:

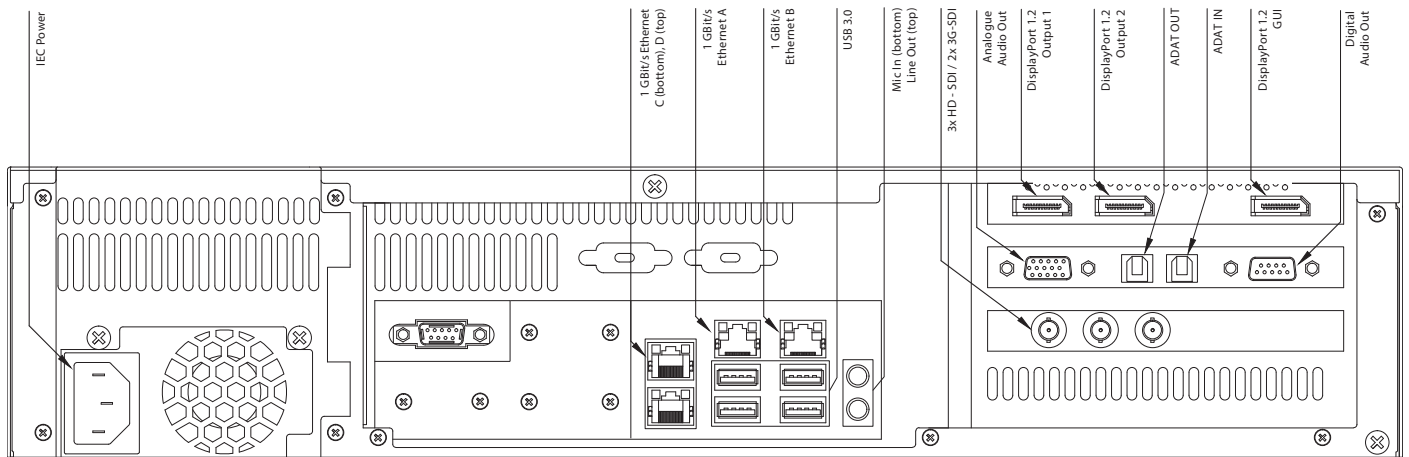


# Back Panel

**Base Unit:** On-Board Audio, No Capture or 10G

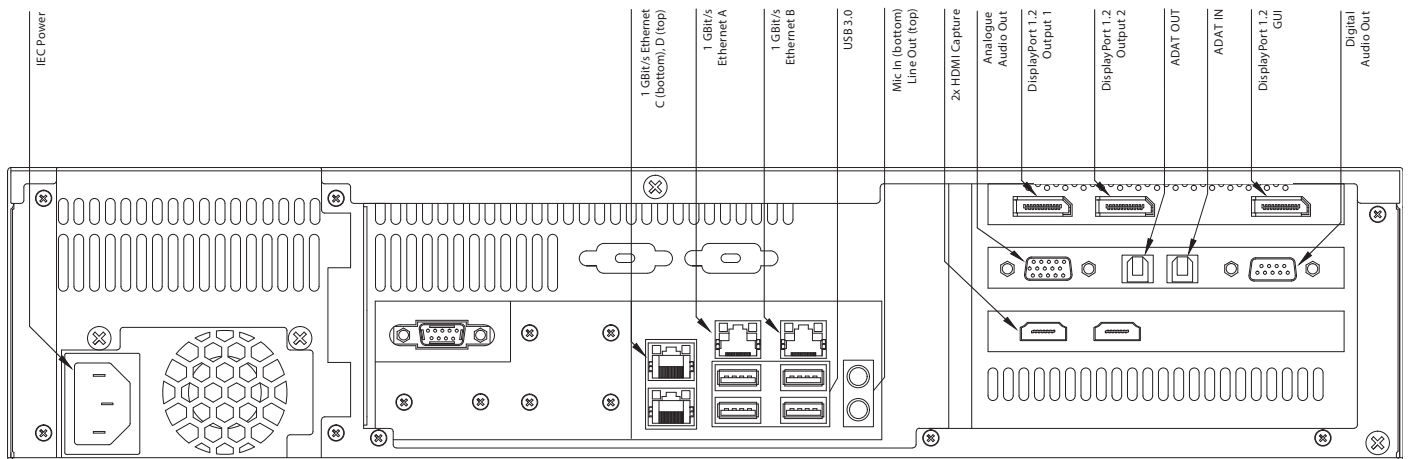


**Configuration A:** Pro Audio and SDI capture

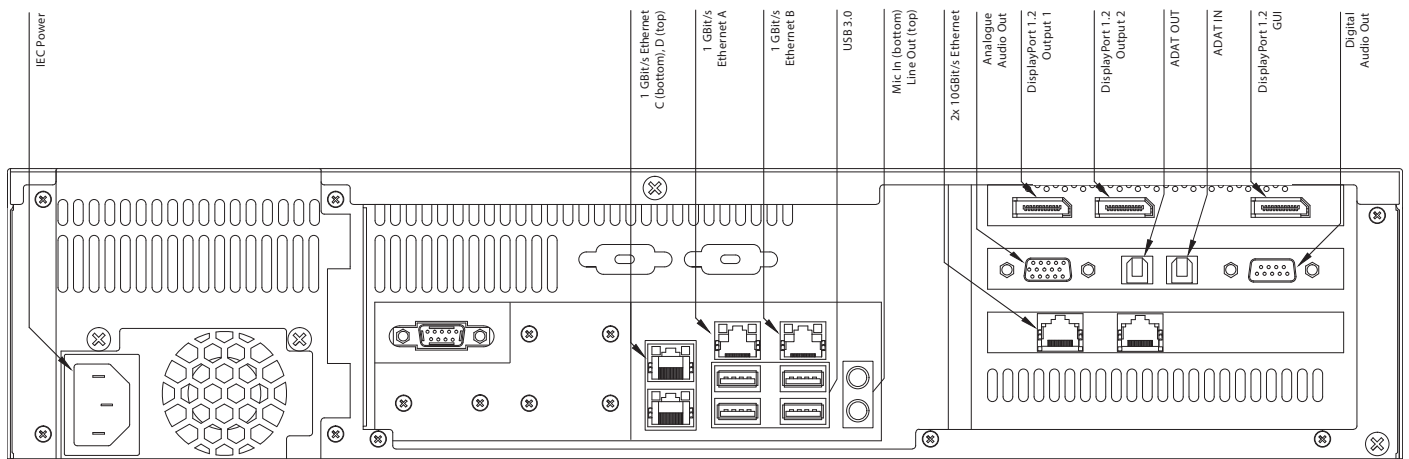


# Back Panel

## Configuration B: Pro Audio and HDMI capture



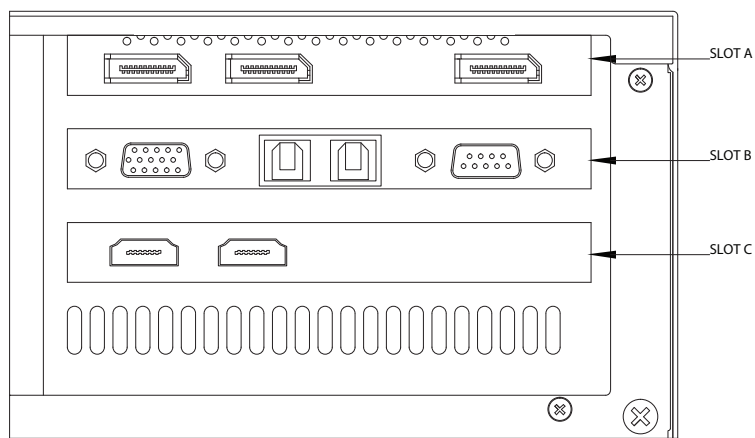
## Configuration C: Pro Audio and 10G Ethernet



# Card configuration

The solo comes in a variety of optional factory-fitted configurations. You can only change your machine configuration once your order has been shipped by sending it to a service centre. The following configurations are available:

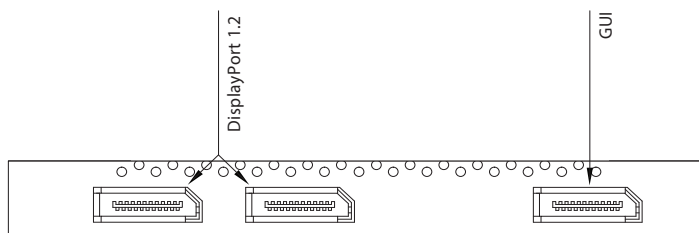
- No capture, a choice of on-board audio or Pro Audio
- 10Gb Ethernet, a choice of on-board audio or Pro Audio
- HDMI capture, a choice of on-board audio or Pro Audio
- SDI capture, a choice of on-board or Pro Audio



Rear view card configuration Example

## Slot A: Video output card

Slot A is non-configurable. The solo has 3× DP1.2 outputs (1× dedicated GUI, 2× Outputs)



The GUI output is located on the previously highlighted port. This port CANNOT be used to output to the stage.

