

Model ID: ONAIRIPPANEL2





Edition Notes

The onAir IP Panel 2 User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the onAir IP Panel 2 as of the release date of this edition.

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For best results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure the printer to scale the content accordingly.

Intended Audience

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

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Document Revision

This onAir IP Panel 2 User Manual is the 1st edition of this document. Go to <u>www.chauvetprofessional.com</u> for the latest version.



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1. Before You Begin

What Is Included

- onAir IP Panel 2
 - Seetronic Powerkon IP65 power cord
- Omega bracket with mounting hardware
- Junior pin
- Quick Reference Guide

Claims

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.

If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection. For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

Text Conventions

Convention	Meaning		
1–512 A range of values			
50/60 A set of values of which only one can be chosen			
Settings A menu option not to be modified			
<enter></enter>	A key to be pressed on the product's control panel		

Symbols

Symbol	Meaning
	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
(i)	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.



Any reference to data or power connections in this manual assumes the use of Seetronic IP rated cables.



The term "DMX" used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.

FCC Compliance

This device complies with Part 15 Part B of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- 2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF Exposure Warning for North America, and Australia

Warning! This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.



Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.



This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.

All applicable local codes and regulations apply to proper installation of this product.

Personal Safety

- Avoid direct eye exposure to the light source while the product is on.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Do not touch the product's housing when operating because it may be very hot.

Mounting and Rigging

- The product is intended for professional use only.
- Do not submerge this product (IP65). Temporary outdoor operation is fine.
- When using this product in an outdoor environment, use IP65 (or higher) rated power and data cables. Secure unused power and data ports with attached IP65 covers.
- CAUTION: When transferring product from extreme temperature environments, (e.g., cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Not for permanent outdoor installation in locations with extreme environmental conditions. This includes, but is not limited to:
 - Exposure to a marine/saline environment (within 3 miles of a saltwater body of water).
 - Locations where the normal high or low temperatures exceed the temperature ranges in this manual.
 - Locations that are prone to flooding or being buried in snow.
 - Areas where the product will be subjected to extreme radiation or caustic substances.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces. The product should be positioned so that prolonged staring into it at a distance closer than 19.7 in
- (50 cm) is not expected.
- Make sure there are no flammable materials within 7.87 in (20 cm) of this product while it is operating.
- When hanging this product, always secure to a fastening device using a safety cable.
- Never carry the product by the power cord.

Power and Wiring

- Make sure the power cord is not crimped or damaged.
- Ensure that the product is connected to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.
- Never connect this product to a dimmer pack or rheostat.
- Make sure to replace the fuse with another of the same type and rating.
- Never disconnect this product by pulling or tugging on the power cable.
- If the external flexible cable or cord of this product is damaged, it shall be replaced with a special cable or cord exclusively available from the manufacturer or its service agent.
- The light source contained in this luminaire shall only be replaced by the manufacturer, its service agent, or a similarly qualified person.

Operation

- Do not operate this product if there is damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The maximum ambient temperature is 113 \degree F (45 \degree Č). Do not operate the product at higher temperatures. The minimum startup temperature is -4 \degree F (-20 \degree C). Do not start the product at lower temperatures.
- The minimum ambient temperature is -22°F (-30°Ć). Do not operate the product at lower temperatures.
- In the event of a serious operation problem, stop using this product immediately!

If your Chauvet product requires service, contact Chauvet Technical Support.

Expected LED Lifespan

Over time, use and heat will gradually reduce LED brightness. Clustered LEDs produce more heat than single LEDs, contributing to shorter lifespans if always used at full intensity. The average LED lifespan is 40,000 to 50,000 hours. To extend LED lifespan, maintain proper ventilation around the product, and limit the overall intensity.



2. Introduction

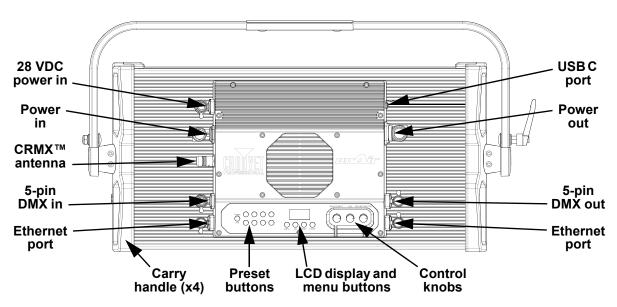
Description

The onAir IP Panel 2 is an IP65 full-spectrum LED soft light with a 1x2 format for outdoor or indoor operation. Ready for any broadcast setting, the onAir IP Panel 2 features high CRI/ TLC and TM-30 scores, a smooth 16-bit dimming curve, +/- green adjustment, an emulated redshift, built-in customizable effects, and a drop-in slot for easy changing of accessories. Mounting options include a Jr Pin and an Omega Bracket. PWM, DMX, RDM, CRMX[™], Art-Net[™], sACN, and an onboard control option ensure camera-ready use. An optional 28 VDC input via 3-pin XLR enables use of an external battery pack to add increased flexibility for all remote needs.

Features

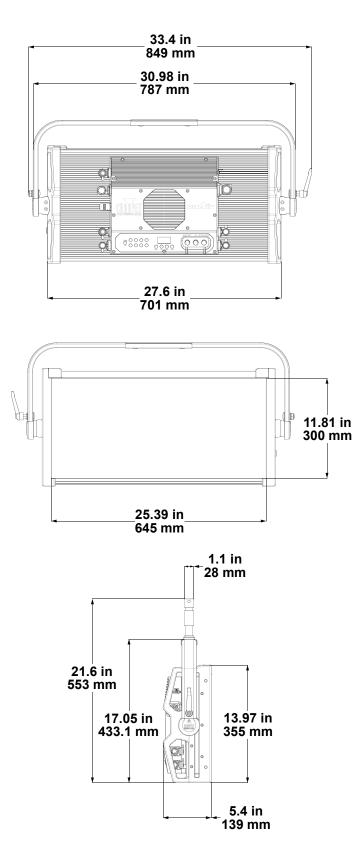
- Full-spectrum LED 2x1 format soft light panel style fixture for broadcast, film, and special events
- IP65 rating for all weather use indoors or out.
- · Linear color temperature presets from 2800 K to 8000 K with high CRI and CQS
- Virtual color wheel with color matched to popular gel colors
- +/- Green adjustment and emulated red-shift via DMX or on-board control
- RDM (Remote Device Management) and CRMX Wireless Control for added flexibility
- Adjustable PWM (Pulse Width Modulation) to avoid flickering on camera
- Virtually silent operation for use in studio applications
- Ultra-smooth 16-bit dimming curves and speeds to complement any lighting scheme.
- Easily switch mounting options from Jr Pin to Omega Bracket
- Drop-in slot for diffusers and intensifier filter (sold separately)
- Rugged design for years of rough use in the most extreme conditions.
- Easy to use on-board control with full access to all the features of the fixture without the need for a dedicated controller.
- USB port for fixture software updates
- 28 VDC power input via 3-pin XLR to power the fixture from an external battery pack

Product Overview





Product Dimensions





3. Setup

AC Power

The onAir IP Panel 2 has an auto-ranging power supply and it can work with an input voltage range of 100 to 240 VAC, 50/60 Hz.

