

DM-NVX-384

DM NVX® 5K 4x1 AV-over-IP Switcher with HDMI® and USB-C® Connectivity



- Two HDMI® and two USB-C® inputs
- 4K60 4:4:4 video over standard Gigabit Ethernet, configurable as an encoder or decoder¹
- Support for 5K Ultra-Wide (21:9) and Super-Wide (32:9) resolutions
- HDR10, HDR10+, and Dolby Vision® video support
- Real-time video performance over the network with Pixel Perfect Processing technology
- Enterprise-grade security including 802.1X, Active Directory® credential management, TLS, and AES-128
- One HDMI output with 5K scaler
- Video wall processing
- Dynamic text overlay capability
- 7.1 surround sound audio support
- AES67 and analog audio embedding and de-embedding
- Copper or fiber Ethernet connectivity
- USB 2.0 and KVM signal extension and routing
- Device control via RS-232, IR, and CEC
- Automatic point-to-point connectivity
- Easy setup via built-in web interface
- Interoperability with a Crestron 3-Series® or later control system
- Streamlined management using DM NVX Director™ virtual switching appliances
- Crestron XiO Cloud™ service support
- Compact, surface- or rack-mountable design
- Powered via PoE++ or optional power pack (sold separately)

The [DM-NVX-384](#) is a compact DM NVX® AV-over-IP encoder/decoder designed to function as either a transmitter or receiver. Capable of handling a network AV installation of any size, the DM-NVX-384 includes features such as secure web-based control and management, a scaling HDMI output, video wall processing, an analog audio input or output⁵, native AES67 transmit and receive capability, surround sound audio, support for copper and fiber-optic Ethernet connectivity, and USB 2.0 and KVM integration.^{2,3}

HDMI® and USB-C® 4x1 Input Auto-Switching

The DM-NVX-384 includes two HDMI inputs and two USB-C inputs that comprise a 4x1 input switcher. Switching between the four inputs can be performed automatically using auto-switching mode, programmatically via a control system, or through the web interface. When mounted behind a conference room display device, the HDMI input provides a convenient way to connect a Crestron [AirMedia®](#) presentation gateway, video-conferencing codec, or small form factor computer. The USB-C inputs allow for a DisplayPort™ Alt Mode video connection to laptops that do not feature an HDMI connection. The USB-C connectors also pass USB 2.0 data back and forth from the host PC and other DM NVX or DM NUX endpoints.

Real-Time Video Distribution

DM NVX technology ensures real-time, full-motion 4K60 and 5K video performance for the presentation of multimedia, videoconferencing, and live camera images. Interactive functions such as gameplay and using a mouse are fluid and natural. Line-synchronized outputs ensure synchronization of content across multiple displays for applications such as digital signage and video walls. Variable Multicast TTL (Time To Live) enables traversing multiple network routers.

Support for 5K Resolutions

The DM-NVX-384 includes support for 5K Ultra-Wide 5120 × 2160 and 5K Super-Wide 5120 × 1440 video resolutions, expanding the DM NVX product family's compatibility with the latest generation of computers, monitors, and displays.

Pixel Perfect Processing Technology

A DM NVX system incorporates Pixel Perfect Processing technology, which provides flawless video transport in all applications. Depending on the operating mode, the DM-NVX-384 can encode or decode a video signal to achieve imperceptible end-to-end latency of less than one frame. The image quality of the source is maintained across a 1-Gigabit network at resolutions up to 5K Ultra-Wide 4:4:4.

Enterprise-Grade Security

Using advanced security features and protocols such as 802.1X authentication, Active Directory® credential management, AES-128 content encryption, PKI authentication, TLS, SSH, and HTTPS, a DM NVX system

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delivers a true enterprise-grade network AV solution engineered to fulfill demanding IT policies.

