



# SoundCoreHero Ultimate

## Quick start guide

### Description of the device

SoundCoreHero Professional is a centralized audio management platform for audio-over-IP (AoIP) networks, operating natively in Dante and AES67 environments. Designed for professional installations requiring independent control over multiple audio zones, it integrates a multichannel player, a powerful DSP, and an automation controller into a single digital device. The system supports up to 512 input/output channels, enabling advanced, per-zone signal processing such as mixing, equalization, and compression.

### Box contents

Item	Quantity
SoundCoreHero Ultimate	1 pc.
Power cable	1 pc.
Outer Rack Rails	1 set
CE Declaration	1 pc.
Quick start guide	1 pc.

### SoundCoreHero - important information

Please read this document before installing or operating your SoundCoreHero device.

- Read and keep these instructions.
- To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.
- Do not block any ventilation openings. Install the product according to the manufacturer's instructions.
- This product has no user-serviceable parts inside. All repairs must be done by qualified service personnel. Opening the product will void the warranty.

### SoundCoreHero limited warranty

This product is covered by a SoundCoreHero Limited Warranty against defects in material and workmanship. This warranty does not cover damage caused by accident, misuse, unauthorized modification, or improper care. Our only responsibility is to repair or replace the defective product at our discretion. **You can find the full warranty terms and conditions in the „Legal“ tab of the device's web interface.** By using this product, you agree to the full warranty terms.

### 1. Pre-installation requirements

- **Rack:** Ensure your rack is a standard 19-inch EIA-310 type.
- **Space:** The unit requires **1U** of vertical rack space.
- **Ventilation:** Ensure proper front-to-back airflow for cooling.
- **Tools:** Use a cross-head screwdriver.

### 2. Rack installation

1. Position the unit in the desired **1U** space within the rack.
2. Secure the unit to the rack rails using the four included screws.
3. Ensure the device is stable and securely mounted without any movement.

### 3. Connecting the device

- **Power:** Connect the device to a power outlet using the included power cable.
- **Networking:** For standard setup, connect your network to the Primary LAN Port.
- **(Optional) external control:** The unit can be integrated with third-party control systems. For detailed integration information, please refer to the full product documentation.

### 4. Startup procedure

1. The device powers on automatically once connected to AC power. The front-panel power button can be used to turn the device off (into standby mode).
2. The device status is indicated by LEDs on the front panel.
3. The device is configured for DHCP by default.
4. Log in by opening a web browser on a computer connected to the same network and navigating to **https://soundcorehero.local**  
The default credentials are:

**Username:** admin@soundcorehero.com

**Password:** admin

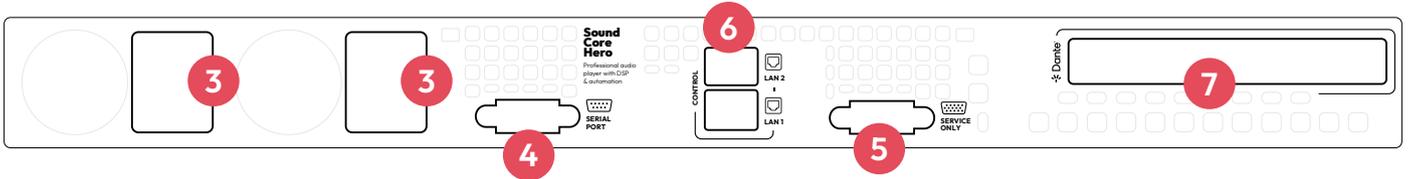
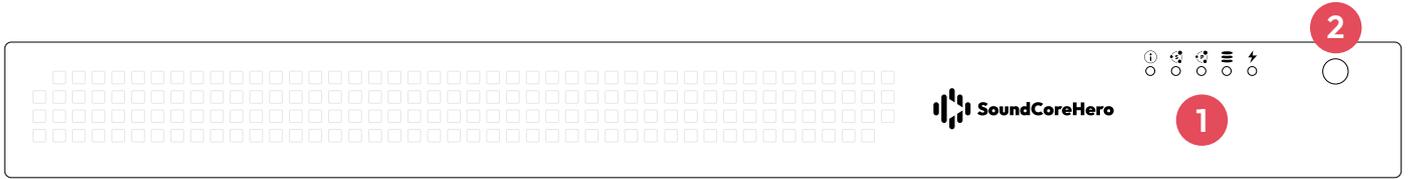
*Important: Turning off system power with the power switch removes the main power but keeps standby power supplied to the system. You must unplug the system before servicing.*

### 5. Important installation notes

- **Ventilation:** Do not block the front or rear ventilation openings.
- **Heat sources:** Do not install the device directly above other heat-generating equipment.
- **Spacing:** When mounting multiple units, leave 1U of free space between them to ensure proper airflow.

### 6. Full documentation & support

For full product documentation, datasheets, and our FAQ, scan the QR code located on the back of this guide.



### Panels overview

- 1 **Status indicators:** (See detailed description in the „Front Panel Indicators” section below)
- 2 **Power button:** Turns the device off (into standby mode)
- 3 **Power inlet:** Standard IEC C14 connector
- 4 **Serial port:** DB9 connector for RS-232 control
- 5 **VGA port:** For service and diagnostic video output only
- 6 **Control network ports:** Dual RJ45 gigabit ethernet for control
- 7 **Dante network ports:** Dual RJ45 gigabit ethernet for primary and secondary (Redundant)

### LED status indicators

The front panel provides five LEDs for monitoring the system’s operational status.

LED icon	Status	Description
	As defined in the “Informational LED” table below	Alerts the operator to specific system conditions or failures
	Flashing Green	Flashes to indicate network activity on the Primary LAN port
	Flashing Green	Flashes to indicate network activity on the Secondary LAN port
	Flashing Amber	Flashes to indicate internal storage activity
	Solid Green	Indicates power is being supplied to the system

### Informational LED

The informational LED  alerts the operator to specific system conditions or failures.

LED Icon	Status	Description
	Continuously Red	An overheat condition has occurred
	Blinking red (1Hz)	Fan failure. Check for an inoperative fan
	Blinking red (0.25Hz)	Power supply failure

## Do you need help?

### → Knowledge base & FAQ:

[SoundCoreHero.com/support](https://www.soundcorehero.com/support)

### → Get technical support

[support@SoundCoreHero.com](mailto:support@SoundCoreHero.com)