To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart. The listed current rating indicates the product's average current draw under normal conditions.



Always connect the product to a protected circuit (a circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.

To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.



Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.

AC Plug

The onAir IP Panel 2 comes with a power input cord terminated with a Seetronic Powerkon IP65 connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if you need the change the plug, use the table below to wire the new plug.

Connection	Connection Wire (U.S.)		Screw Color
AC Live	AC LiveBlackAC NeutralWhiteAC GroundGreen/Yellow		Yellow or Brass
AC Neutral			Silver
AC Ground			Green

Power Linking

The product supports power linking. You can power link up to 3 products at 100 V, up to 4 products at 120 V, up to 7 products at 208 V, or up to 8 products at 230 and 240 V.

This product comes with a power input cord. Power linking cables are available from Chauvet for purchase. **DC Power**

The onAir IP Panel 2 has a 3-pin IP65 XLR power input that can work with an input voltage of 28 VDC. **USB Software Update**

The onAir IP Panel 2 allows for software update through USB using the built-in USB port. To update the software using a USB type C flash drive, do the following:

- 1. Power on the fixture and plug the flash drive into the USB port.
- Once the flash drive has been detected, the message "Upgrade Firmware" will be displayed. Press <ENTER>. If a different message appears on the display, search for the update software in the main menu (Upgrade Firmware) and select from Only This Fixture, Multiple Fixture, or Other Fixture Type. A list of the software update files will be displayed.
- 3. Select the file that needs to be uploaded. The message "**Are you sure?**" will be displayed. Press <**ENTER**>.
- If the selected file is correct, the update will be completed. Restart the product. If the selected file is incorrect, the update will fail, and the display will go back to the main interface. Repeat steps 1-3 using the correct file.



The "Other Fixture Type" option can only be selected for connected products compatible with the Upload 03 (the first 2 digits on the item code must be 03).



Signal Connections

The onAir IP Panel 2 can receive a DMX, Art-Net[™], sACN, or a wireless Lumenradio CRMX[™] signal. The product has 2 Seetronic Etherkon-compatible through ports and 5-pin DMX in and out ports. If using other compatible products with this product, you can control each individually with a single controller.

Control Personalities

The onAir IP Panel 2 uses a 5-pin DMX data connection, Art-Net[™], sACN, or wireless CRMX[™] for its 12 control personalities, ranging from **1Ch** to **32Ch**.

- Refer to the <u>Operation</u> chapter to learn how to configure the onAir IP Panel 2 to work in these
 personalities.
- The <u>Control Channel Assignments and Values</u> section provides detailed information regarding the control personalities.



If you are not familiar with or need more information about DMX standards or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: <u>www.chauvetprofessional.com</u>.

DMX Linking

You can link the onAir IP Panel 2 to a DMX controller using a 5-pin DMX connection or a CRMX[™] connection. For more information about DMX, read the DMX primer at: <u>https://</u>www.chauvetprofessional.com/wp-content/uploads/2016/06/DMX Primer.pdf.

Remote Device Management (RDM)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check the DMX controller's User Manual or with the manufacturer as not all DMX controllers have this capability. The onAir IP Panel 2 supports RDM protocol that allows feedback to make changes to menu map options.

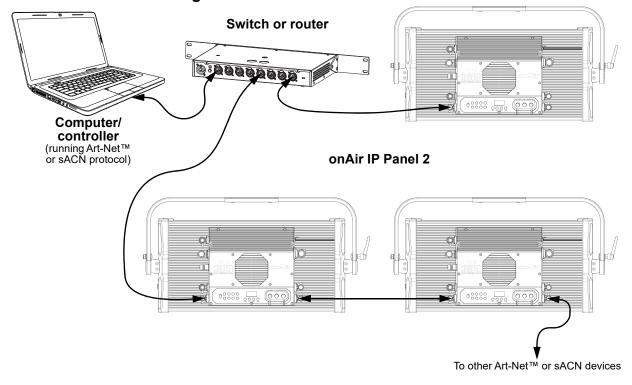
Art-Net[™] Connection

Art-Net[™] is an Ethernet protocol that uses TCP/IP which transfers a large amount of DMX512 data using an ethernet connection over a large network. An Art-Net[™] protocol document is available from <u>www.chauvetprofessional.com</u>.

Art-Net[™] designed by and copyright Artistic Licence Holdings Ltd.

sACN Connection

Also known as ANSI E1.31, streaming ACN is an Ethernet protocol that uses the layering and formatting of Architecture for Control Networks to transport DMX512 data over IP or any other ACN compatible network. **Ethernet Connection Diagram**





Lumenradio CRMX[™] Connection

In optimal conditions, the onAir IP Panel 2 can operate up to 300 m (900 ft) away from the CRMX[™] transmitter, The CRMX[™] receiver in the onAir IP Panel 2 must be paired with the CRMX[™] transmitter for wireless operation.

Initial Setup

- 1. Turn the CRMX[™] transmitter on.
- 2. Connect the CRMX[™] transmitter to a DMX controller.
- 3. Place the onAir IP Panel 2 within 300 m from the CRMX[™] transmitter.
- 4. Turn the onAir IP Panel 2 on.

Configuration

- 1. From the onAir IP Panel 2's control panel, go to DMX Address.
- 2. Select the start address, as with any other DMX compatible product.
- 3. Go to Wireless Setting > Receive On/Off.
- 4. Select **On**. (The Signal Strength Indicator will show a **?** in front of the bars)
- 5. Press the reset button on the CRMX[™] transmitter. (The Signal Strength Indicator on the onAir IP Panel 2 will show a 4 in front of the bars for 3 seconds while a connection is established.)

Product Pairing

If the onAir IP Panel 2 has already been paired with the CRMX[™] transmitter, the Signal Strength Indicator on top of the display will show the strength of the signal. In this case, the onAir IP Panel 2 is ready to work in Wireless mode.

