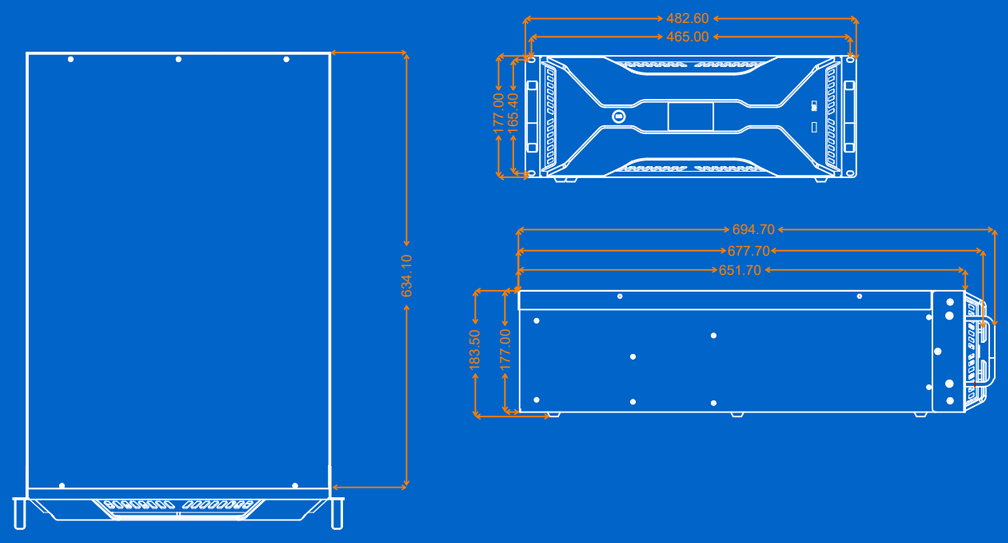
Dimensions



Physical Specifications

Dimensions

Device (with handles & rack ears)

482.6 mm × 694.7 mm × 183.5 mm
19 inch × 27.35 inch × 7.2 inch
Please refer to the dimension diagram for more details.

Package (with packaging box & wheels)

630 mm × 380 mm × 1029 mm
24.8 inch × 15.0 inch × 40.51 inch

Product Weight

54.8 kg / 120.81 lbs
(Fully loaded with accessories & flight case & packaging box)

Electrical Parameters

Power connector: 100–240V~, 50/60Hz, 10A(x2)
Max. power consumption: 800 W

Noise on Average (typical at 25°C/77°F)

Noise: 51 dB

Operating Conditions

Temperature: 0°C to 40°C
Humidity: 0% RH to 80% RH, non-condensing

Storage Conditions

Temperature: –10°C to +60°C
Humidity: 0% RH to 95% RH, non-condensing

Safety Compliance

CB, CE, EAC, FCC, IC, KC, RCM, UKCA, PSE

Packing Information

- 4x DP cables
- 4x HDMI cables
- 2x AC power cables
- 1x DC power cable
- 1x Keyboard & mouse
- 1x USB to audio adapter
- 1x Quick Start Guide
- 1x Customer Letter
- 1x Safety Manual
- 1x Certificate of Approval

Note:
* Performance data measured under standard test conditions.
* Specifications subject to change without prior notice.
X400 (G1)_EN-2026-06-08

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imagine
beyond
reality

PROFESSIONAL MEDIA SERVER

PIXELHUE

EDGE BLENDING | TIMELINE | HDMI / DP | EDID LOCK
Genlock | XLR AUDIO | 8K SCREEN | Neutrik 10G
UNLIMITED LAYERS | PRE-EDIT | NDI | SLICE FUNCTION

X400 (G1)

X MARKS THE FUTURE

Excellent Flexibility Through Modular Design

The X400 (G1) is designed with 2 input card slots and 4 output card slots and can support 4K input card and up to 4x 4K output cards simultaneously, allowing you to easily select the desired I/O modules with various input and output connectors to satisfy your visual system requirements. The modular and plug-in design also facilitates easy deployment and upgrade in the field, bringing more convenience and ease to your on-site applications.