Encoder and Decoder Functionality

The DM-NVX-384 is configurable to operate as either a network AV encoder or decoder. As an encoder, the connected media source can be transmitted over the network to one or many decoders. As a decoder, the device feeds the received signal to a connected display device, and can quickly switch between multiple encoder feeds. The operating mode can be reconfigured dynamically in less than 1 minute via a control system or web browser or can be changed by using the **SETUP** button

HDMI Output with 5K Scaler

Whether configured as an encoder or decoder, the built-in scaler ensures an optimal image, scaling the encoded source resolution up or down to match the native resolution of the display device.⁴

Video Wall Processing

A video wall composed of up to 64 individual displays can be configured using multiple DM NVX endpoints. Each endpoint provides fully adjustable zoom capability and bezel compensation to accommodate a range of video wall configurations and display types. One DM NVX endpoint is required per display, supporting configurations of up to eight wide by eight high.

Text Overlay

The ability to display dynamic or fixed text on screen provides a means to label the video source or to display special instructions, schedules, announcements, alerts, and other messaging.

7.1 Surround Sound Audio

DM NVX technology supports the lossless transport of 7.1 surround sound audio signals, including Dolby® TrueHD, Dolby Atmos®, DTS HD®, DTS:X®, and uncompressed linear PCM. In decoder mode, the DM-NVX-384 can receive both multichannel and 2-channel downmix signals from a [DM-NVX-363](#), [DM-NVX-363C](#), [DM-NVX-351](#), or [DM-NVX-351C](#) encoder, allowing either signal to be selected at the HDMI output while the 2-channel signal is automatically routed to the analog output.

AES67 and DM NAX® Audio Embedding and De-embedding

AES67 support via native support for Crestron DM NAX® Audio-over-IP technology allows the selected audio source to be transmitted as a 2-channel AES67 source while another AES67 2-channel audio stream is received from a Crestron DM NAX device or other AES67 capable device and combined with the video signal.

In DM NVX encoder mode, the received AES67 audio stream can be output via the local HDMI output, primary AV stream,

secondary audio stream, and analog audio output. In DM NVX decoder mode, the AES67 received audio stream can be combined with the video and then output via the HDMI output and analog audio output.

Analog Audio Embedding or De-embedding

An unbalanced stereo analog audio port is included, which can be configured as either an input or output. As an input, the port allows a stereo audio source to be connected and combined with the video signal from the HDMI input or the incoming network video stream. As an output, the port can provide a stereo line-level signal to feed a local sound system or soundbar. The output volume is adjustable via a control system or web browser.⁵

Breakaway Audio

A DM NVX decoder can select and combine separate video and audio signals from two different inputs or even two different encoders. Combining signals from two separate encoders is limited to 2-channel stereo audio.⁶

Copper or Fiber Ethernet Connectivity

The DM-NVX-384 includes two RJ-45 1000BASE-T ports (Ethernet ports 1 and 2) and one SFP port (Ethernet port 3). Any Ethernet port can be used to transport video over a Gigabit Ethernet network. The ports can also be used to daisy-chain multiple endpoints feeding a single-source video wall or individual displays that show the same video image.²

A DM NVX system can be deployed on an existing corporate or campus network or on a dedicated network. For information about network requirements and guidelines, refer to the [DM NVX AV-over-IP System Design Guide](#).

USB 2.0 and KVM Integration

DM NVX technology supports the extension of USB signals, which can be switched and routed alongside the AV signal or separately via a control system. USB 2.0 ports are provided on the DM-NVX-384, allowing a USB mouse, keyboard, or other peripheral device to be connected to a remote endpoint and routed to a computer or other host at the local endpoint.⁸

USB 2.0 Layer 3 data transport supports USB signal extension in DM NVX point-to-point applications across VLANs.

Device Control

The DM-NVX-384 includes built-in **COM** (RS-232) and **IR** ports for control of the connected display, camera, or other devices by a control system. Additional control capability is provided by CEC (Consumer Electronics Control) over the HDMI connection, potentially eliminating the need for dedicated serial cables or IR emitters.

The **COM** port and CEC over the HDMI output can also enable the display device to be turned on or off automatically without the use of a control system.

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Web-Based Setup

Setup of the DM-NVX-384 is accomplished by using a web browser. Full control and monitoring of the device is enabled through integration with a control system or with a DM NVX Director® virtual switching appliance.

