

Protocol 3000

Kramer devices can be operated using Kramer Protocol 3000 commands sent via serial or Ethernet ports.

Understanding Protocol 3000

Protocol 3000 commands are a sequence of ASCII letters, structured according to the following.

- **Command format:**

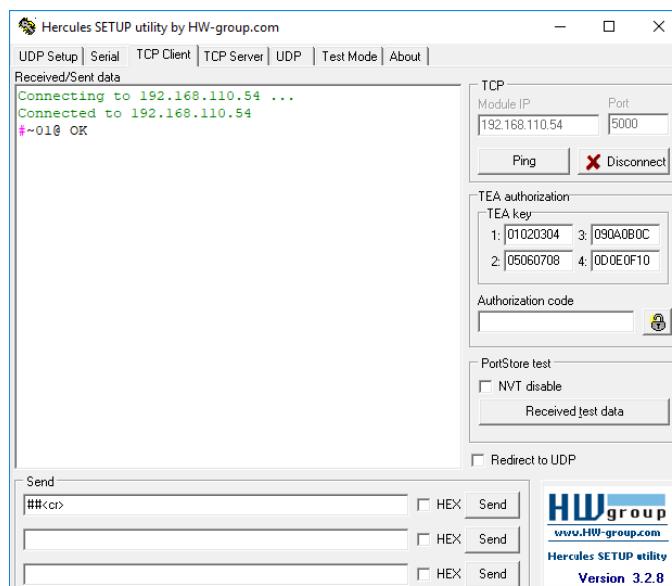
Prefix	Command Name	Constant (Space)	Parameter(s)	Suffix
#	Command	-	Parameter	<CR>

- **Feedback format:**

Prefix	Device ID	Constant	Command Name	Parameter(s)	Suffix
~	nn	@	Command	Parameter	<CR><LF>

- **Command parameters** – Multiple parameters must be separated by a comma (,). In addition, multiple parameters can be grouped as a single parameter using brackets ([and]).
- **Command chain separator character** – Multiple commands can be chained in the same string. Each command is delimited by a pipe character (|).
- **Parameters attributes** – Parameters may contain multiple attributes. Attributes are indicated with pointy brackets (<...>) and must be separated by a period (.).

The command framing varies according to how you interface with **VW-4**. The following figure displays how the # command is framed using terminal communication software (such as Hercules):



