Tell us about your setup

Organization / installation location

Your name and email or phone

Maestro App version

Platform version

System version

Maestro IP address

Platform browser address (full URL)

This is the address used in your browser, separate from a controller connection port.

Other notes:

Network details - optional, or ask your IT contact

Router model / DHCP server

Switch model(s)

IT contact (name and email or phone)

DHCP allocation range

VLAN ID / name, if used

Network restrictions / firewall / isolation

Other notes:

Camera rig 1 of 5

Bold labels with * are required.

Camera name / location (to identify this controller)

Node type *

- ○ Conductor SA2.6
- ○ Spectrum Studio

Firmware version *

Network adapter settings

Address type *

- ○ DHCP (recommended)
- ○ Static

We recommend DHCP with an IP address reservation on your DHCP server.
The reservation keeps the same address assigned to this controller.

IP address *

Controller port *

Copy the current values shown in the controller network adapter settings.

Has this controller ever connected successfully to Maestro?

- ○ Yes
- ○ No
- ○ Not tested yet

Test connection result (ping test in ms)

Additional adapter details - optional

Subnet / subnet mask

Gateway

Internal network name

Last 4 characters of MAC address

Network protocol (expected: Maestro)

DHCP reservation set? Yes / No / Unknown

If the IP address or port entered in Platform differs, include it in your notes on page 1.

A photo of the controller network settings or a Platform screenshot is also helpful.

Camera rig 2 of 5

Bold labels with * are required.

Camera name / location (to identify this controller)

Node type *

- ○ Conductor SA2.6
- ○ Spectrum Studio

Firmware version *

Network adapter settings

Address type *

- ○ DHCP (recommended)
- ○ Static

We recommend DHCP with an IP address reservation on your DHCP server.
The reservation keeps the same address assigned to this controller.

IP address *

Controller port *

Copy the current values shown in the controller network adapter settings.

Has this controller ever connected successfully to Maestro?

- ○ Yes
- ○ No
- ○ Not tested yet

Test connection result (ping test in ms)

Additional adapter details - optional

Subnet / subnet mask

Gateway

Internal network name

Last 4 characters of MAC address

Network protocol (expected: Maestro)

DHCP reservation set? Yes / No / Unknown

If the IP address or port entered in Platform differs, include it in your notes on page 1.

A photo of the controller network settings or a Platform screenshot is also helpful.

Camera rig 3 of 5

Bold labels with * are required.

Camera name / location (to identify this controller)

Node type *

- ○ Conductor SA2.6
- ○ Spectrum Studio

Firmware version *

Network adapter settings

Address type *

- ○ DHCP (recommended)
- ○ Static

We recommend DHCP with an IP address reservation on your DHCP server.
The reservation keeps the same address assigned to this controller.

IP address *

Controller port *

Copy the current values shown in the controller network adapter settings.

Has this controller ever connected successfully to Maestro?

- ○ Yes
- ○ No
- ○ Not tested yet

Test connection result (ping test in ms)

Additional adapter details - optional

Subnet / subnet mask

Gateway

Internal network name

Last 4 characters of MAC address

Network protocol (expected: Maestro)

DHCP reservation set? Yes / No / Unknown

If the IP address or port entered in Platform differs, include it in your notes on page 1.

A photo of the controller network settings or a Platform screenshot is also helpful.

Camera rig 4 of 5

Bold labels with * are required.

Camera name / location (to identify this controller)

Node type *

- ○ Conductor SA2.6
- ○ Spectrum Studio

Firmware version *

Network adapter settings

Address type *

- ○ DHCP (recommended)
- ○ Static

We recommend DHCP with an IP address reservation on your DHCP server.
The reservation keeps the same address assigned to this controller.

IP address *

Controller port *

Copy the current values shown in the controller network adapter settings.

Has this controller ever connected successfully to Maestro?

- ○ Yes
- ○ No
- ○ Not tested yet

Test connection result (ping test in ms)

Additional adapter details - optional

Subnet / subnet mask

Gateway

Internal network name

Last 4 characters of MAC address

Network protocol (expected: Maestro)

DHCP reservation set? Yes / No / Unknown

If the IP address or port entered in Platform differs, include it in your notes on page 1.

A photo of the controller network settings or a Platform screenshot is also helpful.

Camera rig 5 of 5

Bold labels with * are required.

Camera name / location (to identify this controller)

Node type *

- ○ Conductor SA2.6
- ○ Spectrum Studio

Firmware version *

Network adapter settings

Address type *

- ○ DHCP (recommended)
- ○ Static

We recommend DHCP with an IP address reservation on your DHCP server.
The reservation keeps the same address assigned to this controller.

IP address *

Controller port *

Copy the current values shown in the controller network adapter settings.

Has this controller ever connected successfully to Maestro?

- ○ Yes
- ○ No
- ○ Not tested yet

Test connection result (ping test in ms)

Additional adapter details - optional

Subnet / subnet mask

Gateway

Internal network name

Last 4 characters of MAC address

Network protocol (expected: Maestro)

DHCP reservation set? Yes / No / Unknown

If the IP address or port entered in Platform differs, include it in your notes on page 1.

A photo of the controller network settings or a Platform screenshot is also helpful.