Streamlined Management Using DM NVX Director® Virtual Switching Appliances

Use of a DM NVX Director® virtual switching appliance ([DM-NVX-DIR-80](#), [DM-NVX-DIR-160](#), or [DM-NVX-DIR-ENT](#)) streamlines the configuration and control process. A DM NVX Director appliance provides a central point of management and enables the creation of multiple virtual matrix switchers through one easy-to-use web-based portal.

Crestron XiO Cloud® Service Support

The DM-NVX-384 is compatible with the Crestron XiO Cloud® service for remote provisioning, monitoring, and managing. This service enables installers and IT managers to deploy and manage thousands of devices simultaneously. Refer to crestron.com/xiocloud for more information.

Low-Profile Installation

The DM-NVX-384 mounts conveniently to a flat surface or rack rail, and fits easily behind a flat panel display, above a ceiling-mounted projector, beneath a tabletop, or inside a lectern, AV cart, or equipment cabinet. Power is provided using POE++ or the optional Crestron [PW-2420RU](#) power pack (sold separately).⁷

Refer to the [DM NVX feature page](#) for additional design tools and reference documents.

Specifications

Encoding/Decoding

Video Codec Encoder: Pixel Perfect Processing (default) or DM-NVX-D10/D20/D200¹⁰;
Decoder: Pixel Perfect Processing or DM-NVX-D10/D20¹⁰

Video Resolutions Up to 5120x2160 @30 Hz (5K Ultra-Wide) or 5120x1440 @60 Hz (5K Super-Wide);
Up to 4:4:4 color sampling;
HDR10, HDR10+, Dolby Vision, and Deep Color support

Audio Formats Primary multichannel (up to 8-channel LPCM or encoded HBR 7.1 surround sound), secondary 2-channel LPCM¹¹

Bit Rates 200 to 950 Mbps⁹

Streaming Protocols RTP, SDP

Container MPEG-2 transport stream (.ts)

Session Initiation Multicast via secure RTSP

Copy Protection HDCP 2.3, AES-128, PKI

Video

Input Signal Types HDMI with HDR10, HDR10+, Dolby Vision, Deep Color, and 5K support^{1,12} (Dual-Mode DisplayPort™ interface and DVI compatible¹³)

DisplayPort over USB-C (DisplayPort Alt Mode)¹⁴ with HDR10, HDR10+, and 5K support

Output Signal Types HDMI with HDR10, HDR10+, Dolby Vision, Deep Color, and 5K support¹ (DVI compatible¹³)

Switcher 4x1 in encoder mode (Two HDMI, Two USB-C), manual or auto-switching, breakaway audio,⁶ Crestron QuickSwitch HD™ technology

5x1 in decoder mode (HDMI, Stream), manual or auto-switching, breakaway audio,⁶ Crestron QuickSwitch HD™ technology

Scaler (Decoder Mode Only) 5K video scaler with motion-adaptive deinterlacing, intelligent frame rate conversion, Deep Color support, HDR10, HDR10+, and Dolby Vision support, widescreen format selection (zoom, stretch, maintain aspect ratio, or 1:1), video wall processing up to 8 wide x 8 high, static or dynamic text overlay

Copy Protection HDCP 2.3

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Maximum Resolutions Common resolutions are shown in the following table. Custom resolutions are supported at pixel clock rates up to 600 MHz.

Scan Type	Resolution	Frame Rate	Color Sampling	Color Depth
Progressive	5120x2160 5K Ultra-Wide	30 Hz	4:4:4	8 bit
	5120x2160 5K Ultra-Wide*	60 Hz	4:2:0	8 bit
	5120x1440 5K Super-Wide	60 Hz	4:4:4	8 bit
	4096x2160 DCI 4K and 3840x2160 4K UHD	30 Hz	4:4:4	12 bit
		60 Hz	4:2:0	12 bit
		60 Hz	4:2:2	12 bit
		60 Hz	4:4:4	8 bit
	2560x1600 WQXGA Reduced Blanking	60 Hz	4:4:4	8 bit
	2560x1440 WQHD Reduced Blanking	60 Hz	4:4:4	8 bit
		120 Hz	4:4:4	8 bit
	2560x1080 UWFHD	60 Hz	4:4:4	8 bit
	2048x1152 QWXGA	60 Hz	4:4:4	12 bit
	2048x1080 DCI 2K	60 Hz	4:4:4	12 bit
	1600x1200 UXGA	60 Hz	4:4:4	12 bit
1920x1200 WUXGA	60 Hz	4:4:4	12 bit	
1920x1080 FHD 1080p	60 Hz	4:4:4	12 bit	
	120 Hz	4:4:4	8 bit	
	240 Hz	4:4:4	8 bit	
Interlaced (Input Only)	1920x1080 HD 1080i	30 Hz	4:4:4	12 bit

*5K Ultra-Wide @60Hz 4:2:0 is supported as an unscaled pass-through resolution only.

