



## Harvest Nodestream Quad Decoder User Manual

[Home](#) » [Harvest](#) » Harvest Nodestream Quad Decoder User Manual 

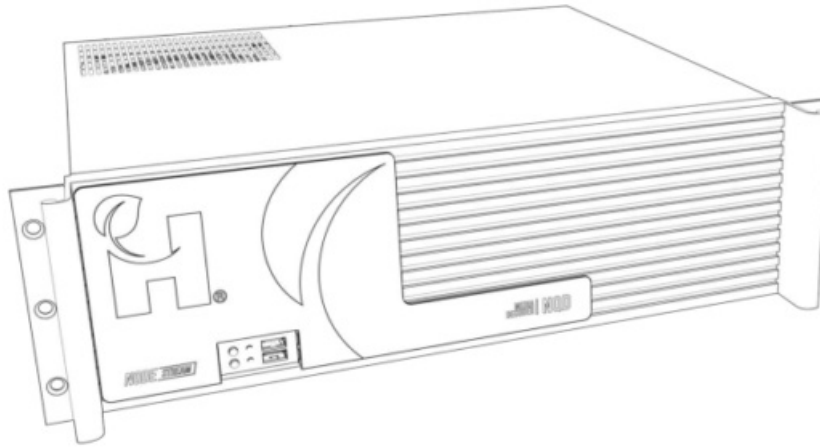


**HARVEST**

**MEDIA  
DECODER NQD  
User Manual**

***NODE* *STREAM***<sup>™</sup>





Please read these instructions carefully before using this product



### Information for your safety

The device should only be serviced and maintained by qualified service personnel.

Improper repair work can be dangerous. Do not attempt to service this product yourself. Tampering with this device may result in injury, fire, or electric shock.

Be sure to use the specified power source for the device. Connection to an improper power source may cause fire or electric shock.



### Operation Safety

Before using the product, ensure all cables are not damaged and connected correctly.

If you notice any damage, contact the support team immediately.

- To avoid short circuits, keep metal or static objects away from the device.
- Avoid dust, humidity, and temperature extremes. Do not place the product in any area where it may become wet.
- Operating environment temperature and humidity:  
Temperature: Operating: 0 °C to 35 °C Storage: -20 °C to 65 °C  
Humidity (non-condensing): Operating: 0% to 90% Storage: 0% to 95%
- Unplug the device from the power outlet before cleaning. Do not use liquid or aerosol cleaners.
- Contact the support team [support@harvest-tech.com.au](mailto:support@harvest-tech.com.au) if you encounter technical problems with the product.

### Symbols



Warning or caution to prevent injury or death, or damage to property.



Extra notes on the topic or steps of the instructions being outlined.



Further information to content outside the scope of the user guide.



Extra pointers or suggestions in executing instructions.



Contact and Support

[support@harvest-tech.com.au](mailto:support@harvest-tech.com.au)

Harvest Technology Pty Ltd 7 Turner Avenue, Technology Park Bentley WA 6102, Australia

[www.harvest.technology](http://www.harvest.technology)



User Resources

<https://qrco.de/bcfxAB>

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### **Warranty**

The warranty for this product can be found online at:

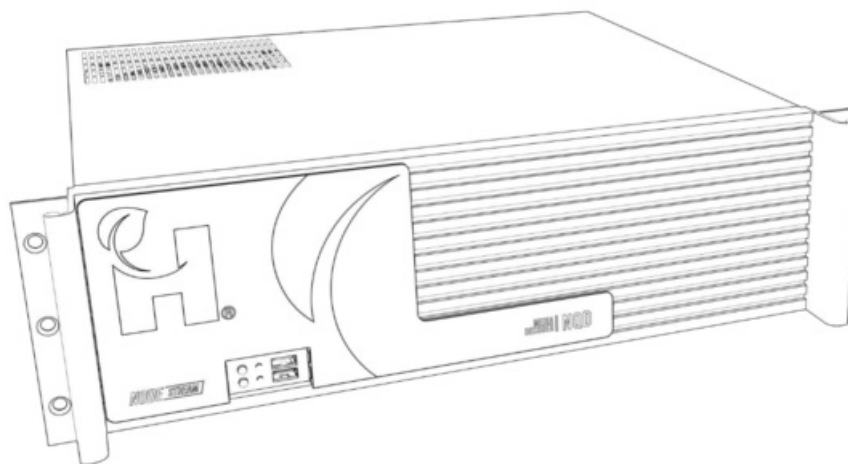
<https://harvest.technology/terms-and-conditions/>

## Contents

- [1 Introduction](#)
- [2 Feature Summary](#)
- [3 Rear Panel](#)
- [4 Front Panel](#)
- [5 Connections](#)
- [6 Typical system setup](#)
- [7 Initial Configuration](#)
- [8 Firewall Settings](#)
- [9 Ethernet](#)
- [10 Remote Assistance](#)
- [11 Disable Remote Assistance](#)
- [12 Nodester](#)
- [13 Appendix Technical Specifications](#)
- [14 Troubleshooting](#)
- [15 Documents / Resources](#)
  - [15.1 References](#)
- [16 Related Posts](#)

## Introduction

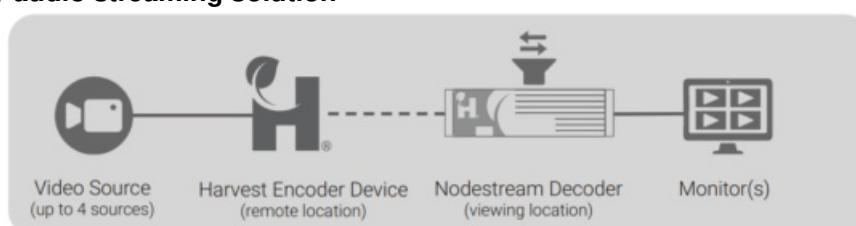
The Nodestream Quad Decoder (NQD) provides decoding up to four HD video sources from an encoder at another location, and a single audio channel for 2 way communication.