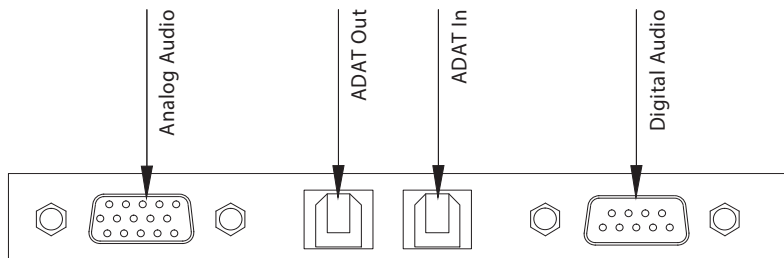
Supported resolutions on the DisplayPort outputs are up to 4096×2160 @60hz.  
For more information on video outputs and adapters please see [help.disguise.one](http://help.disguise.one)



# Card configuration

## Slot B: Pro Audio Card

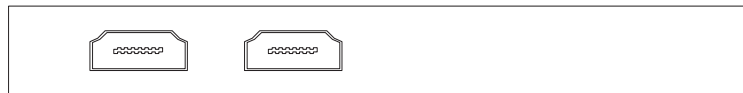
Slot B is by default blank so the on-board is used but can be configured to be Pro Audio I/O when the order is placed.



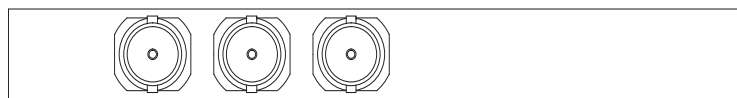
## Slot C: Video capture/10G Ethernet

Slot C has four options: no capture, HDMI capture, SDI capture or 10G Ethernet. Capture/Ethernet options are factory fitted.