Stable and Reliable Control

Employing dual high-speed SSD with dual OS, dual power and modular design, the X400 (G1) is undoubtedly the most robust and heavy-duty solution for mission-critical applications. Moreover, on-site playback and control are always stable thanks to dual redundant configuration and seamless switching guaranteed by the frame sync technology. Extra alarm and diagnostics functionalities further help to safeguard your live events.

Professional Media Processing

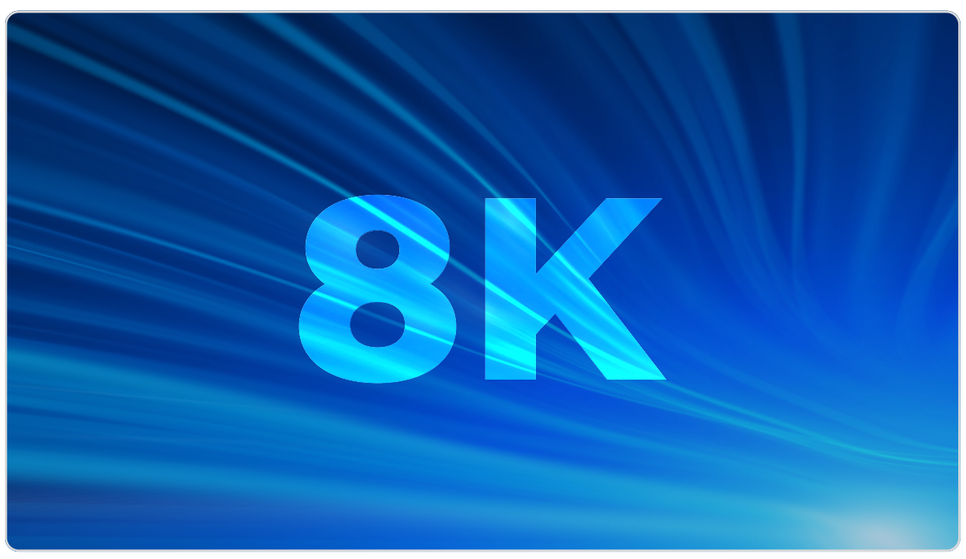
The X400 (G1) media server offers first-class media processing capability and is capable of processing a wide variety of media and video streams.

- H.263, H.264, H.265 (HEVC)
- VP6, VP7, VP8, VP9
- HAP, HAP-Alpha, HAP-Q, DVX
- VC1
- AV1, AVS
- ProRes
- rv10, rv20, rv30, rv40
- WMV1, WMV2, WMV3
- MPEG1, MPEG2, MPEG4, MPEJG
- JPEG2000, JPEG, TIFF, BMP, GIF, PNG, PSD

Superior Performance

The X400 (G1) is a professional media server engineered by PIXELHUE. Equipped with Intel's latest-generation processor, high-performance server class motherboard and graphics card, multiple input and output cards, the X400 (G1) can drive up to 4x 4K or 16x 2K outputs from a single server unit, thus delivering unprecedented high performance to your various large-scale events today.

Built on the advanced graphics card to offer remarkable hardware-decoding and rendering capabilities, the X400 (G1) easily realizes the hardware-decoding of 8K@60fps UHD videos and simultaneous smooth playback of multiple 4K@60fps videos. With the support for abundant video decoding formats, the X400 (G1) media server becomes the unparalleled video playback and processing solution for stage performances, large-scale conferences, immersive exhibitions and more creative display applications.