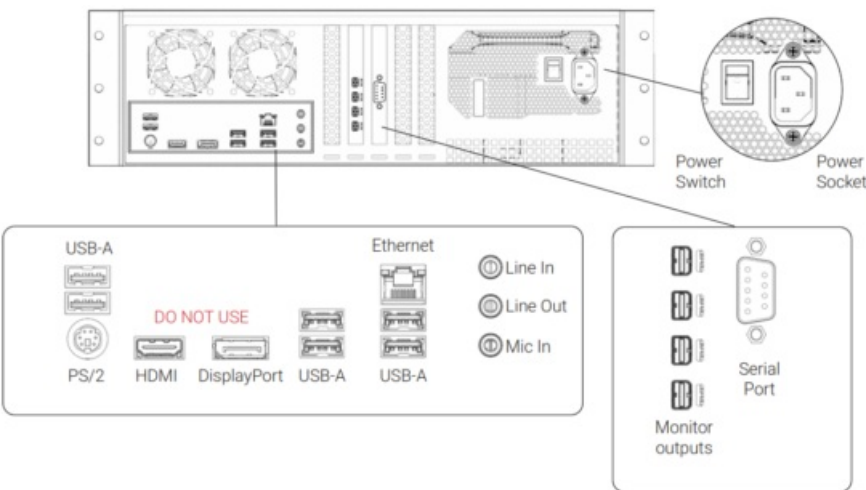
## Feature Summary

- HD video and data over lowquality satellite networks
- Real-time monitoring of bandwidth utilisation with bitrate and latency
- System capable of 60fps at 1080p

## Video and two-way audio streaming solution

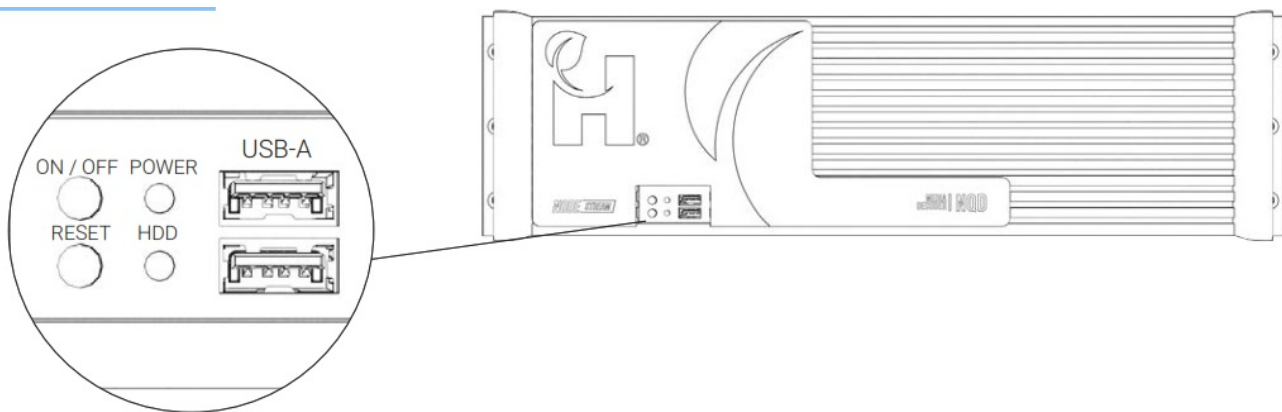


Rear Panel



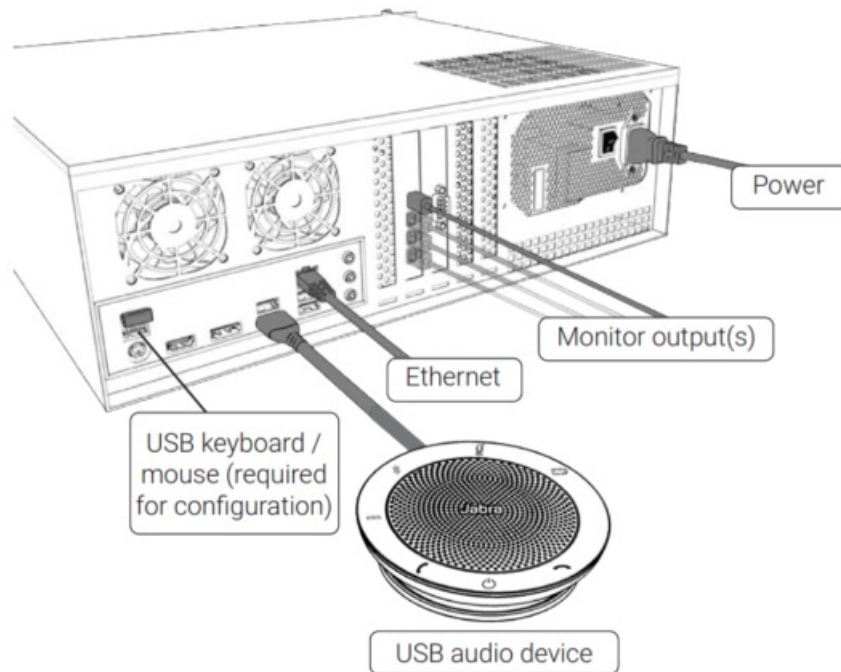
 Use Mini DisplayPort for connection to monitors only. Do not use DisplayPort or HDMI ports