**HDMI capture card:** Max resolution: 1x 4096x2160 @30 Hz or 2x 1920x1080p @60Hz



**SDI capture card:** Max resolution 3x HD - SDI or 2x 3G - SDI



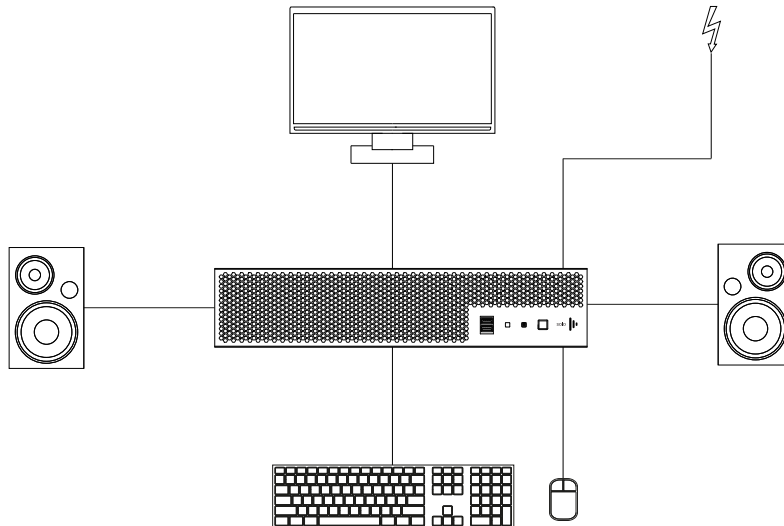
**10G Ethernet card:**



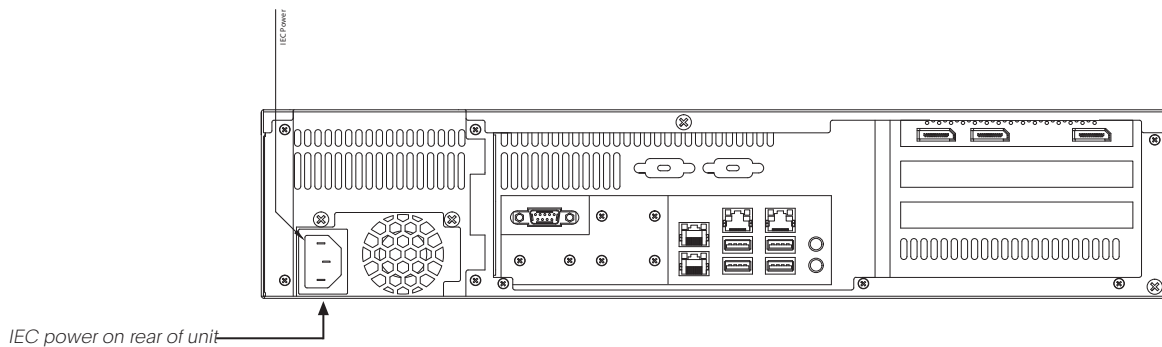
For information on supported formats please see [help.disguise.one](http://help.disguise.one)

# Quick Start

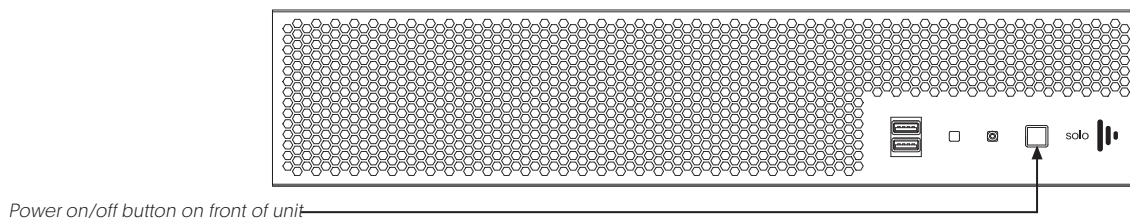
1. Make sure you have connected a keyboard, mouse, monitor and speakers as shown below.



2. Connect the power cable from the accessories box as shown below to a power point.



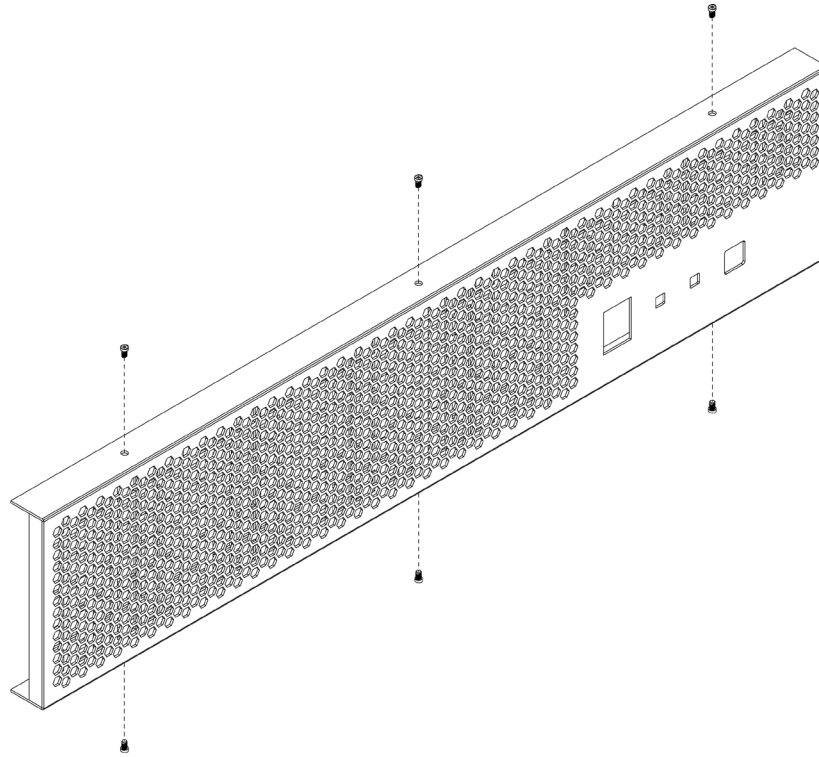
3. Press the power button on the front of the unit and wait for the system to load into Windows.