Protocol 3000 Commands

Function	Description	Syntax	Parameters/Attributes	Example
#	Protocol handshaking. ① Validates the Protocol 3000 connection and gets the machine number. Step-in master products use this command to identify the availability of a device.	COMMAND #<CR> FEEDBACK ~nn@ok<CR><LF>		#<CR>
BEZEL	Set bezel On/Off, H/V correction.	COMMAND #BEZEL_out_index,hv_value,switch,h_value,v_value<CR> FEEDBACK ~nn@BEZEL_out_index,hv_value,switch,h_value,v_value<CR><LF>	out_index – 0 hv_value – 0 – current H/V value 1 – max. H/V value switch – Enable/Disable bezel correction 0 – Off 1 – On h_value – Horizontal correction values v_value – Vertical correction values	Set bezel On with H/V correction: #BEZEL_1,0,1,12,24<CR>
BEZEL?	Get bezel switch, H/V correction status.	COMMAND #BEZEL?<CR> FEEDBACK ~nn@BEZEL_out_index,hv_value,switch,h_value,v_value<CR><LF>	out_index – 0 hv_value – 0 – current H/V value 1 – max. H/V value switch – Enable/Disable bezel correction 0 – Off 1 – On h_value – Horizontal correction values v_value – Vertical correction values	Get bezel switch, H/V correction status: #BEZEL?_1<CR>
BUILD-DATE?	Get device build date.	COMMAND #BUILD-DATE?<CR> FEEDBACK ~nn@BUILD-DATE_date,time<CR><LF>	date – Format: YYYY/MM/DD where YYYY = Year MM = Month DD = Day time – Format: hh:mm:ss where hh = hours mm = minutes ss = seconds	Get the device build date: #BUILD-DATE?<CR>
CPEDID	Copy EDID data from the output to the input EEPROM. ① Destination bitmap size depends on device properties (for 64 inputs it is a 64-bit word). Example: bitmap 0x0013 means inputs 1,2 and 5 are loaded with the new EDID. In certain products Safe_mode is an optional parameter. See the HELP command for its availability.	COMMAND #CPEDID_edid_io,src_id,edid_io,dest_bitmap<CR> or #CPEDID_edid_io,src_id,edid_io,dest_bitmap<CR> FEEDBACK ~nn@CPEDID_edid_io,src_id,edid_io,dest_bitmap<CR><LF> ~nn@CPEDID_edid_io,src_id,edid_io,dest_bitmap <CR><LF>	edid_io – EDID source type 1 – Output src_id – Number of chosen source stage 0 – Default EDID source 1 – HDMI OUT 1 2 – HDMI OUT 2 3 – HDMI OUT 3 4 – HDMI OUT 4 edid_io – EDID destination type (usually input) 0 – Input dest_bitmap – 1	Copy the EDID data from the Output 1 (EDID source) to the Input: #CPEDID_1,1,0,1<CR>
CPEDID?	GET EDID data from the output to the input EEPROM.	COMMAND #CPEDID?<CR> FEEDBACK ~nn@CPEDID_edid_io,src_id,edid_io,dest_bitmap<CR><LF>	edid_io – EDID source type 1 – Output src_id – Number of chosen source stage 0 – Default EDID source 1 – HDMI OUT 1 2 – HDMI OUT 2 3 – HDMI OUT 3 4 – HDMI OUT 4 edid_io – EDID destination type (usually input) 0 – Input dest_bitmap – 1	Get the EDID data from the Output 1 (EDID source) to the Input: #CPEDID?<CR>
DISPLAY?	Get output HPD status.	COMMAND #DISPLAY?_out_index<CR> FEEDBACK ~nn@DISPLAY_out_index,status<CR><LF>	out_index – Number that indicates the specific output: 1-4 status – HPD status according to signal validation 0 – Signal or sink is not valid 1 – Signal or sink is valid 2 – Sink and EDID is valid	Get the output HPD status of Output 1: #DISPLAY?_1<CR>
DPSW-STATUS?	Get the DIP-switch state.	COMMAND #DPSW-STATUS?_dip_id<CR> FEEDBACK ~nn@DPSW-STATUS_dip_id,status<CR><LF>	dip_id – 1 to 4 (number of DIP switches) status – Up/down 0 – Up 1 – Down	get the DIP-switch 2 status: #DPSW-STATUS?_2<CR>
ETH-PORT	Set Ethernet port protocol. ① If the port number you enter is already in use, an error is returned. The port number must be within the following range: 0-(2^16-1).	COMMAND #ETH-PORT_port_type,port_id<CR> FEEDBACK ~nn@ETH-PORT_port_type,port_id<CR><LF>	port_type – TCP/UDP port_id – TCP/UDP port number (0 - 65535)	Set the Ethernet port protocol for TCP to port 12457: #ETH-PORT_0,12457<CR>