Front Panel



HTG-TEC-GUI-004\_0  
Release Mar 2021

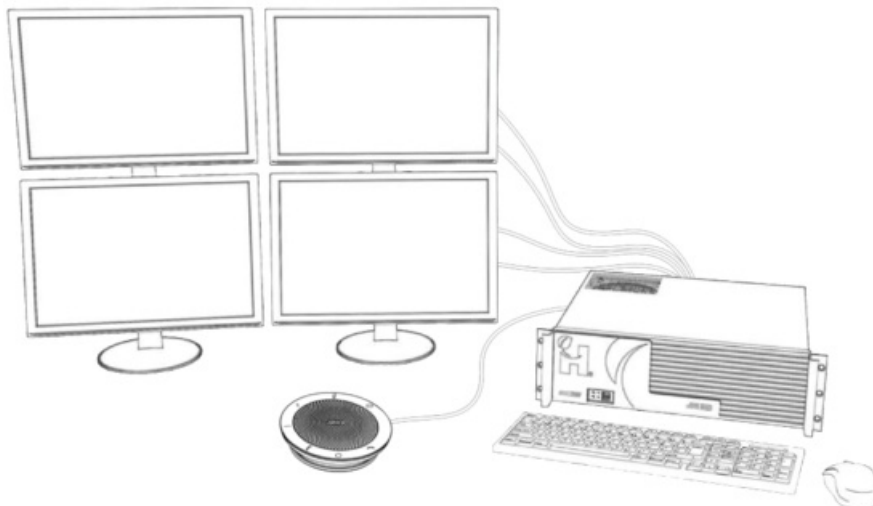
Connections



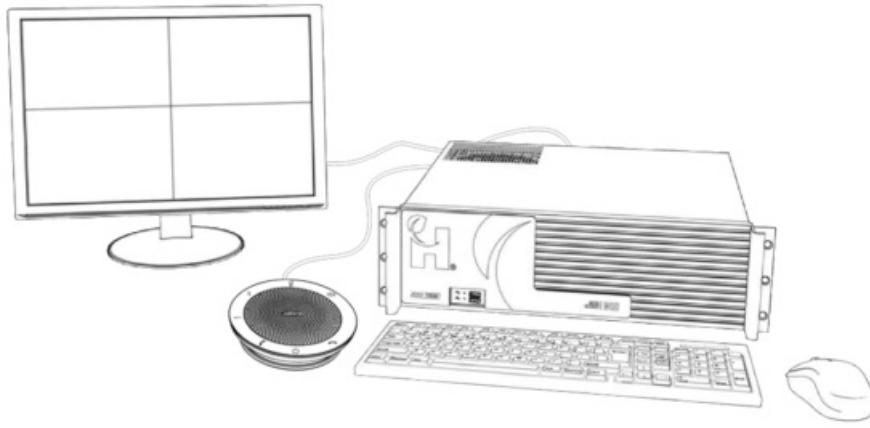
- See “Audio” on page 12 for more information on audio devices.
- The NQD is supplied with a Quick Start Guide for installation. See the User Resources on the last page for access.

## Typical system setup

System setup with up to four monitors



System setup with one monitor

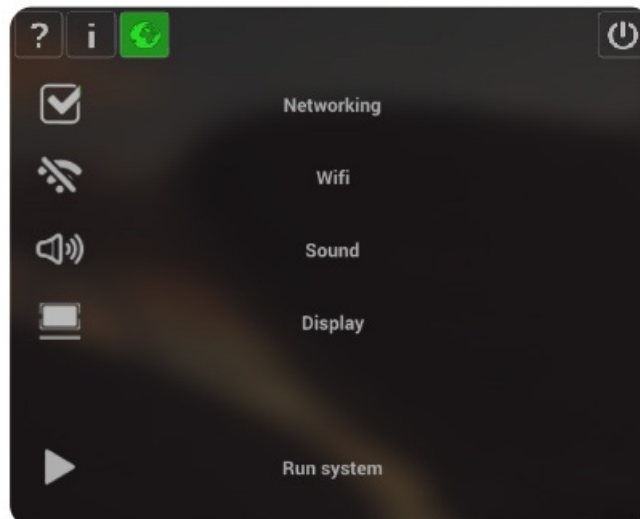













In this setup, the NQD is connected to one monitor with 4 decoded streams displayed.

