H.264 Encoding Made Simple with Monarch HDX
Frequently Asked Questions (FAQ)

Q: Can the Monarch HDX stream two profiles while recording?
A: No, the HDX only has two encoders. You can record two files with different recording settings, you can stream two profiles, or you can stream and record.
For more information see: http://www.matrox.com/video/en/products/monarch_hdx

Q: Does the Monarch HDX have frame synchronizers?
A: Yes. Both inputs, SDI and HDMI, have built-in frame synchronizers to correct any signal disruptions.

Q: Does the Monarch HDX support SD video sources?
A: Yes, the Monarch HDX accepts SD signals on the SDI input.

Q: Does the Monarch HDX have a built-in automatic bypass switch?
A: Yes. The Monarch HDX has a built-in bypass circuit. In the event of a power failure, the Monarch HDX would continue to feed the incoming video signal to downstream equipment via the SDI output of the Monarch HDX. Note that the auto bypass is only available on SDI.

Q: Which 3rd party streaming providers do you recommend?
A: The Monarch HDX is CDN agnostic. However, we have tested the following and know they work well: Akamai, Discover Video, Worship Channels, StreamSpot, YouTube Live, and Ustream. If your CDN is not listed above, please contact our team for more information.

Q: Does the Monarch HD also have two encoders?
A: Yes, the Monarch HD has two encoders. However, they are dedicated to streaming and recording. This means that only the following modes are supported on the Monarch HD:

- Stream only one profile
- Record only one file
- Stream and record simultaneously

Whereas the Monarch HDX supports the following modes:
- Stream two profiles
- Record two files
- Stream and record simultaneously

In addition, the Monarch HDX offers a third encoder for live preview.

Q: The Monarch HDX has HDMI and SDI inputs. Can I use both video sources simultaneously?
A: No, only one input can be used at a time.

Q: Can I change the size of the file/chapter when recording onto an SD card?
A: Yes, you can. The Monarch HDX can be configured to split files into pre-determined file lengths. When splitting files, the Monarch HDX will close a file when the programmed length is reached and automatically start a new file.

Q: Does the Monarch HDX have a panel for Adobe Premiere Pro that allows files to be accessed and edited before they are closed?
A: No, but you can use the file splitting feature and begin editing in Adobe Premiere Pro as soon as the first file has been created.

Q: How many Monarch HDX units can you control from the Administrator GUI?
A: You can control an additional four Monarch HDX devices from the Monarch Command Center.

Q: Can the Monarch HDX be used to stream live to YouTube?
A: Yes.

Q: What is the AUX input for?
A: They are for potential future feature implementation.

Q: Is the SDI output of Monarch HDX frame synchronized?
A: To minimize pass-through latency, the SDI output has been minimally conditioned. A future option may be added to enable users to select between low latency and frame synchronized output.

Q: Is the Monarch HDX an approved encoder for Akamai and/or Ustream?
A: The Monarch HDX has been thoroughly tested with many content delivery networks including Akamai and UStream. Moving forward, we will look into having Monarch HDX included in as many "Approved CDN Encoder" lists as possible.

Q: Does the Monarch HDX or Monarch HD support multicasting?
A: No. Both Monarch HD and HDX are not designed for multicasting.

Q: Can the units be mounted on a rack?
A: Yes. Matrox offers a rack mount kit for both the Monarch HD and Monarch HDX. Each 1RU rack mount kit can accommodate up to three Monarch HD devices or two Monarch HDX devices.

Q: Do both Monarch HD and Monarch HDX support PAL frame rates?
A: Yes. The Monarch HD supports 1080i, 1080p25 and 720p50. The Monarch HDX supports 1080p50 and the SDI input supports PAL SD resolution.

Q: I can see there is a USB port; could I connect an external hard drive?
A: Yes. This is exactly what the two USB ports are designed for: to record to USB drives formatted in either NTFS or FAT32.

matrox®
Digital Video Solutions

Q: Are the encoder settings stored to memory so that settings are maintained between power cycles?
A: Yes, all settings are saved during a power cycle. There is also a way to save multiple "profiles" and to select them via the GUI.

Q: Which is the most important advantage between Monarch and a Laptop with Wirecast?
A: The single most important advantage is that the Monarch HDX and Monarch HD do not require a computer to stream or record. They are dedicated appliances and, unlike software running on a computer, they do not need to fight for CPU cycles which could cause drop outs.

Q: Can I schedule push streaming with the Monarch Command Center?
A: No, but you can use the Monarch Dev Tools feature to create a simple application to send the command to start and stop recording, as well as get a status update.

Q: Can a recording be made and watched later on an iPad? For example if a producer wants to watch a recording of a show that was just completed on an airplane using an iPad without a network connection.
A: Yes, the files created by the Monarch HDX are compatible with almost any smartphone, tablet and computer. All you need to do is transfer the file to your iPad using an iPad card reader (http://store.apple.com/us/product/MD822AM/A/lightning-to-sd-card-camera-reader) to watch recordings. No transcoding is required.

Q: Is there a way to transfer our recorded files to our YouTube channel automatically?
A: No, it is not possible currently.

Q: For how many hours can the Monarch HDX remain powered on? Could it be left on for days, for example by Cable Stations doing full program streaming?
A: You can leave the Monarch HD and HDX on 24/7 for continuous operations.

Q: Is it possible to control multiple Monarch HDX devices on the same network, as was possible with the Monarch HD?
A: Yes, the Monarch HDX User Interface/Website has a different layout, but operates in the exact same manner.

matrox®
Digital Video Solutions