Pairing the onAir IP Panel 2 and a New CRMX[™] Transmitter

- 1. From the onAir IP Panel 2 control panel, go to Wireless Setting > Receive Reset.
- 2. Select Yes.
- 3. From the CRMX[™] transmitter, press **<RESET>**. The signal indicator on the transmitter will flash.
- 4. Once the transmitter has found the onAir IP Panel 2, the signal indicator on the CRMX™
- transmitter will illuminate solid.
- 5. The display screen on the onAir IP Panel 2 will show the strength of the signal.

CRMX[™] operation can be interrupted or inhibited by people or liquid masses, including



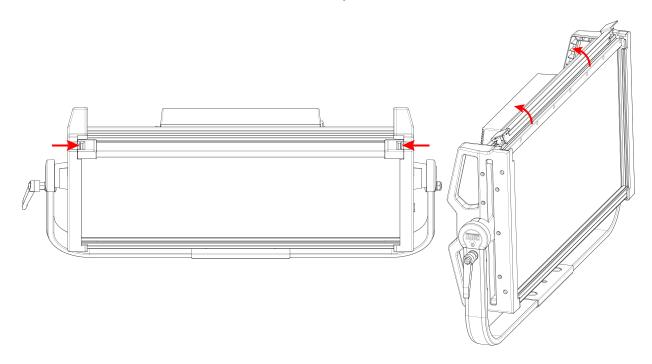
water or snow, between the transmitter and receiver. For best results, keep the area

between the transmitter and receiver clear of any liquid masses.

Accessory Slots

The onAir IP Panel 2 has 2 accessory slots that can be accessed by pressing the accessory slot tabs inward and opening the hinged accessory slot cover.

- The back slot is for a diffuser or intensifier.
- The front slot is for accessories such as a honeycomb or barn doors.





Mounting

Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes. For our CHAUVET Professional line of mounting clamps, go to <u>http://trusst.com/products/</u>.

Orientation

Always mount this product in a safe position, making sure there is adequate room for ventilation, configuration, and maintenance.

Rigging

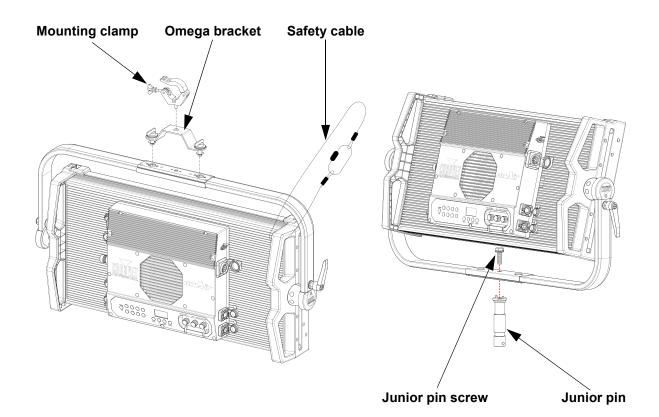
Chauvet recommends using the following general guidelines when mounting this product.

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are mounting the product can support the product's weight. See the <u>Technical Specifications</u> for weight information.
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.

Procedure

The onAir IP Panel 2 comes with an omega bracket and a junior pin. Mounting clamps are sold separately. Make sure the clamps are capable of supporting the weight of this product. Use at least two mounting points per product. For the CHAUVET Professional line of mounting clamps, go to <u>http://www.trusst.com/products</u>.

Mounting Diagram





4. Operation Control Panel Description

Button/Knob	Function		
<menu></menu>	Exits from the current menu or function		
<enter></enter>	Enables the currently displayed menu or sets the currently selected value into the selected function		
 <up> Navigates upwards through the menu list or increases the numeric value</up> function 			
<down></down>	Navigates downwards through the menu list or decreases the numeric value when in a function		
COMPARENCE AND ADDED AND ADDED A			
<+/-GRN/HUE> Increases or decreases the green value (CCT mode) or the hue value (H)			
<cct saturation=""></cct>	Increases or decreases the color temperature (CCT mode) or the saturation (HSV mode)		
PRESET A/B> Toggles between A presets (built-in) and B presets (custom)			
<2800K/B1>			
<3000K/B2>			
<3200K/B3>	Selects a preset. Hold for 3 seconds to save the current look to the selected B preset.		
<4000K/B4>			
<5000K/B5>			
<5600K/B6>			
<6000K/B7>	- - -		
<6500K/B8>			

Control Options

The onAir IP Panel 2 has 9 options for control:

- Wired DMX
- Wireless Lumenradio CRMX™
- Art-Net[™] (wired ethernet)
- sACN (wired ethernet)
- CCT Control (Correlated Color Temperature, standalone with the control knobs)
- HSV Control (Hue, Saturation, Value, standalone with the control knobs)
- Preset CCTs (standalone through the display menu and preset buttons)
- Manual Color Mixer (standalone through the display menu)
- Effect Macros (standalone through the display menu)

Programming

Refer to the menu map to understand the menu options. The menu map shows the main menu and a variable number of programming levels for each option.

- To access the main menu from the <u>Home Screen</u>, press <MENU>.
- To navigate to the desired option in the main menu, press <MENU> repeatedly until the option is indicated, or use <UP> or <DOWN> to navigate directly.
- Press **<ENTER>** to select the indicated option.
- Use **<UP>** or **<DOWN>** to navigate within a programming level until the desired option is indicated.
- To return to the main menu, press **<MENU>** repeatedly until it shows on the display.
- Press and hold **<MENU>** to return to the home screen.

Control options can also be accessed through the Web Server.



Menu Map

Refer to the onAir IP Panel 2 product page on <u>www.chauvetprofessional.com</u> for the latest menu map.