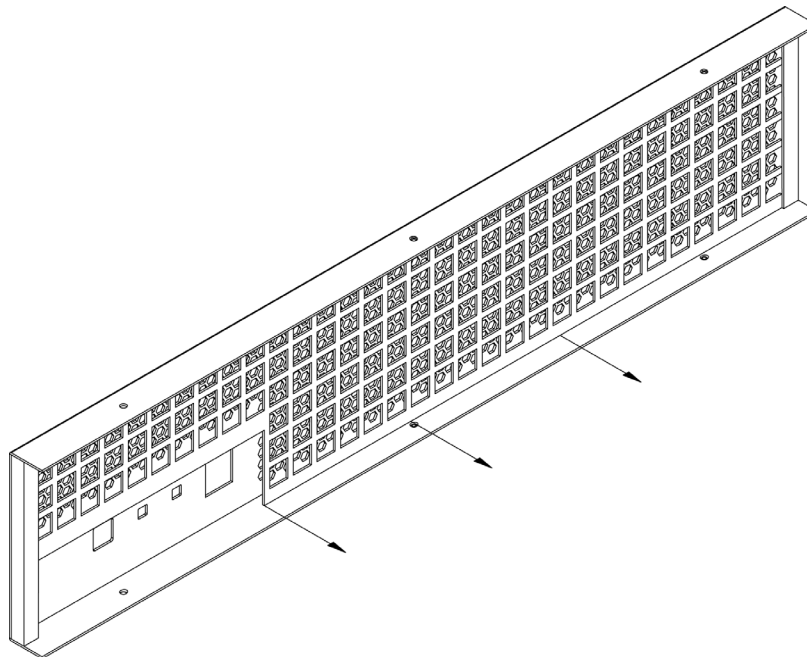
4. Run Manager from the start menu in windows to start a project (see [help.disguise.one](http://help.disguise.one) for how-to info).

# Maintenance

Please check the fan filter regularly. Dirty or obstructed fan filters can degrade system performance.



To reveal and inspect the air filter remove the six screws (using a Phillips 1 screwdriver) on the front fascia of the unit as shown.



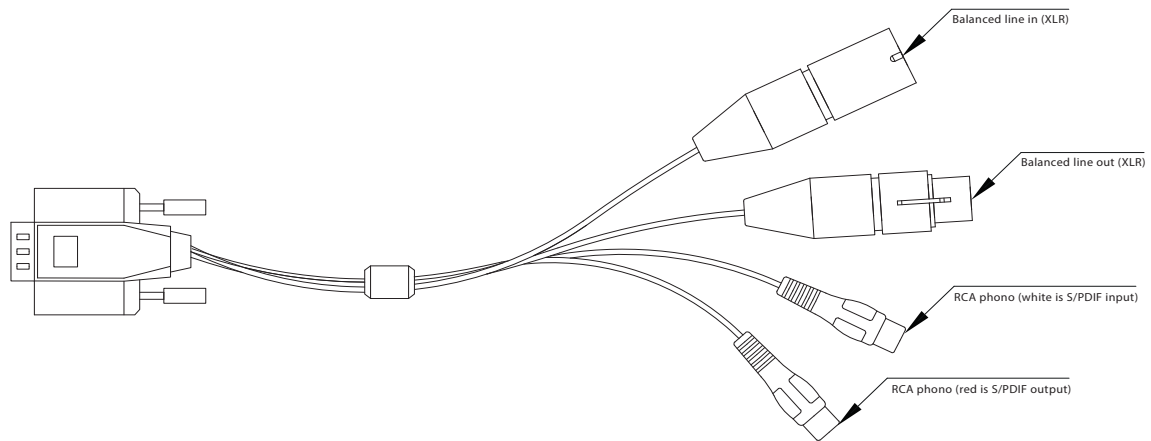
Remove the air filter material by sliding it out in the direction shown

After cleaning, replace the filter in the metal housing and then replace the front fascia.