## Configuration

### Graphical User Interface (GUI)

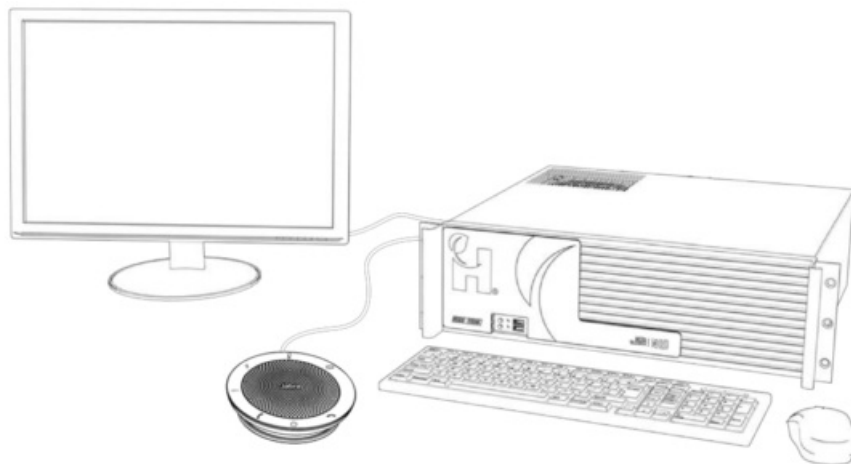
The GUI allows the user to configure the device, enable/disable remote assistance and view device information



	Help menu
	Device information
	Enable or disable remote assistance
	Reboot or power down
	Network connection established
	Network configuration or connection required
	WiFi connected
	WiFi not connected
	Device sound settings
	Display output settings
	Run Nodestream software

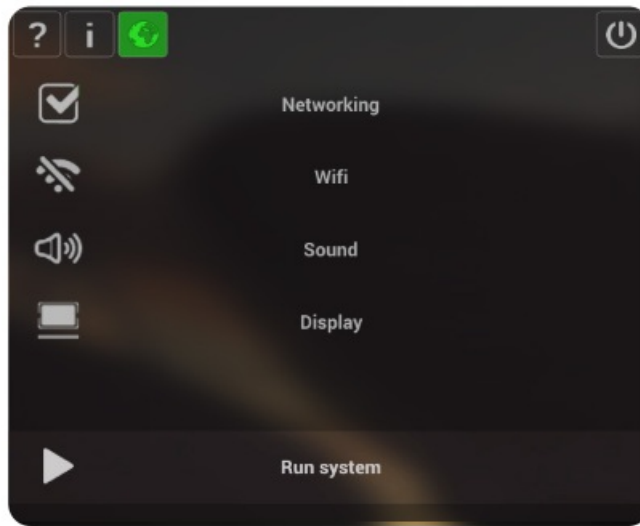
## Initial Configuration

A graphical user interface (GUI) will be displayed on initial startup allowing the user to configure device settings. A monitor and keyboard/mouse **MUST** be connected to the rear of the unit prior to powering.



If no configuration is required select Run system to start the Nodestream software

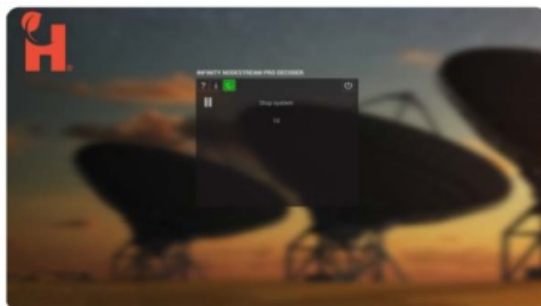




Once Run system is selected, the software will start automatically when the device is power cycled. To access the GUI, connect a monitor and keyboard/mouse then power cycle the device and select stop system when prompted.

## Video

Typical activity and description of events (if a monitor is connected)



Countdown following initial configuration or system boot.

Stop System can be selected to cancel and return to GUI.



Status message

Status Message	Action
Connecting to Nodestream server 0% (Percentage increments if network is configured correctly)	Applications started
Waiting for Nodestream connections	Device is connected to the server & ready for connection
Connection error. Check network settings	No connection to server
(No message displayed)	Indicates video and/or two-way audio is connected and streaming.



For network or video issues, see the “Troubleshooting” section on page 22

### Audio

The NQD provides an audio channel for streaming two-way audio to other devices in the users Nodestream group. The following audio devices are supported:

- USB speakerphone or headset via any USB port (Jabra Speakerphone supplied)
- 3.5mm stereo/mono + mic headset or microphone & speaker via the rear panel connections
- Mini DP/HDMI audio channel output via monitor outputs

### Network Configuration

NQD Ethernet and WiFi networks are configured as DHCP by default

- Network configuration can be modified from the GUI
- A monitor and keyboard/mouse is required

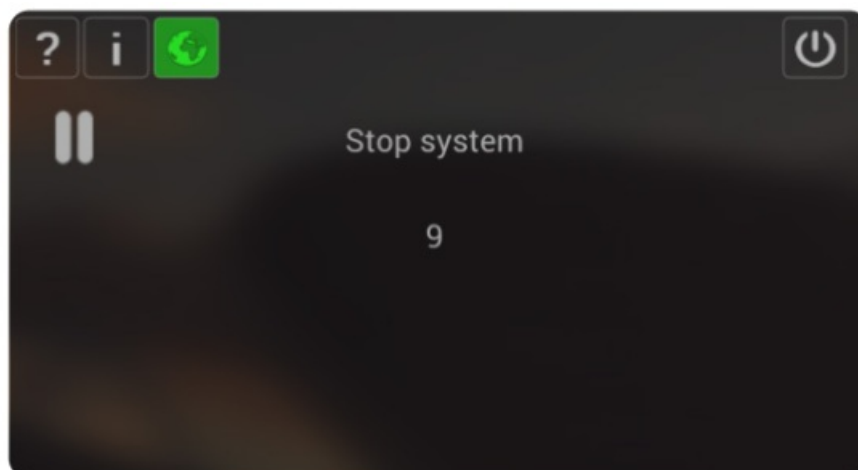


Only one WAN network (internet-enabled) can be connected at any time, multiple may cause undesirable behavior.