Main Menu	Programming Levels				Description
	DMX512				
Protocol		Art	Sets the control protocol		
		sA	CN		
DMX Address	001–512 * c		Selects DMX address (*Highest channel restricted to personality chosen)		
		Preset CCTs	Hue	<-25–25>	1-channel: selects a preset CCT an hue
	1Ch		Red	<000–255>	
	ich	Manual	Green	<000–255>	1-channel: combine red, green, blue and white to make a custom color (6)
		Color Mixer	Blue	<000–255>	_100%)
			White	<000–255>	
		30	h		3-channel: dimmer, color temperature, hue
		40	h		4-channel: RGBW
_		50	°h		5-channel: 16-bit dimmer, color
					temperature, hue, strobe
DWY		60			6-channel: dimmer, RGBW, strobe
DMX Channel		80	8-channel: 16-bit RGBW		
Channel					11-channel: 16-bit dimmer, RGBW,
		110	Cn	strobe, color temperature, hue, effe macros and speed	
_				15-channel: 16-bit dimmer, 16-bit	
		150	Ch	RGBW, strobe, color temperature, hue, effect macros and speed	
_	16Ch				16-channel: RGBW 1–4
-	18Ch				18-channel: dimmer, RGBW 1–4,
		180	u	strobe	
		230	Ch	23-channel: dimmer, RGBW 1–4, strobe, color temperature, hue, effe macros and speed, control	
	32Ch				32-channel: 16-bit RGBW 1–4
	CCT Control				Correlated color temperature control
	HSV Control				Hue, saturation, value control
_		2800K			
		2900K			
		3000K			Selects preset color temperature, dimmer and hue
		3100K			
		3200K			
		3300K	-		
		3400K			
		3500K			
Static	Preset	3600K	Dimmer	<000–255>	
	CCTs				
		3800K	Hue	<-25–25>	
		3900K			
		4000K			
		4100K			
		4200K			
		4300K			
		4400K			
		4500K 4600K	_		
		/1600K		1	





Main Menu		Programm	ing Levels		Description
Static (cont.)	Preset CCTs (cont.)	4700K 4800K 5000K 5100K 5200K 5300K 5400K 5500K 5600K 5700K 6000K 6500K 7000K 7500K	Dimmer <000–255> Hue <-25–25>		Selects preset color temperature, dimmer and hue
	Manual Color Mixer Color Chase	Red Green Blue White	<000-	-255>	Combine red, green, blue, and white to make custom color (0–100%)
Effect Macros	Police Car Firetruck Fire Clouds Fireworks Paparazzi	ruck 'e <001–100> uds orks razzi		Selects effect macro and speed	
Red Shift	Lightining	Lightning On Off			Enables or disables red shift
Master/		Mas	ster		Standalone mode
Slave		Slave Hold Last			Slave mode Holds last signal received
DMX Loss		Stop DMX			Holds output
		Blackout			Blacks out the product
Dimmer Curve		S Curve Linear Square Inverse Square			Sets the dimmer curve
Dimmer			ff		Instantaneous dimmer
Mode		Dimmer 1–3 Off			Dimmer mode, fast (1) to slow (3) Color calibration off
Color Calibration	User Calibration	Red Green Blue White		-255>	Sets maximum red LED value Sets maximum green LED value Sets maximum blue LED value Sets maximum white LED value
	Factory Calibration			Color calibration set by factory	
LED Frequency		600Hz 1200Hz 2000Hz			Sets the Pulse Width Modulation
riequency		4000Hz 6000Hz 25KHz			frequency



Main Menu	in Menu Programming Levels			Description
	Auto		Sets the fan to auto mode	
Fan Mode	On			Sets the fan to always on
				Sets the fan to always off
	Silent			Sets the fan to silent
	Receive Off/	Off		Enables/disables CRMX™
	On		On	
Wireless	Receive	No		Resets wireless receiver
Setting	Reset	Yes		
	Wireless To		No	Enables/disables wireless to DMX
	DMX		Yes	
		1	OS	Turns off display backlight after 10 seconds of inactivity
Back Light		3	0S	Turns off display backlight after 30 seconds
	2Min			Turns off display backlight after 2 minutes of
		Always On		Display backlight always on
	Universe	000–255 (Art-net™) 001–256 (sACN)		Sets the Art-Net™ or sACN universe
Ethernet	Start Channel		001–512	Sets the starting channel
Setting	IP Address	2 10 239	000–255 . 000–255 . 000– 255	Sets the IP address
	Ethernet To		Νο	Enables/disables Ethernet to DMX
	DMX		Yes	
	Fixture Hours		<h></h>	Shows total hours the product has been powered on
	LED Hours		<h></h>	Shows total hours the LEDs have been powered on
Information	Disp Ver	<v></v>		Shows current display version
	Drv Ver	<v></v>		Shows current driver version
	Net Ver	<v></v>		Shows current net version
	UID	21	A40	Shows product UID
	Only This Fixture	-	CHL	Selects an update file for this product, or shows " No such file! "
	Multiple		CHL	Selects an update file for this and
Upgrade Firmware	Fixture			connected onAir IP Panel 2 products or shows " No such file! "
	Other	-	CHL	Selects an update file for other
	Fixture Type			connected products, or shows " No such file! "
Factory	No			Resets the product to factory default
Reset	Yes			settings

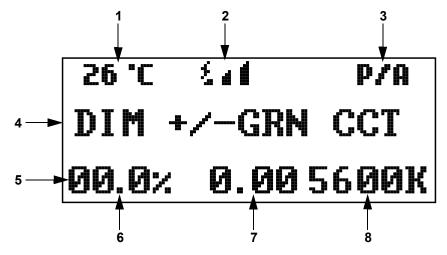


The "Other Fixture Type" option under Upgrade Firmware can only be selected for connected products compatible with the Upload 03 (the first 2 digits of the item code must be 03).



Home Screen

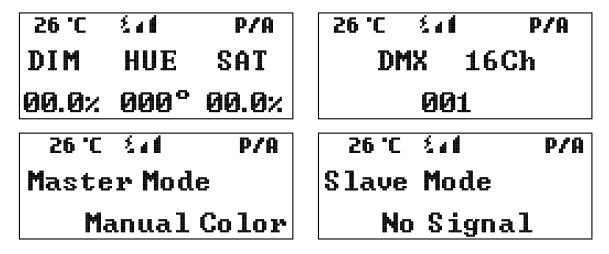
The home screen of the onAir IP Panel 2 shows the current settings and status of the product. To see the home screen, press and hold **<MENU>** until it shows on the display. From the home screen, press **<MENU>** to access the menu.



Number Description

	•				
1	Current product temperature				
2	Current wireless signal status				
3	Current preset or preset bank				
4	Middle line shows current control mode. Shows DIM +/-GRN CCT in CCT mode, DIM HUE SAT in HSV mode, Master Mode in master mode, Slave Mode in slave mode, etc.				
5	Bottom line shows details of the current control mode				
6	Current dimmer or intensity value (00.0–100%) in CCT or HSV mode				
7	Current +/- green value (-0.25–+0.25) in CCT mode, or hue value (000–360°) in HSV mode				
8	Current color temperature (2800–8000K) in CCT mode, or saturation value (000–255) in HSV mode				

Example Home Screens





Configuration (DMX, Art-Net[™], sACN)

Use control configurations to operate the product with a DMX, Art-Net[™], or sACN controller.