# Accessories

## Digital audio breakout:

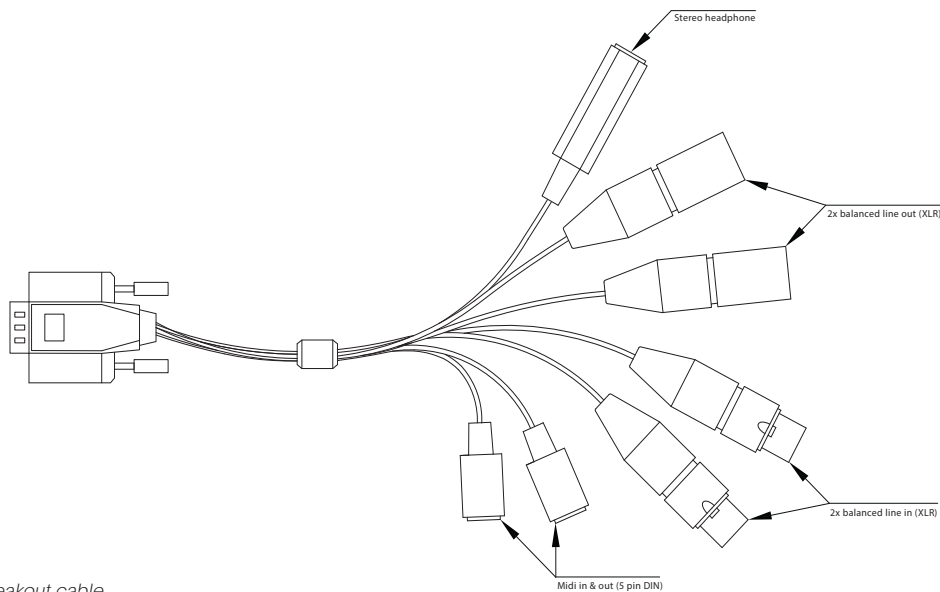
The Pro Audio option comes with breakout cables which allow you to choose which input/output to use.



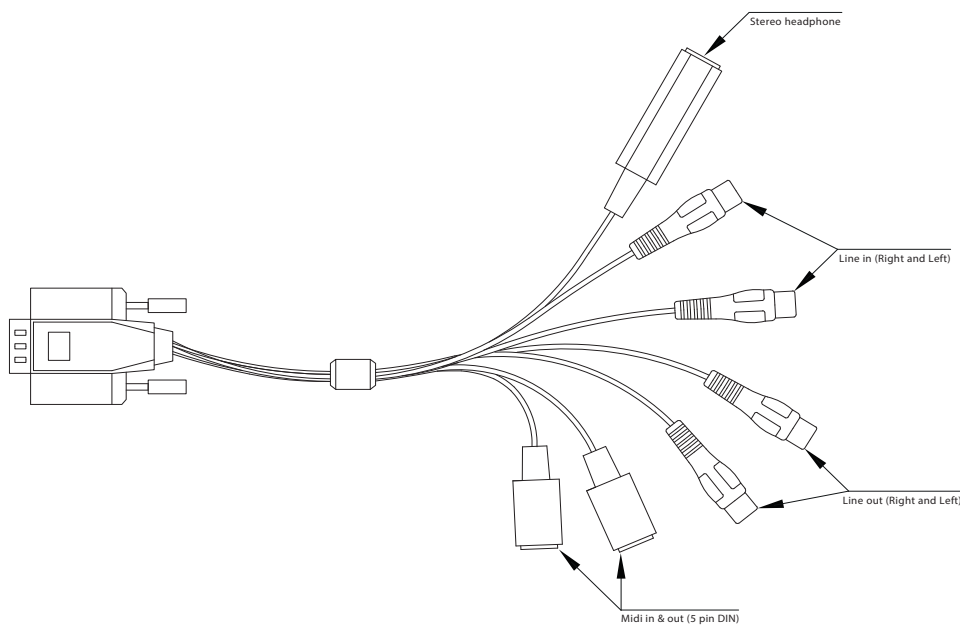
*Digital breakout cable*

# Accessories

Analogue audio breakout:



*Balanced analogue breakout cable*



*Un-balanced analogue Breakout cable*

For recommended accessories please see [help.disguise.one](http://help.disguise.one)

# 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.

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

## **Power consumption:**

AC-INPUT 100-240V

50/60Hz, 350W

Assembled in the UK with partial foreign content

Technical details and specifications can be found at: [disguise.one/solo](https://disguise.one/solo)

This product contains components compliant with various International standards of manufacture, for full information please see [help.disguise.one](https://help.disguise.one)

# Support

## Helpful contacts

Support Team	<a href="mailto:support@disguise.one">support@disguise.one</a>
Training Team	<a href="mailto:training@disguise.one">training@disguise.one</a>
Sales Team	<a href="mailto:sales@disguise.one">sales@disguise.one</a>

## Helpful links

User Guide	<a href="http://help.disguise.one">help.disguise.one</a>
Trial	<a href="http://disguise.one/en/get/get-the-trial/">disguise.one/en/get/get-the-trial/</a>
Software Updates	<a href="http://disguise.one/download">disguise.one/download</a>
Additional Designer licenses	<a href="http://store.disguise.one">store.disguise.one</a>