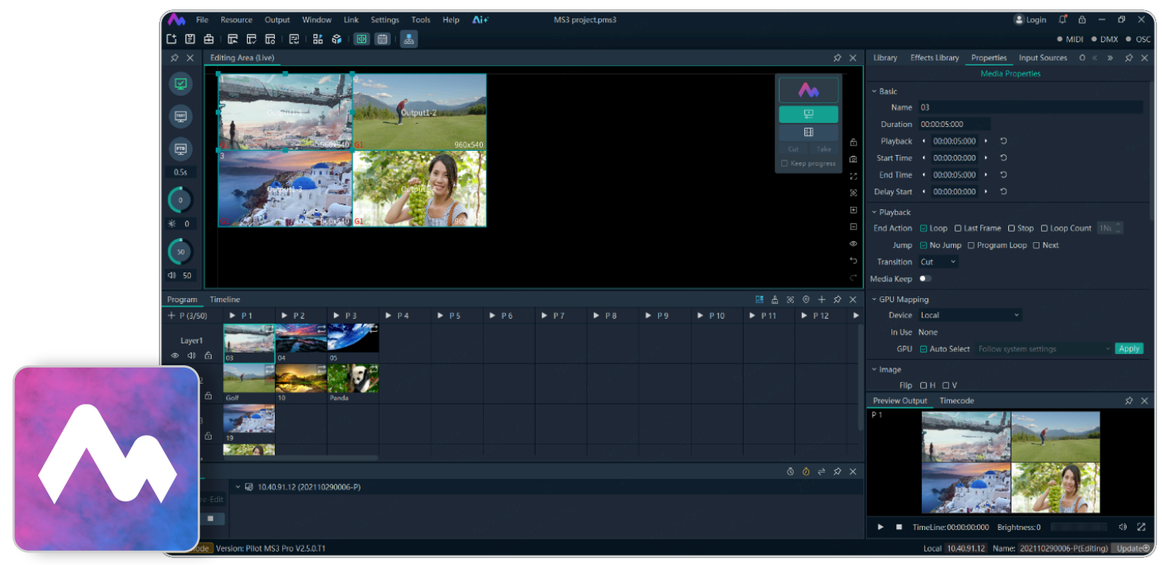


Brand New Pilot MS3 Pro Unleash All Your Creativity & Elevate Your Experience

The X400 (G1) media server comes equipped with the Pilot MS3 Pro multimedia playback software, perfect for bringing your creative ideas to life. It supports innovative slices, ultra-wide videos, and flawless pixel-to-pixel displays, enabling dazzling visual effects for spectacles or live events, and allowing you to fully unleash your creativity. With geometric correction, projector edge blending, and timeline management functions, alongside features like live and pre-edit modes, unlimited layers and programs, program jumping and media collection playback, customized cross-program playback, image quality adjustments, and crossfade effects, you'll have powerful tools to easily and flexibly manage and control your event displays.

UI Customized by Your Preference

Elaborate visualized design makes your operations convenient and the GUI can be customized by your preference. The media, inputs, layers, slices, real-time output preview and playback progress are all intuitive. You can see what the output will look like while the program is being edited. All our design considerations focus on shortening your learning curve and bringing you the maximum ease of use.



KEY FEATURES

Software

- Separate live and pre-edit working modes, reliable support for live events
- Playback and real-time editing of all categories of media, including videos, pictures, audio, web pages, PowerPoint files, capture devices, NDI and Spout inputs
- Various playback modes, including single program, single media, media collection, cross-program media and jump playback
- Unlimited layers and programs
- Innovative slices for diversified visual applications
- Visualized management of stage, programs, slices, timeline, various media, input sources and playback progress
- More advanced features like edge blending, timecode synchronization, and special effects, ready for you to explore and experience
- Flexible output segmentation, irrgular slices, layer mapping, edge blending and super-large display and more, fully realize your creative ideas
- Tailor your UI instantly: Save and access layouts with ease
- Automatic software startup, restart, shutdown and program playback, bring intelligent unattended and automated management
- Media optimization for better media performance
- Media image quality adjustment
- Media flipping, stretching, cropping supported
- Crossfade and cut effects on program switching
- Decoding of various mainstream video formats
- Output mapping and identification for clear screen and connector correspondence
- Project file management and packaging
- Peripheral control and shortcut management, and more powerful features on the way