Control Mode

The onAir IP Panel 2 works with wired DMX, CRMX[™], Art-Net[™], and sACN control signals. To select which protocol to use:

- 1. Go to the **Protocol** main level.
- 2. Select the desired protocol, from DMX512, ArtNet, or sACN.
 - See the Wireless Lumenradio CRMX[™] Settings section for further setup of CRMX[™].
 - See the <u>Ethernet Setting</u> section for further setup of ethernet protocols (Art-Net[™] or sACN).

Control Personalities

To set the control personality:

- 1. Go to the **DMX Channel** main level.
- 2. Select the desired personality, from 1Ch, 3Ch, 4Ch, 5Ch, 6Ch, 8Ch, 11Ch, 15Ch, 16Ch, 18Ch, 23Ch, or 32Ch.
 - See the <u>Starting Address</u> section for the highest starting address you can select for each personality.



Make sure that the starting addresses on the various products do not overlap due to the new personality setting.

Starting Address

Each product will respond to a unique starting address from the controller. All products with the same starting address will respond in unison. To set the starting address in DMX mode:

- 1. Go to the **DMX Address** main level.
- 2. Select the starting address (001-512).

Personality	Highest Address	Products per Universe
1Ch	512	512
3Ch	510	170
4Ch	509	128
5Ch	508	102
6Ch	507	85
8Ch	505	64
11Ch	502	46
15Ch	498	34
16Ch	497	32
18Ch	495	28
23Ch	490	22
32Ch	481	16

Ethernet Setting

The Ethernet Settings control the universe, start address (Art-Net[™] or sACN), IP address, and ethernet conversion functions of the product.

Universe

To assign an Art-Net[™] or sACN universe to the onAir IP Panel 2:

- 1. Go to the Ethernet Setting main level.
- 2. Select the Universe option.
- 3. Set the universe, from **000–255** (for Art-Net[™]) or from **001–256** (for sACN).

Start Channel

Each product will respond to a unique starting address from the controller. All products with the same starting address will respond in unison. To set the starting address in Art-Net[™] or sACN mode:

- 1. Go to the **Ethernet Setting** main level.
- 2. Select the Start Channel option.
- 3. Select the starting address (001–512)
 - See the <u>Starting Address</u> section for the highest starting address you can select for each personality.
 - Make sure that the starting addresses on the various products do not overlap due to the new
 personality setting.



IP Address

To set the IP address:

- 1. Go to the **Ethernet Setting** main level.

- Select the IP Address option.
 Select the first value of the IP address, from 2, 10, or 239.
 Press <ENTER> to cycle through the 4 values of the IP address.
- 5. Set the other 3 values from **000–255**.
- 6. Press <MENU> to exit when the IP address is set as desired.

Ethernet to DMX

When Ethernet to DMX is active, the selected universe of the Art-Net[™] or sACN signal will be converted to DMX and output through the 5-pin DMX out port.

- 1. Go to the Ethernet Setting main level.
- 2. Select the Ethernet To DMX option.
- 3. Select from **No** (do not convert) or **Yes** (convert).

Control Channel Assignments and Values 32Ch

Channel	Function		Percent/Setting
1	Red 1	000 ⇔ 255	0–100%
2	Fine red 1	000 ⇔ 255	0–100%
3	Green 1	000 ⇔ 255	0–100%
4	Fine green 1	000 ⇔ 255	
5	Blue 1	000 ⇔ 255	0–100%
6	Fine blue 1	000 ⇔ 255	
7	White 1	000 ⇔ 255	
8	Fine white 1	000 ⇔ 255	
9	Red 2	000 ⇔ 255	
10	Fine red 2	000 ⇔ 255	
11	Green 2	000 ⇔ 255	
12	Fine green 2	000 🗇 255	
13	Blue 2	000 🗇 255	
14	Fine blue 2	000 🗇 255	
15	White 2	000 🗇 255	
16	Fine white 2	000 ⇔ 255	
17	Red 3	000 ⇔ 255	
18	Fine red 3	000 ⇔ 255	
19	Green 3	000 ⇔ 255	
20	Fine green 3	000 ⇔ 255	
21	Blue 3	000 ⇔ 255	
22	Fine blue 3	000 ⇔ 255	
23	White 3	000 ⇔ 255	
24	Fine white 3	000 ⇔ 255	
25	Red 4	000 ⇔ 255	
26	Fine red 4	000 ⇔ 255	
27	Green 4	000 ⇔ 255	
28	Fine green 4	000 ⇔ 255	
29	Blue 4	000 ⇔ 255	
30	Fine blue 4	000 ⇔ 255	
31	White 4	000 ⇔ 255	
32	Fine white 4	000 🗇 255	0–100%



Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red 1	000 ⇔ 255	
3	Green 1	000 ⇔ 255	
4	Blue 1	000 ⇔ 255	
5	White 1	000 ⇔ 255	
6	Red 2	000 ⇔ 255	
7	Green 2	000 ⇔ 255	
8	Blue 2	000 ⇔ 255	
9	White 2	000 ⇔ 255	
10	Red 3	000 ⇔ 255	
11	Green 3	000 ⇔ 255	
12	Blue 3	000 ⇔ 255	
13	White 3	000 ⇔ 255	
14	Red 4	000 ⇔ 255	
15	Green 4	000 ⇔ 255	
16	Blue 4	000 ⇔ 255	
17	White 4	000 ⇔ 255	
18	Strobe		No function
			Strobe, slow to fast
19	Color temperature		See the <u>Color Temperature Chart</u>
20	Hue	000 ⇔ 001	
		002 ⇔ 255	
			No function
			Color chase
		040 ⇔ 068	
		069 ⇔ 096	
21	Effect macros	097 ⇔ 125	
		126 ⇔ 154	
		155 ⇔ 182	
		183 🗇 211	•
		212 ⇔ 240	
			No function
22	Effect macro speed		Speed, slow to fast
23	Control	000 ⇔ 255	See the <u>Control Chart</u>



Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red 1	000 ⇔ 255	0–100%
3	Green 1	000 ⇔ 255	0–100%
4	Blue 1	000 ⇔ 255	0–100%
5	White 1	000 ⇔ 255	0–100%
6	Red 2	000 ⇔ 255	0–100%
7	Green 2	000 ⇔ 255	0–100%
8	Blue 2	000 ⇔ 255	0–100%
9	White 2	000 ⇔ 255	0–100%
10	Red 3	000 ⇔ 255	0–100%
11	Green 3	000 ⇔ 255	0–100%
12	Blue 3	000 ⇔ 255	0–100%
13	White 3	000 ⇔ 255	0–100%
14	Red 4	000 ⇔ 255	0–100%
15	Green 4	000 ⇔ 255	0–100%
16	Blue 4	000 ⇔ 255	0–100%
17	White 4	000 ⇔ 255	0–100%
18	Strobe		No function
10	Sube	011 ⇔ 255	Strobe, slow to fast