Ethernet connections **MUST** be reset for settings to take effect by

- Disconnecting and reconnecting the Ethernet cable
- Cycling the connection off then on in network settings
- Power cycling the device

If the GUI does not display, reboot the system and select Stop System when prompted



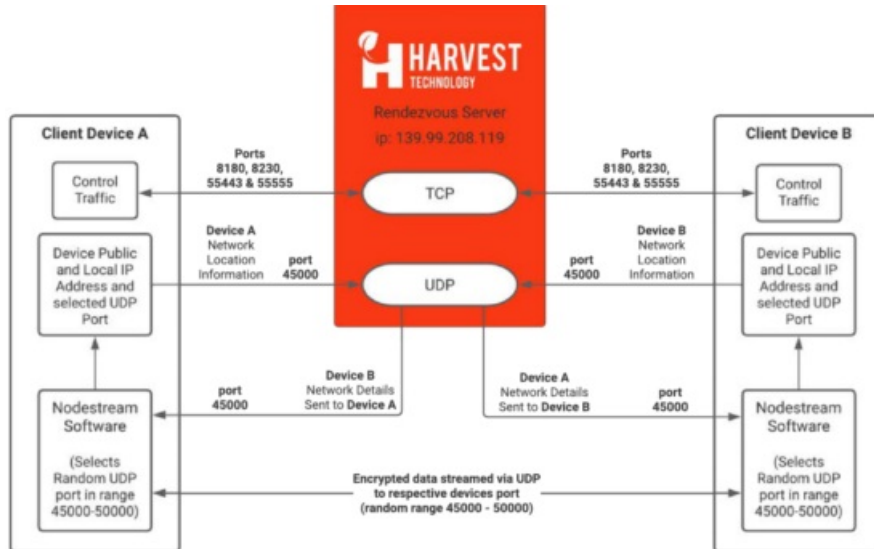
### Firewall Settings

It is common for corporate network firewalls/gateways/anti-virus software to have strict rules in place that may require modification to allow Harvest devices to function.

Harvest devices communicate with each other via TCP/UDP ports, therefore permanent network rules must be in place as per below.

- Protocol is IPv4 ONLY
- Devices must have access to the public network (internet)
- Inbound/Outbound to Harvest Infinity Server on IP: 139.99.208.119
- TCP port 55443, 55555, 8180, 8230
- UDP port 45000
- Devices must be able to send UDP packets between each other in the range of:
- UDP port: 45000 – 50000

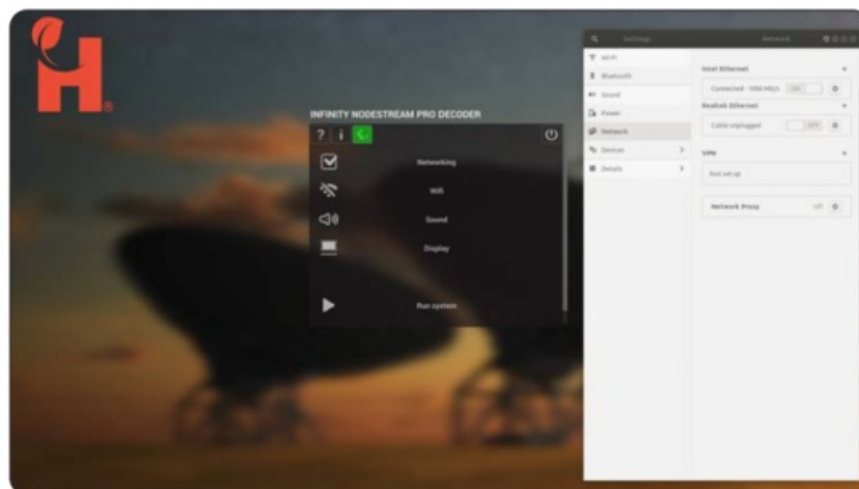
## Network Requirements



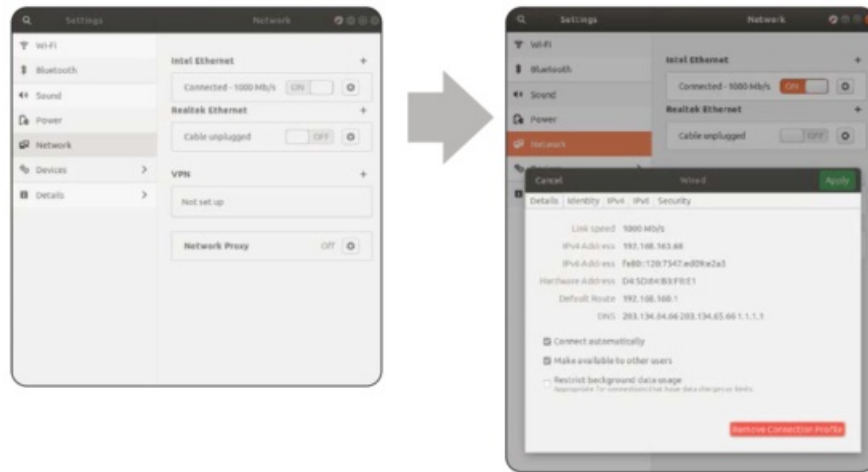
All port ranges are inclusive.