Hardware

- 8K or multiple 4K hardware decoding and rendering for smooth playback and flawless output
- Plug-in and modular design for higher system stability
- Infinite device cascading, synchronized by Genlock
- Frame sync technology for synchronized and smooth display
- Seamless primary and backup device switching safeguards your on-site operation
- 10 Gigabit Ethernet
- EDID lock, ensuring no jump of connector resolution and display sequence
- Intelligent thermal solution
- Dual redundant power
- Running status monitoring and fault alarm via LCD display on front panel
- High quality XLR audio inputs and outputs
- Remote or central control via TCP/UDP protocol
- Pass stress and stability tests
- 4U rack mountable chassis
- Industrial ruggedized design

Configuration

- HDMI 1.3 and DP 1.2 connectors dedicated for monitoring and software UI
- Dual SSD built-in with dual OS

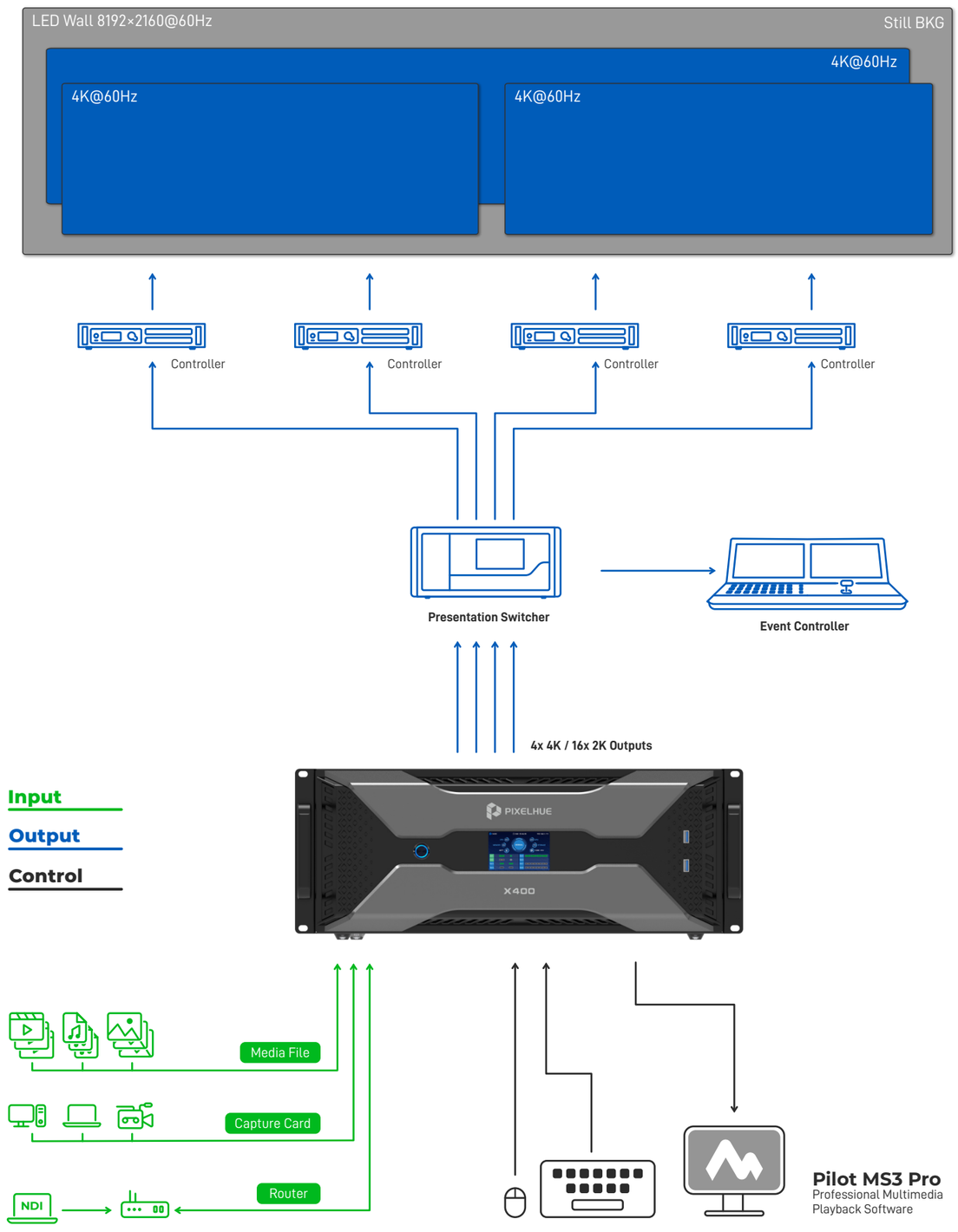
Interactive UI

- Fully-visualized and friendly graphical UI, what you see is what you get
- Customizable graphical UI layout
- UI lock for safer unattended operation

PERFORMANCE

1. Capability
   a. Smooth playback of 1x 8K4K@60fps video, 4x 4K2K@60fps, or 16x 2K1K@30fps videos
   b. Unlimited layers
2. Output
   a. 8192×1080@60Hz or 4096×2160@60Hz or 2048×1152@60Hz
   b. 4x 4K or 16x 2K outputs
   c. 4:4:4 10-bit color sampling
   d. Genlock and frame sync card
3. Input
   a. Up to 4096x2160@60Hz
   b. 4x 4K inputs
   c. NDI, Spout, streaming media and web page inputs
4. Audio
   a. XLR audio: 1x AUDIO IN, 1x AUDIO OUT L, 1x AUDIO OUT R
   b. 1x 3.5 mm audio input, 1x 3.5 mm audio output
   c. Formats: mp3, aac, flac, amr, ape, wav, wma, ogg
5. Control
   a. Built-in Pilot MS3 Pro Multimedia Playback Software