Function	Description	Syntax	Parameters/Attributes	Example
ETH-PORT?	Get Ethernet port protocol.	COMMAND #ETH-PORT?,_port_type<CR> FEEDBACK ~nn@ETH-PORT,_port_type,_port_id<CR><LF>	port_type – TCP/UDP 0 – TCP 1 – UDP port_id – TCP / UDP port number (0 – 65535)	Get the Ethernet port protocol for UDP: #ETH-PORT?,_1<CR>
FACTORY	Reset device to factory default configuration. ⓘ This command deletes all user data from the device. The deletion can take some time. Your device may require powering off and powering on for the changes to take effect.	COMMAND #FACTORY<CR> FEEDBACK ~nn@FACTORY,_ok<CR><LF>		Reset the device to factory default configuration: #FACTORY<CR>
HDCP-MOD	Set HDCP mode. ⓘ Set HDCP working mode on the device input: HDCP supported - HDCP_ON [default]. HDCP not supported - HDCP OFF. HDCP support changes following detected sink - MIRROR OUTPUT. When you define 3 as the mode, the HDCP status is defined according to the connected output in the following priority: OUT 1, OUT 2. If the connected display on OUT 2 supports HDCP, but OUT 1 does not, then HDCP is defined as not supported. If OUT 1 is not connected, then HDCP is defined by OUT 2.	COMMAND #HDCP-MOD,_stage,_stage_id,_mode<CR> FEEDBACK ~nn@HDCP-MOD,_ok<CR><LF>	stage – Input/Output 0 – Input 1 – Output stage_id – Input number: 1 – HDMI Output number 1 – HDMI 1 2 – HDMI 2 3 – HDMI 3 4 – HDMI 4 2 – HDBT mode – HDCP mode Input: 0 – Off 1 – On Output: 2 – Follow input 3 – Follow output	Set the input HDCP-MODE of the HDMI input to Off: #HDCP-MOD,_0,1,0<CR>
HDCP-MOD?	Get HDCP mode. ⓘ Set HDCP working mode on the device input: HDCP supported - HDCP_ON [default]. HDCP not supported - HDCP OFF. HDCP support changes following detected sink - MIRROR OUTPUT.	COMMAND #HDCP-MOD?,_stage,_stage_id<CR> FEEDBACK ~nn@HDCP-MOD,_stage,_stage_id,_mode<CR><LF>	stage – Input/Output 0 – Input 1 – Output stage_id – Input number: 1 – HDMI Output number 1 – HDMI 1 2 – HDMI 2 3 – HDMI 3 4 – HDMI 4 mode – HDCP mode Input: 0 – Off 1 – On Output: 2 – Follow input 3 – Follow output	Get the input HDCP-MODE of the HDMI input: #HDCP-MOD?,_0,1<CR>
HDCP-STAT?	Get HDCP signal status. ⓘ io_mode =1 – get the HDCP signal status of the sink device connected to the specified output. io_mode =0 – get the HDCP signal status of the source device connected to the specified input.	COMMAND #HDCP-STAT?,_io_mode,_in_index<CR> FEEDBACK ~nn@HDCP-STAT,_io_mode,_in_index,_status<CR><LF>	io_mode – Input/Output 0 – Input 1 – Output in_index – Number that indicates the specific number of inputs or outputs Input number: 1 – HDMI Output number 1 – HDMI 1 2 – HDMI 2 3 – HDMI 3 4 – HDMI 4 status – Signal encryption status - valid values On/Off 0 – HDCP Off 1 – HDCP On	Get the output HDCP-STATUS of IN 1: #HDCP-STAT?,_0,1<CR>
HELP	Get command list or help for specific command.	COMMAND #HELP<CR> #HELP,_cmd_name<CR> FEEDBACK 1. Multi-line: ~nn@Device,_cmd_name,_cmd_name...<CR><LF> To get help for command use: HELP (COMMAND_NAME)<CR><LF> ~nn@HELP,_cmd_name:<CR><LF> description<CR><LF> USAGE:usage<CR><LF>	cmd_name – Name of a specific command	Get the command list: #HELP<CR> To get help for AV-SW-TIMEOUT: HELP,_av-sw-timeout<CR>