## Ethernet

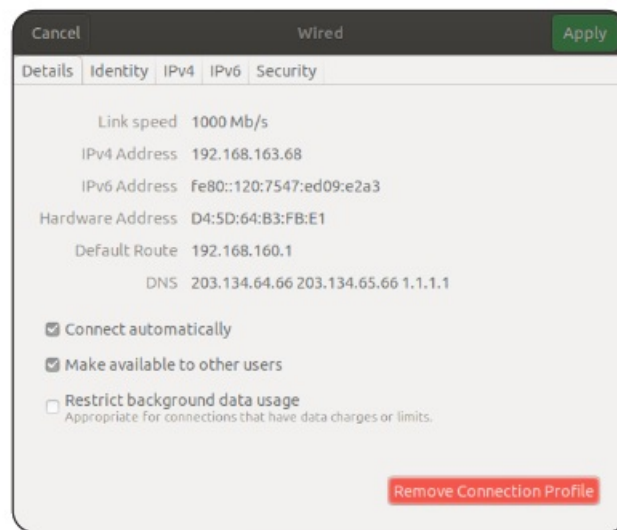
1. Select Networking from the GUI



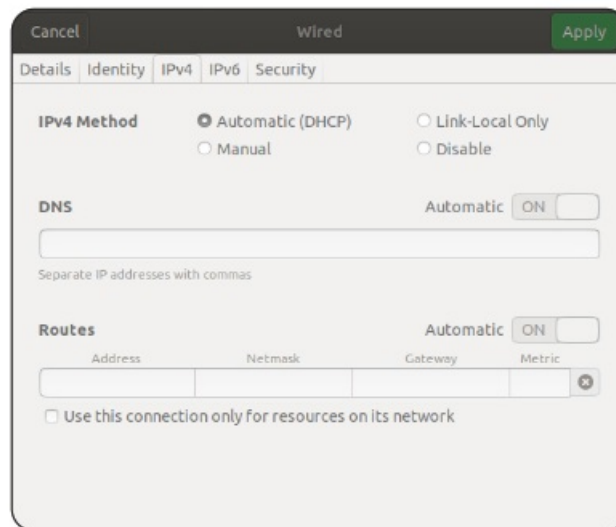
2. Select Wired Connection or Intel Ethernet



### 3. Select IPv4



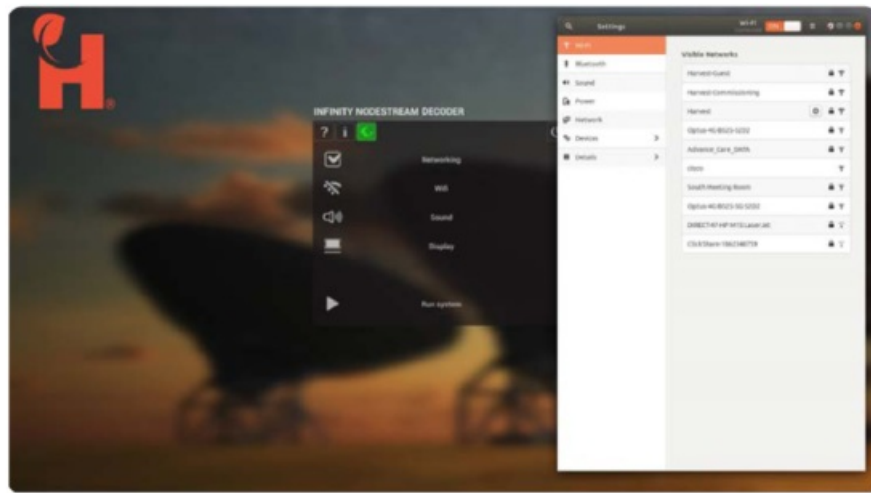
Enter details as provided by your Network Administrator



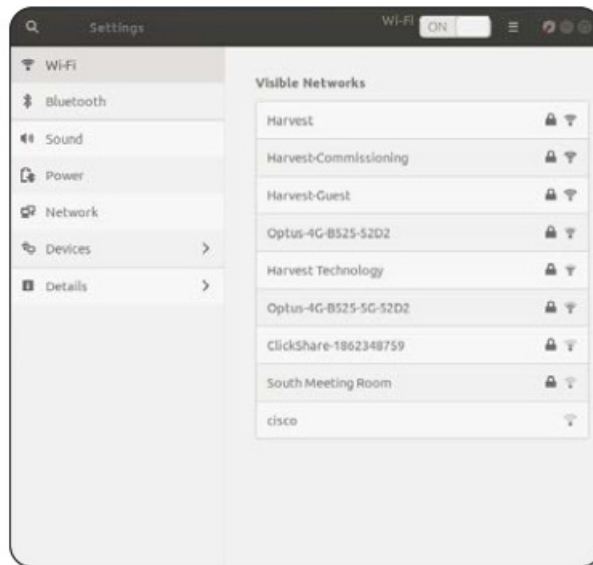
## WiFi

When supplied with an optional USB WiFi adapter:

### 1. Select WiFi from the GUI



2. Select WiFi network and enter password



Ensure wifi is set to on

3. Confirm WiFi is connected and select the settings icon




4. Select IPv4

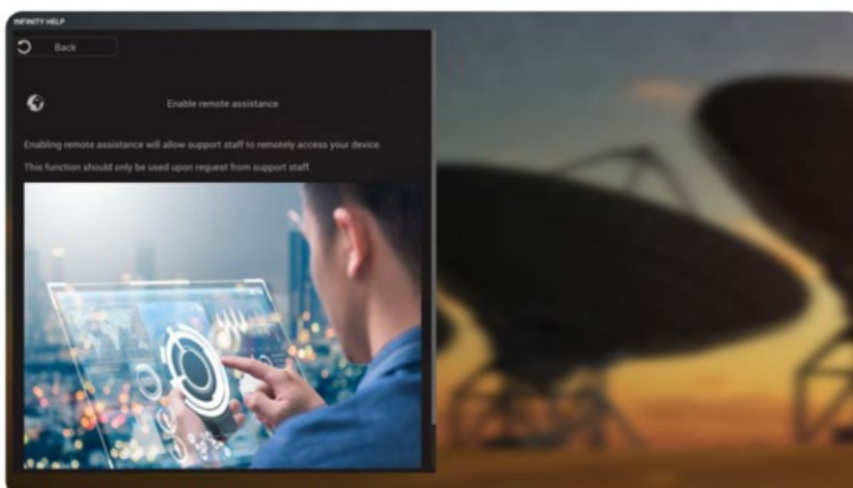
5. Enter details as provided by your Network Administrator

## Remote Assistance

Remote assistance allows Harvest support staff to remotely access the system for diagnostics and configuration

### Enable Remote Assistance

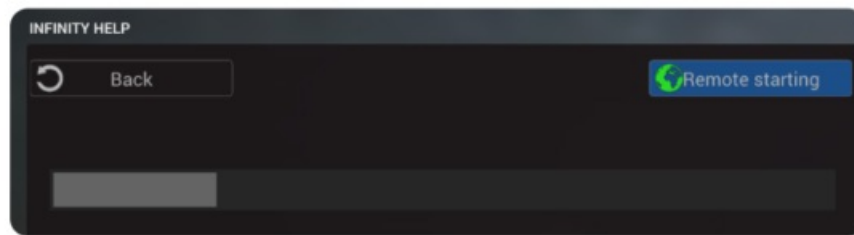
1. Select  to display the remote assistance screen



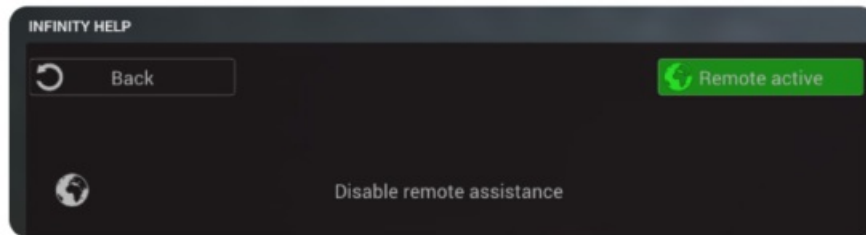
2. Select

## Enable remote assistance

3. Remote assistance starts...



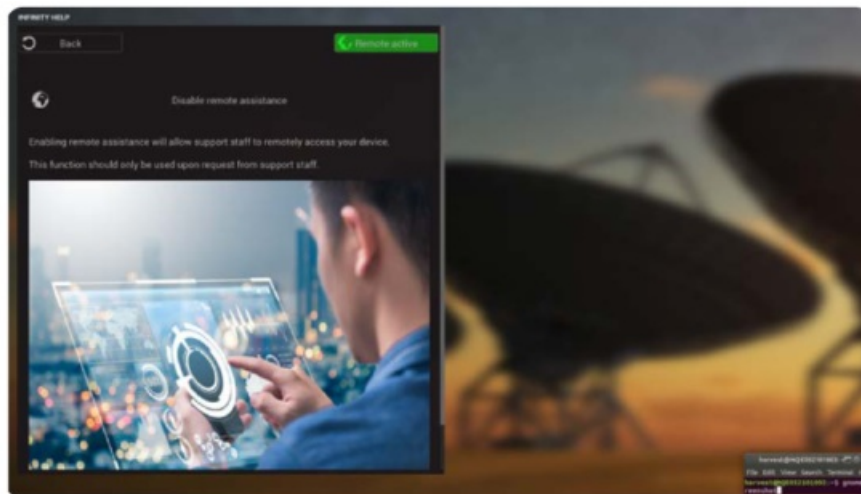
4. Remote assistance is enabled as indicated by the green Remote active icon.



## Disable Remote Assistance

Remote assistance can be disabled after support staff have completed tasks.