Audio

Input Signal Types	HDMI (Dual-Mode DisplayPort interface compatible ¹³), DisplayPort over USB-C (DisplayPort Alt Mode), ¹⁴ analog stereo ⁵
Output Signal Types	HDMI (multichannel pass-through), analog stereo (2-channel)
Digital Formats	Dolby Digital®, Dolby Digital EX, Dolby Digital Plus, Dolby TrueHD, Dolby Atmos, DTS®, DTS ES, DTS 96/24, DTS HD High Res, DTS HD Master Audio, DTS:X, LPCM up to 8 channels
Analog Formats	Stereo 2-channel
Analog-to-Digital Conversion	24-bit, 48 kHz
Digital-to-Analog Conversion	24-bit, 48 kHz
AES67 or DM NAX Audio-over-IP	24-bit, 48 kHz
Analog Performance	Frequency Response: 20 Hz to 20 kHz ±0.5 dB; S/N Ratio: >95 dB 20 Hz to 20 kHz A-weighted; THD+N: <0.005% @ 1 kHz; Stereo Separation: >90 dB
Analog Output Volume Adjustment	-80 to +20 dB

Communications

Ethernet	Auto-switching, auto-negotiating, autodiscovery, full/half duplex, TCP/IP, UDP/IP, CIP, DHCP, SSL, TLS, SSH, SFTP (SSH File Transfer Protocol), IEEE 802.1X, IPv4, IPv6, Active Directory authentication, variable Multicast TTL, HTTPS web browser setup and control, Crestron 3-Series or later control system integration
USB	USB 2.0 host or device signal extension and routing, Layer 2 or Layer 3
RS-232	2-way device control and monitoring up to 115.2k baud with hardware and software handshaking (via control system)
IR/Serial	1-way device control via infrared up to 1.1 MHz or serial TTL (0-5 V) up to 19.2k baud (via control system)

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HDMI	HDCP 2.3, EDID, CEC
USB-C (DisplayPort Alt Mode) ¹⁴	HDCP 2.3, EDID, CEC, USB 2.0
DM NVX (via Ethernet)	HDCP 2.3, AES-128 AV content encryption with PKI authentication, RTP, secure RTSP, SDP, ONVIF, IGMPv2, IGMPv3, SMPTE 2022, FEC (Forward Error Correction)

Connectors

USB2 TO DEVICE	(1) USB Type-A connector, female; USB 2.0 device port; USB signal extender port for connection to a mouse, keyboard, or other USB 2.0 device; ⁸ Available Power: 500mA at 5 VDC ¹⁵
HID TO DEVICE	(1) USB Type-A connector, female; USB 2.0 device port; USB signal extender port for connection to a USB HID compliant mouse, keyboard, or other USB HID compliant device; Available Power: 500mA at 5VDC ¹⁵
Ethernet 1 (LAN PoE++)	(1) 8-pin 8P8C connector, female; 100BASE-TX/1000BASE-T Ethernet port; ² PoE++ PD (powered device) port, IEEE 802.3bt Type 3 Class 6 (60 W) compliant ^{7, 16}
Ethernet 2 (LAN)	(1) 8-pin 8P8C connector, female; 100BASE-TX/1000BASE-T Ethernet port ²
Ethernet 3 (1G SFP)	(1) SFP port; Accepts one Crestron SFP-1G Series transceiver module ³
HDMI OUT (eARC)	(1) HDMI Type A connector, female; HDMI digital video/audio output ¹ (DVI compatible) ¹³
HDMI IN 1	(1) HDMI Type A connector, female; HDMI digital video/audio input; ¹ (DVI and Dual-Mode DisplayPort interface compatible) ¹³
HDMI IN 2 (eARC)	(1) HDMI Type A connector, female; HDMI digital video/audio input; ¹ (DVI and Dual-Mode DisplayPort interface compatible) ¹³

NOTE: eARC connectivity will be enabled in a future firmware update.