Channel	Function	Value	Percent/Setting
1	Red 1	000 ⇔ 255	0–100%
2	Green 1	000 ⇔ 255	0–100%
3	Blue 1	000 ⇔ 255	0–100%
4	White 1	000 ⇔ 255	
5	Red 2	000 ⇔ 255	0–100%
6	Green 2	000 ⇔ 255	
7	Blue 2	000 ⇔ 255	0–100%
8	White 2	000 ⇔ 255	0–100%
9	Red 3	000 ⇔ 255	
10	Green 3	000 ⇔ 255	
11	Blue 3	000 ⇔ 255	
12	White 3	000 ⇔ 255	
13	Red 4	000 ⇔ 255	0–100%
14	Green 4	000 ⇔ 255	0–100%
15	Blue 4	000 ⇔ 255	
16	White 4	000 ⇔ 255	0–100%



Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Fine dimmer	000 ⇔ 255	0–100%
3	Red	000 ⇔ 255	0–100%
4	Fine red	000 ⇔ 255	0–100%
5	Green	000 ⇔ 255	0–100%
6	Fine green	000 ⇔ 255	0–100%
7	Blue	000 ⇔ 255	0–100%
8	Fine blue	000 ⇔ 255	0–100%
9	White	000 ⇔ 255	0–100%
10	Fine white	000 ⇔ 255	0–100%
11	Strobe	000 🗇 010	No function
	Strobe	011 ⇔ 255	Strobe, slow to fast
12	Color temperature	000 ⇔ 255	See the Color Temperature Chart
13	Hue	000 🗇 001	0
15		002 ⇔ 255	-25-+25
			No function
		011 🗇 039	Color chase
		040 ⇔ 068	Police car
		069 ⇔ 096	Firetruck
14	Effect macros	097 🗇 125	Fire
14	Effect macros	126 🗇 154	Clouds
		155 🗇 182	Fireworks
		183 🗇 211	Paparazzi
		212 ⇔ 240	Lightning
			No function
15	Effect macro speed	000 ⇔ 255	Speed, slow to fast

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	0–100%
4	Blue	000 ⇔ 255	0–100%
5	White	000 ⇔ 255	0–100%
6	Strobe		No function
0	Strobe	011 ⇔ 255	Strobe, slow to fast
7	Color temperature	000 ⇔ 255	See the <u>Color Temperature Chart</u>
8	Hue	000 🗇 001	0
U	liue	002 ⇔ 255	-25–+25
		000 ⇔ 010	No function
		011 ⇔ 039	Color chase
		040 🗇 068	
		069 ⇔ 096	Firetruck
9	Effect macros	097 🗇 125	Fire
9	Lifect macros	126 🗇 154	Clouds
		155 🗇 182	Fireworks
		183 🗇 211	Paparazzi
		212 🗇 240	Lightning
		241 🗇 255	No function
10	Effect macro speed		Speed, slow to fast
11	Control	000 ⇔ 255	See the Control Chart



Channel	Function	Value	Percent/Setting
1	Red	000 ⇔ 255	0–100%
2	Fine red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	
4	Fine green	000 ⇔ 255	0–100%
5	Blue	000 ⇔ 255	0–100%
6	Fine blue	000 ⇔ 255	0–100%
7	White	000 ⇔ 255	0–100%
8	Fine white	000 ⇔ 255	0–100%

6Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	
3	Green	000 ⇔ 255	
4		000 ⇔ 255	
5		000 ⇔ 255	
6	Strobe		No function
U	Stible	011 ⇔ 255	Strobe, slow to fast

5Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Fine dimmer	000 ⇔ 255	
3	Color temperature	000 ⇔ 255	See the <u>Color Temperature Chart</u>
-	4 Hue	000 ⇔ 001	0
-		002 ⇔ 255	
5	Strobe		No function
5	Stibbe	011 ⇔ 255	Strobe, slow to fast

4Ch

Channel	Function	Value	Percent/Setting
1		000 ⇔ 255	
2	Green	000 ⇔ 255	0–100%
3	Blue	000 ⇔ 255	0–100%
4	White	000 ⇔ 255	0–100%

3Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Color temperature	000 ⇔ 255	See the Color Temperature Chart
3	HUA	000 ⇔ 001 002 ⇔ 255	

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100% (color set through display menu)



Color Temperature Chart

Function	Value	Percent/Setting
	000 ⇔ 005	No function
	006 🗇 012	2800K
	013 🗇 019	2900K
	020 ⇔ 026	3000K
	027 🗇 033	
	034 🗇 040	
	041 ⇔ 047	
	048 ⇔ 054	
	055 ⇔ 061	
	062 ⇔ 068	
	069 ⇔ 075	
	076 ⇔ 082	
	083 ⇔ 089	
	090 ⇔ 096	
	097 ⇔ 103	
	104 ⇔ 110	
	111 ⇔ 117	
Color temperature	118 ⇔ 124	
	125 ⇔ 131	
	132 ⇔ 138	
	139 ⇔ 145	
	146 ⇔ 152	
	153 ⇔ 159	
	160 ⇔ 166	
	167 ⇔ 173	
	174 ⇔ 180	
	181 🗇 187	
	188 ⇔ 194	
	195 ⇔ 201	
	202 ⇔ 208	
	209 ⇔ 215	
	216 ⇔ 222	
	223 ⇔ 229	
	230 ⇔ 236 237 ⇔ 243	
	244 ⇔ 255	ουυυκ



Operation

Control Chart

Function	Value	Percent/Setting
	000 ⇔ 007	No function
	008 🗇 015	Reset dimmer
	016 ⇔ 023	Red shift on
	024 ⇔ 031	Red shift off
	032 🗇 039	S-curve dimmer
	040 ⇔ 047	Linear dimmer
	048 ⇔ 055	Square dimmer
	056 ⇔ 063	Inverse square dimmer
Control	064 ⇔ 071	Dimmer mode off
	072 ⇔ 079	Dimmer mode 1 (fast)
	080 🗇 087	Dimmer mode 2
	088 ⇔ 095	Dimmer mode 3 (slow)
	096 ⇔ 103	Fan mode auto
	104 🗇 111	Fan mode on
	112 ⇔ 119	Fan mode off
	120 🗇 127	Fan mode silent
	128 🗇 255	Reserved for future use

Configuration (Standalone)

In a standalone mode, the onAir IP Panel 2 can be controlled through the display menu, the control knobs, and/or the preset buttons.