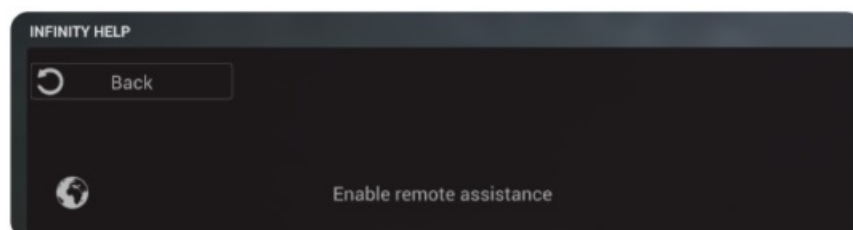
1. Select to display the remote assistance screen



2. Select


## Disable remote assistance

3. Remote assistance disables



## Nodester

Nodestream device connections and configuration is performed using the Nodester application  
Nodester User Manual



**Refer to the Nodester**  
User Manual for additional information.



**Appendix**  
**Technical Specifications**

**Hardware**

Physical dimensions	• 440 (W) x 132 (H) x 380 (D) mm	
Weight	• 8.2 kg	
Power	• Power supply: • Power consumption (operating): • Power consumption (idle):	100-240VAC 150W 100W

**Environmental**

Temperature	• Operating: • Storage:	0 °C to 35 °C -20 °C to 65 °C
Humidity	• Operating: • Storage:	0% to 90% (non-condensing) 0% to 95% (non-condensing)

**Video**

Output	• 4 x Mini DisplayPort 1.4 • Max resolution 4096x2160 @ 60Hz
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**Other**



Ethernet	• 1 x 1Gbps Ethernet
WiFi	• 802.11ac 2.4GHz/5GHz WiFi (when supplied with optional adapter)
Serial	• 1 x 9-pin D male, RS-232
Front Ports	• 2 x USB type-A ports
Rear Ports	<ul style="list-style-type: none"> <li>• 6 x USB type-A ports</li> <li>• 3.5mm audio</li> <li>• Line in</li> <li>• Line out</li> <li>• Mic in</li> <li>• 1 x HDMI (not used)</li> <li>• 1 x DisplayPort (not used)</li> <li>• 1 x PS/2 mouse/keyboard port (legacy)</li> </ul>

### Accessories (included)

Hardware	<ul style="list-style-type: none"> <li>• 1 x Jabra USB speakerphone</li> <li>• 1 x Logitech K400 keyboard/mouse</li> <li>• 4 x Mini DisplayPort to HDMI adapter</li> <li>• 1 x IEC13 power cable (region specific)</li> </ul>
Documentation	• Quick start guide

## Troubleshooting

### System

Issue	Cause	Resolution
Device not powering	PSU switch in off position  AC not connected	Confirm AC connected and switch is in the on position
Software not starting	Run system has not been selected in GUI	Select Run system from the GUI (see “Initial Configuration” on page 9)
Device overheating	Blocked vent Environmental conditions	Ensure device ventilation is not blocked (refer quick start guide) Ensure device is located in an environment where specified operating conditions are not exceeded
Keyboard and/or mouse not responding	Faulty keyboard and mouse Not plugged in	Try another keyboard and mouse Ensure device(s) or dongle correctly connected

### Network

Issue	Cause	Resolution
“Connection error Check network settings” message displayed (No connection to server)	Network issue Firewall settings	Check the Ethernet cable is plugged in Check WiFi adapter is plugged in and connected to correct WiFi network Confirm correct network settings with your Network Administrator Ensure firewall settings are implemented, (see “Firewall Settings” on page 13)
Unable to see WiFi networks	No WiFi adapter connected WiFi not enabled Incompatible WiFi adapter No networks in range	Connect Wifi adapter to USB port Enable WiFi from GUI Confirm compatibility with Harvest Support Reduce distance to WiFi router/AP

## .Video

Issue	Cause	Resolution
No output to monitor(s)	Monitor(s) not connected or powered Incorrect output used	Ensure monitor(s) connected and powered Test monitor with an alternative input Ensure monitor connected to Mini DisplayPort output
Wallpaper displayed on monitor(s)	Monitor(s) not connected or powered prior to software	Connect and power monitor(s), reboot system
Incorrect video source displayed	Input configured as another in Nodester application	Select the correct input source via the Nodester application
Poor video quality	Poor input source quality Input settings set low in Nodester	Test video source with an alternative display Check input configuration in Nodester (see Nodester manual for input configuration)

## Audio

Issue	Cause	Resolution
No audio input and/or output	Device not connected Device not selected	Ensure device is connected and powered on Select correct input and/or output device via the Nodester application
Output volume too low	Level set too low	Increase output volume at the connected device or via the Nodester application
Input volume too low	Level set too low Microphone obstructed or too far away	Increase mic level at the connected device or via the Nodester application Ensure microphone is not obstructed Decrease distance to microphone
Poor audio quality	Poor cable connection Damaged device or cable Limited bandwidth	Check cable and connections Replace device and/or cable Reduce bandwidth of video streams



User Resources

<https://qrco.de/bcfxAB>

Contact and Support

[support@harvest-tech.com.au](mailto:support@harvest-tech.com.au)

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**Documents / Resources**

 The image shows the cover of the 'Harvest NQD User Manual'. It features a technical drawing of a rack-mounted electronic device with a fan and various ports. The text 'NQD' is visible in the top left, and 'HARVEST' is in the bottom left. A small 'NQD' logo is also present in the bottom right.	<p><a href="#">Harvest Nodestream Quad Decoder</a> [pdf] User Manual</p> <p>Nodestream Quad Decoder</p>
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## References

- [Turner Rooms for Rent](#)
- [Harvest | Terms and Conditions](#)