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TO HOST DP-S USB2 (IN 3-4)	(2) USB Type-C® connectors, female; USB 2.0 host ports; USB signal extender ports for connection to a computer or other USB 2.0 host; DisplayPort single stream video inputs ¹⁴
AUDIO I/O	(1) 3-pin 3.5 mm detachable terminal block; Unbalanced stereo line-level audio input or output; ⁵ Input Impedance: 24 kΩ; Maximum Input Level: 2Vrms; Output Impedance: 100 Ω; Maximum Output Level: 2Vrms
IR 1-2	(1) 4-pin 3.5 mm detachable terminal block; Comprises (2) IR/Serial ports; IR output up to 1.1 MHz; 1-way serial TTL (0-5 V) up to 19200 baud; IRP2 emitter sold separately
COM	(1) 5-pin 3.5 mm detachable terminal block; Bidirectional RS-232 port; Up to 115.2k baud, hardware and software handshaking support
24VDC 1.5A	(1) 2.1 x 5.5 mm DC power connector; 24VDC power input; PW-2420RU power pack (sold separately)
G	(1) 6-32 screw; Chassis ground lug

Controls and Indicators

PWR	(1) Bicolor green/amber LED, indicates operating power is being supplied; Amber indicates device is booting; Green indicates device is operational
SETUP	(1) Red LED and (1) push-button for onscreen IP address display and changing operating modes (TX or RX)
RESET	(1) Recessed push-button for hardware reset
OL	(1) Green LED, indicates an online connection to a control system via Ethernet
TX	(1) Green LED, indicates unit is in encoder (transmitter) mode
RX	(1) Green LED, indicates unit is in decoder (receiver) mode
Ethernet 1-3	(2) LEDs per port; Green indicates Ethernet link status; Amber indicates Ethernet activity
HDMI OUT	(1) Green LED, indicates video signal transmission at the HDMI output
HDMI IN 1-2	(2) Green LEDs, indicates sync detection at the HDMI inputs

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Power

PoE++	IEEE 802.3bt Type 3 Class 6 (60 W) compliant; Compatible with PoE++ compliant Ethernet switch or third-party IEEE 802.3bt compliant PSE ¹⁶
Power Pack (Optional)	Input: 1.5 A maximum @ 100-240 VAC, 50/60 Hz; Output: 2.5 A @ 24 VDC; Model: PW-2420RU (sold separately)

Environmental

Temperature	32° to 104°F (0° to 40°C)
Humidity	10% to 90% RH (noncondensing)
Heat Dissipation	85 BTU/hr
Acoustic Noise	33 dBA typical

Construction

Chassis	Metal, black finish, integral mounting flanges, fan cooled; Vented top, front, rear, and sides
Mounting	Freestanding, surface mount, or attachment to a single rack rail

Dimensions

Height	8.21 in. (209 mm)
Width	8.21 in. (209 mm)
Depth	1.22 in. (31 mm)

Weight

2.71 lb (1.23 kg)

Compliance

Regulatory Model: M202234002

FCC Part 15 Class B, IC Class B, CE, Intertek® Listed for US and Canada

Model

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Available Accessories

For a list of available accessories, visit the [DM-NVX-384](#) product page.

Management Tools

DM-NVX-DIR-80

DM NVX® Director® Virtual Switching Appliance for 80 Endpoints

DM-NVX-DIR-160

DM NVX® Director® Virtual Switching Appliance for 160 Endpoints

DM-NVX-DIR-ENT

DM NVX® Director® Virtual Switching Appliance for 1000 Endpoints

Notes:

- 5K performance and HDR support require the use of HDMI cables and couplers with a minimum TMDS bandwidth of 18 Gbps. If 4K60 4:2:0 or 4K30 4:4:4 performance is acceptable, cables and couplers with a minimum bandwidth of 10.2 Gbps may be used. Bandwidth loss is cumulative; therefore, performance may be reduced when inserting multiple cables and couplers inline.
- The minimum cable required for DM NVX over 1000BASE-T Ethernet (copper) is unshielded CAT5e. All Ethernet ports on the DM-NVX-384 are for connection to an Ethernet network or device. The Ethernet ports cannot be connected to the DM® ports of other Crestron DigitalMedia™ devices.
- Use of the SFP port requires the purchase of a Crestron SFP-1G Series transceiver module (sold separately). All Ethernet ports on the DM-NVX-384 are for connection to an Ethernet network or device. The Ethernet ports cannot be connected to the DM® ports of other Crestron DigitalMedia™ devices.
- When the DM-NVX-384 is in encoder mode, the HDMI output resolution is matched to the resolution of the encoded source.
- The analog audio port can function as either an input or output, but not both.
- Combining audio from one encoder with video from another encoder is possible using the secondary 2-channel audio stream only. Multichannel audio from one encoder cannot be combined with video from another encoder.
- Refer to the "Power" section for powering options.
- The DM-NVX-384 can accept a USB device or a USB host device connection, not both simultaneously. Crestron DM NVX products are engineered to deliver maximum compatibility with the widest possible range of USB products. Crestron does not guarantee that all USB products are compatible with DM NVX products. Consult the [DM NVX AV-over-IP System Design Guide](#) for USB bandwidth considerations.
- The minimum bit rate for 4K60 video is 350 Mbps. A bit rate below 350 Mbps may display a black screen.

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10. In encoder mode, the stream type of the DM-NVX-384 must be set by using the web interface or a control system. The default setting is Pixel Perfect Processing for interoperability with DM NVX 4K60 4:4:4 decoders. For interoperability with a DM-NVX-D10, DM-NVX-D20, or DM-NVX-D200 decoder, the stream type of the DM-NVX-384 encoder must be set to DM-NVX-D10/D20 Series. In addition, the resolution of the encoder must be set so that it does not exceed the maximum resolution of the DM-NVX-D10, DM-NVX-D20, or DM-NVX-D200 decoder.

In decoder mode, the proper stream type of the DM-NVX-384 is automatically used. For interoperability with DM NVX 4K60 4:4:4 encoders, Pixel Perfect Processing is automatically used as the stream type of the DM-NVX-384 decoder. For interoperability with DM-NVX-E10/E20 Series encoders, DM-NVX-D10/D20 Series is automatically used as the stream type of the DM-NVX-384 decoder.

11. As an encoder, the DM-NVX-384 transmits audio via the secondary 2-channel stream when it receives a 2-channel stereo input signal via the HDMI or analog input. The DM-NVX-384 does not transmit audio via the secondary 2-channel stream when it receives multichannel audio.
12. 3D formats are not supported.
13. HDMI connections require an appropriate adapter or interface cable to accommodate a DVI or Dual-Mode DisplayPort signal. [CBL-HD-DVI](#) interface cables are available separately.
14. USB-C connections require USB-C cables that support DisplayPort Alt Mode video in order to pass video signal. Not all USB-C cables can support DisplayPort Alt Mode video.
15. When PoE++ is used to power the DM-NVX-384, a maximum of 500mA is available to power both the USB TO DEVICE and USB HID ports. To prevent possible instability issues, it is recommended that a [PW-2420RU](#) power pack (sold separately) be used.
16. In order for Ethernet port 1 to receive PoE++, the port requires connection to a PoE++ compliant Ethernet switch or other equipment that has a PoE++ PSE port. Cabling that connects to a PoE++ PSE port is designed for intrabuilding use only.

This product may be purchased from select authorized Crestron dealers and distributors. To find a dealer or distributor, please contact the Crestron sales representative for your area. A list of sales representatives is available online at www.crestron.com/How-To-Buy/Find-a-Representative or contact us for additional information by visiting www.crestron.com/contact/our-locations for your local contact.

The original language version of this document is U.S. English. All other languages are a translation of the original document.

The product warranty can be found at www.crestron.com/warranty.

The specific patents that cover Crestron products are listed online at www.crestron.com/legal/patents.

Certain Crestron products contain open source software. For specific information, please visit www.crestron.com/opensource.

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HDMI

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