CCT Control

In CCT Control mode, the control knobs have the following functions:

- <CCT/SATURATION>: Increase or decrease the correlated color temperature, from 2800–8000K.
- <+/-GRN/HUE>: Increase or decrease the green level, from -0.25-0.25.
- **<DIM/INTENSITY>**: Increase or decrease the dimmer value, from **00.0–100%**.

To set the product to CCT Control mode, press one of the preset buttons, or:

- 1. Go to the **Static** main level.
- 2. Select the CCT Control option.

Preset Buttons

Pressing one of the 8 preset buttons will automatically set the product to CCT Control mode.

- Press < Preset A/B> to toggle between the A presets (factory-defined) and the B presets (custom).
 - To save a custom preset:
 - 1. Press **<Preset A/B>** until the upper right corner of the display reads **P/B**.
 - 2. Set the control knobs as desired in CCT Control mode.
 - 3. Press and hold the button for the desired preset. (Master Mode Preset Save will flash on the display).

HSV Control

In HSV Control mode, the control knobs have the following functions:

- <CCT/SATURATION>: Increase or decrease the saturation, from 00.0–100%.
- <+/-GRN/HUE>: Increase or decrease the hue value, from 000–360°.
- **<DIM/INTENSITY>**: Increase or decrease the dimmer value, from **00.0–100%**.
- To set the product to HSV Control mode:
 - 1. Go to the **Static** main level.
 - 2. Select the **HSV Control** option.



Preset CCTs

To set the onAir IP Panel 2 to a preset correlated color temperature through the display menu:

- 1. Go to the Static main level.
- 2. Select the Preset CCTs option.
- Select the preset correlated color temperature, from 2800K, 2900K, 3000K, 3100K, 3200K, 3300K, 3400K, 3500K, 3600K, 3700K, 3800K, 3900K, 4000K, 4100K, 4200K, 4300K, 4400K, 4500K, 4600K, 4700K, 4800K, 4900K, 5000K, 5100K, 5200K, 5300K, 5400K, 5500K, 5600K, 5700K, 6000K, 6500K, 7000K, 7500K, or 8000K.
- 4. Set the **Dimmer** from **000–255**.
- 5. Set the **Hue** from **-25–25**.

Manual Color Mixer

To mix a custom static color through the display menu of the onAir IP Panel 2:

- 1. Go to the Static main level.
- 2. Select the Manual Color Mixer option.
- 3. Select the color value to edit, from Red, Green, Blue, and White.
- 4. Set the selected color value from 000-255.
- 5. Repeat until the color is set as desired.

Effect Macros

The onAir IP Panel 2 features 8 effect macros which simulate lighting effects.

- 1. Go to the Effect Macros main level.
- 2. Select the effect macro, from Color Chase, Police Car, Firetruck, Fire, Clouds, Fireworks, Paparazzi, or Lightning.
- 3. Set the speed from **001–100**.

Configuration (Settings)

Red Shift

With red shift enabled, the color temperature will warm as the dimmer decreases in imitation of a lamp. To enable or disable the red shift function:

- 1. Go to the Red Shift main level.
- 2. Select from **On** or **Off**.

Master/Slave

To set the onAir IP Panel 2 product to master or slave mode:

- 1. Go to the **Master/Slave** main level.
 - 2. Select from Master (sends control signal) or Slave (receives control signal).
 - Configure all the slave products before connecting the master to the daisy chain.
 - Never connect a DMX controller to a DMX string configured for Master/Slave operation
 - because the controller may interfere with the signals from the master.
 - Do not connect more than 31 slaves to the master.

DMX Loss

To set the way in which the product will respond to the loss of a DMX signal:

- 1. Go to the **DMX Loss** main level.
 - 2. Select from
 - Hold Last (maintain and send the last DMX values received),
 - Stop DMX (maintain the last DMX values received without sending), or
 - Blackout (set all channels to 000).

Dimmer Curve

To set the dimmer curve:

- 1. Go to the Red Shift main level.
- 2. Select from S Curve, Linear, Square, or Inverse Square.

Dimmer Speed Mode

To set the dimmer speed:

- 1. Go to the **Dimmer Mode** main level.
- Select the dimmer speed mode from Off (instant), Dimmer 1 (fastest), Dimmer 2, or Dimmer 3 (slowest).



Color Calibration

To configure the color calibration:

- 1. Go to the Color Calibration main level.
- 2. Select from Off, User Calibration, or Factory Calibration.
- 3. If **User Calibration**, select the maximum color value to edit, from **Red**, **Green**, **Blue**, or **White**.
- 4. Set the maximum level for the selected color, from 125-255.
- 5. Repeat until the colors are calibrated as desired.

Pulse Width Modulation

To set the frequency of the pulse width modulation:

- 1. Go to the LED Frequency main level.
- Select the PWM frequency, from 600Hz, 1200Hz, 2000Hz, 4000Hz, 6000Hz, or 25KHz.

Fan Mode

To set the fan mode:

- 1. Go to the Fan Mode main level.
- Select the fan mode, from Auto (adjusts to product temperature), On (always on), Off (always off), or Silent (silent mode).

Wireless Lumenradio CRMX[™] Settings

Togale CRMX™

To enable or disable wireless CRMX[™] control:

- 1. Go to the Wireless Setting main level.
- Select the Receive Off/On option.
 Select from Off (disabled) or On (enabled).

Receiver Reset

To reset the CRMX[™] receiver:

- 1. Go to the Wireless Setting main level.
- 2. Select the Receive Reset option.
- 3. Select from No (do not reset) or Yes (reset).

Wireless to DMX

The onAir IP Panel 2 can convert wireless CRMX™ to wired DMX output. To enable or disable this function:

- 1. Go to the Wireless Setting main level.
- Select the Wireless To DMX option.
- Select from No (do not convert) or Yes (convert).

Display Backlight

To set how long the display will stay lit without activity:

- 1. Go to the **Back Light** main level.
- 2. Select from 10S (10 seconds), 30S (30 seconds), 2Min (2 minutes), or Always On.

Information

To view product information, such as the number of hours the product has been on, the driver firmware, etc., go to the **Information** main level.

Factory Reset

To reset the product to factory default settings:

- 1. Go to the Factory Reset main level.
- Select No (do not reset) or Yes (reset).



Web Server

The onAir IP Panel 2 Web Server can be accessed by any computer on the same network as the product. It allows network access to system information, settings such as control protocol and starting address, color output testing, and the ability to change the Web Server password.