   b. 1x HDMI 1.3 and 1x DP 1.2, dedicated for monitoring and software UI
   c. Remote and central control via TCP/UDP protocol
   d. 2x USB on front panel, 4x USB on rear panel

APPLICATIONS



MODULAR

Input Card

4K Input Card

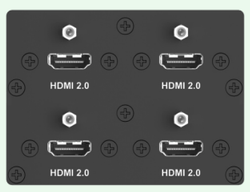
X_4x12G SDI Input Card

- 4x 12G-SDI
  - Downwards compatible with 6G-SDI and 3G-SDI
  - Max. resolution of a single connector: 4096×2160@60Hz
  - Max. output width: 4096@60Hz; Max. output height: 4096@60Hz

4K Input Card

X_4xHDMI2.0 Input Card

- 4x HDMI 2.0
  - Downwards compatible with HDMI 1.4 and HDMI 1.3
  - Max. resolution of a single connector: 3840×2160@60Hz
  - Max. output width: 3840@60Hz; Max. output height: 3840@60Hz
  - 4x 3840×2160@60Hz inputs simultaneously



Output Card

4K Output Card

X_1xDP1.2+1xHDMI2.0 Output Card

- 1x HDMI 2.0
  - Max. output width: 8192@60Hz; Max.output height: 7680@60Hz
- 1x DP 1.2
  - HDMI 2.0 and DP 1.2 output the same content
  - Max. output resolution: 8192×1080@60Hz/4096×2160@60Hz
  - Max. output width: 8192@60Hz; Max. output height: 7680@60Hz
  - HDCP 2.2 compliant
  - Mosaic output of multiple same-type connectors

2K Output Card

X_4xHDMI Output Card

- 4x HDMI 1.3
  - Max. output resolution of a single connector: 2048×1152@60Hz
  - Max. width: 2560 pixels (2560×972@60Hz)
  - Max. height: 2560 pixels (884×2560@60Hz)
  - 4x HDMI mosaic outputs with 2×2 layout

Sync Card

X_2xRJ45+2xGenLock Sync Card

- 2x RJ45
  - Receive frame sync lock signals (Framelock)
- 2x Genlock
  - Receive and loop through sync lock signals (Genlock)

Caution

All the cards can be installed into the designed slots only. Installing a card into an incorrect slot will cause device failure.

Specifications in this datasheet are subject to change without prior notice.