- 1. Connect the product to a Windows computer with a network cable.
- 2. On the computer, set the IP address of the new network to have the same first 3 digits as the IP address of the product (See <u>IP Address</u>).
- 3. Enter the IP address of the product into the URL bar of a web browser on the computer.
- 4. Enter both the User Name and Password as **admin** to log in.

Home

The Web Server Home page displays the details of all available control personalities and the technical specifications for the onAir IP Panel 2.

Settings

The Web Server Settings page provides options for control. From the drop-down menus, the Protocol, Universe, Start Address, IP Address, Ethernet to DMX, Personality, Dimmer Curve, Dimmer Mode, and PWM Frequency can all be edited. Click **Save Settings** to send the new configuration to the product.

Output

On the Web Server Output page, an output test of the product's LEDs can be performed, by either editing the values of each LED manually (by typing the number or moving the fader), or by selecting a sample color. The page will show the current output color on the bottom left.

Security

The Web Server Security page gives the option to change the password to the connected product's web server. Enter the old password (**admin**, by default) and the new password twice, then click **Save Settings** to change the password.



5. Maintenance

Product Maintenance

Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and/or mechanical wear. To maintain optimum performance and minimize wear, clean your lighting products at least twice a month. However, be aware that usage and environmental conditions could be contributing factors to increase the cleaning frequency.

To clean the product, follow the instructions below:

- 1. Unplug the product from power.
- 2. Wait until the product is at room temperature.
- 3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/vents.
- 4. Clean all transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
- 5. Apply the solution directly to a soft, lint free cotton cloth or a lens cleaning tissue.
- 6. Softly drag any dirt or grime to the outside of the transparent surface.
- 7. Gently polish the transparent surfaces until they are free of haze and lint.



Always dry the transparent surfaces carefully after cleaning them.

Do not spin the cooling fan with compressed air. Damage may result.



6. Technical Specifications

Dimensions and	Weight					
Length		Width	Height		Weight	
33.4 in (849 mm) 5.4 i		n (139 mm) 21.6 in (553 n		mm) 3	mm) 37.9 lb (17.1 kg)	
Note: Dimensions Power	in inches are rour	nded.				
Power Supply Type		Range		Voltage Selection		
Switching (internal) Battery (external)		100 to 240 VAC, 50/60 Hz 28 VDC		Auto-ranging Fixed		
Parameter	100 V, 60 Hz	120 V, 60 Hz	208 V, 60 Hz	230 V, 50 H	z 240 V, 50 Hz	
Consumption	378 W	372 W	371 W	370 W	371 W	
Operating Current	3.729 A	3.104 A	1.774 A	1.608 A	1.540 A	
Power Linking	3 products	4 products	7 products	8 products	8 products	
Powe	r I/O	U.S./Wo			(/Europe	
Power Input Connectors		Seetronic Powerkon IP65		Seetronic Powerkon IP65 3-pin IP65 XLR (28 VDC)		
Power Output Connector		3-pin IP65 XLR (28 VDC) Seetronic Powerkon IP65		Seetronic Powerkon IP65		
Power Cord plug		Edison (U.S.)		Local Plug		
Light Source						
Туре	Color	Quantity	Power	Current	Lifespan	
LED	Tri-color RGB	448	1.4 W	150 mA	50,000 hours	
LED	Warm white	448	0.50 W	150 mA	50,000 hours	
Photometrics						
Color Temperatu (Range)	re Color Temper (At Full)		Angle Fi	eld Angle	Illuminance @ 5 m	
2800 to 8000 K	7220 K	100).2°	157°	349 lux	
Thermal						
Startup Tempe	rature Range	Operating Temp	perature Range	Cool	ing System	
-4 °F–113 °F (-	20 °C–45 °C)	-22 °F–113 °F	(-30 °C–45 °C)	Fan-assis	sted Convection	
DMX						
I/O Connector		Channel Range				
	5-pin XLR		1, 3, 4, 5,	6, 8, 11, 15, 16	6, 18, 23 or 32	
Art-Net™/sACN						
I/O Connector			Channel Range			
Seetron	ic Etherkon-Com	patible	1, 3, 4, 5,	6, 8, 11, 15, 16	i, 18, 23 or 32	
Ordering						
Product Nar	ne Ite	em Name	Item Cod	le	UPC Number	
onAir IP Pane	el 2 ONA	IRIPPANEL2	03130171	18	781462220662	





Returns

Send the product prepaid, in the original box, and with the original packing and accessories. Chauvet will not issue call tags.

Call Chauvet and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause(s) for the return.

To submit a service request online, go to <u>www.chauvetprofessional.com/service-request</u>.

Clearly label the package with an RMA number. Chauvet will refuse any product returned without an RMA number.



Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Before sending the product, clearly write the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.



Chauvet reserves the right to use its own discretion to repair or replace returned product(s).



Contact Us

General Information	Technical Support		
Chauvet World Headquarters			
Address: 5200 NW 108th Ave.	Voice: (844) 393-7575		
Sunrise, FL 33351	Fax: (954) 756-8015		
Voice: (954) 577-4455	Email: chauvetlighting.com		
Fax: (954) 929-5560			
Toll Free: (800) 762-1084	Website: www.chauvetprofessional.com		
Chauvet Europe Ltd			
Address: Unit 1C	Email: UKtech@chauvetlighting.eu		
Brookhill Road Industrial Estate			
Pinxton, Nottingham, UK	Website: www.chauvetprofessional.eu		
NG16 6NT			
Voice: +44 (0) 1773 511115			
Fax: +44 (0) 1773 511110			
Chauvet Europe BVBA			
Address: Stokstraat 18	Email: <u>BNLtech@chauvetlighting.eu</u>		
9770 Kruishoutem			
Belgium	Website: www.chauvetprofessional.eu		
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Chauvet France			
Address: 3, Rue Ampère 91380 Chilly-Mazarin	Email: <u>FRtech@chauvetlighting.fr</u>		
France	Website: www.chauvetprofessional.eu		
Voice: +33 1 78 85 33 59			
Chauvet Germany			
Address: Bruno-Bürgel-Str. 11 28759 Bremen	Email: <u>DEtech@chauvetlighting.de</u>		
Germany	Website: www.chauvetprofessional.eu		
Voice: +49 421 62 60 20			
Chauvet Mexico			
Address: Av. de las Partidas 34 - 3B (Entrance by Calle 2)	Email: servicio@chauvet.com.mx		
Zona Industrial Lerma	Website: www.chauvetprofessional.mx		
Lerma, Edo. de México, CP 52000			
Voice: +52 (728) 690-2010			

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact the dealer of record.