Function	Description	Syntax	Parameters/Attributes	Example
MACH-NUM	<p>Set machine number.</p> <p>① Some devices do not set the new machine number until the device is restarted.</p> <p>Some devices can change the machine number only from DIP-switches.</p>	COMMAND <code>#MACH-NUM(machine_id<CR></code> FEEDBACK <code>~nn@MACH-NUM(machine_id<CR><LF></code>	<code>machine_id</code> – New device machine number	Set machine number: <code>#MACH-NUM,1<CR></code>
MODEL?	<p>Get device model.</p> <p>① This command identifies equipment connected to VW-4 and notifies of identity changes to the connected equipment. The Matrix saves this data in memory to answer REMOTE-INFO requests.</p>	COMMAND <code>#MODEL?<CR></code> FEEDBACK <code>~nn@MODEL(model_name<CR><LF></code>	<code>model_name</code> – String of up to 19 printable ASCII chars	Get the device model: <code>#MODEL?<CR></code>
MUTE	Set audio mute.	COMMAND <code>#MUTE,out_index,mute_mode<CR></code> FEEDBACK <code>~nn@MUTE,out_index,mute_mode<CR><LF></code>	<code>out_index</code> – 0 <code>mute_mode</code> – On/Off 0 – Off 1 – On	Set Output 1 to mute: <code>#MUTE,1,1<CR></code>
MUTE?	Get audio mute.	COMMAND <code>#MUTE?,out_index<CR></code> FEEDBACK <code>~nn@MUTE,out_index,mute_mode<CR><LF></code>	<code>out_index</code> – 0 <code>mute_mode</code> – On/Off 0 – Off 1 – On	Get mute status of output 1 <code>#MUTE,1?<CR></code>
NAME	<p>Set machine (DNS) name.</p> <p>① The machine name is not the same as the model name. The machine name is used to identify a specific machine or a network in use (with DNS feature on).</p>	COMMAND <code>#NAME(machine_name<CR></code> FEEDBACK <code>~nn@NAME(machine_name<CR><LF></code>	<code>machine_name</code> – String of up to 15 alpha-numeric chars (can include hyphen, not at the beginning or end)	Set the DNS name of the device to room-442: <code>#NAME,room-442<CR></code>
NAME?	<p>Get machine (DNS) name.</p> <p>① The machine name is not the same as the model name. The machine name is used to identify a specific machine or a network in use (with DNS feature on).</p>	COMMAND <code>#NAME?<CR></code> FEEDBACK <code>~nn@NAME(machine_name<CR><LF></code>	<code>machine_name</code> – String of up to 15 alpha-numeric chars (can include hyphen, not at the beginning or end)	Get the DNS name of the device: <code>#NAME?<CR></code>
NET-DHCP	<p>Set DHCP mode.</p> <p>① Only 1 is relevant for the mode value. To disable DHCP, the user must configure a static IP address for the device.</p> <p>Connecting Ethernet to devices with DHCP may take more time in some networks.</p> <p>To connect with a randomly assigned IP by DHCP, specify the device DNS name (if available) using the NAME command. You can also get an assigned IP by direct connection to USB or RS-232 protocol port, if available.</p> <p>For proper settings consult your network administrator.</p> <p>② For Backward compatibility, the id parameter can be omitted. In this case, the Network ID, by default, is 0, which is the Ethernet control port.</p>	COMMAND <code>#NET-DHCP,netw_id,dhcp_state<CR></code> FEEDBACK <code>~nn@NET-DHCP,netw_id,dhcp_state<CR><LF></code>	<code>netw_id</code> – Network ID—the device network interface (if there are more than one). Counting is 0 based, meaning the control port is '0', additional ports are 1,2,3.... <code>dhcp_state</code> – 1 – Try to use DHCP. (If unavailable, use the IP address set by the factory or the net-ip command).	Enable DHCP mode for port 1, if available: <code>#NET-DHCP,1,1<CR></code>
NET-DHCP?	<p>Get DHCP mode.</p> <p>② For Backward compatibility, the id parameter can be omitted. In this case, the Network ID, by default, is 0, which is the Ethernet control port.</p>	COMMAND <code>#NET-DHCP?,netw_id<CR></code> FEEDBACK <code>~nn@NET-DHCP,netw_id,dhcp_mode<CR><LF></code>	<code>netw_id</code> – Network ID—the device network interface (if there are more than one). Counting is 0 based, meaning the control port is '0', additional ports are 1,2,3.... <code>dhcp_mode</code> – 0 – Do not use DHCP. Use the IP set by the factory or using the net-ip or net-config command. 1 – Try to use DHCP. If unavailable, use the IP set by the factory or using the net-ip or net-config command.	Get DHCP mode for port 1: <code>#NET-DHCP?,1<CR></code>

Function	Description	Syntax	Parameters/Attributes	Example
NET-GATE	Set gateway IP. ① A network gateway connects the device via another network and maybe over the Internet. Be careful of security issues. For proper settings consult your network administrator.	COMMAND #NET-GATE_ip_address<CR> FEEDBACK ~nn@NET-GATE_ip_address<CR><LF>	<code>ip_address</code> – Format: xxx.xxx.xxx.xxx	Set the gateway IP address to 192.168.0.1: #NET-GATE_192.168.0.001<CR>
NET-GATE?	Get gateway IP. ① A network gateway connects the device via another network and maybe over the Internet. Be aware of security problems.	COMMAND #NET-GATE?<CR> FEEDBACK ~nn@NET-GATE_ip_address<CR><LF>	<code>ip_address</code> – Format: xxx.xxx.xxx.xxx	Get the gateway IP address: #NET-GATE?<CR>
NET-IP	Set IP address. ① For proper settings consult your network administrator.	COMMAND #NET-IP_ip_address<CR> FEEDBACK ~nn@NET-IP_ip_address<CR><LF>	<code>ip_address</code> – Format: xxx.xxx.xxx.xxx	Set the IP address to 192.168.1.39: #NET-IP_192.168.001.039<CR>
NET-IP?	Get IP address.	COMMAND #NET-IP?<CR> FEEDBACK ~nn@NET-IP_ip_address<CR><LF>	<code>ip_address</code> – Format: xxx.xxx.xxx.xxx	Get the IP address: #NET-IP?<CR>
NET-MAC?	Get MAC address. ① For backward compatibility, the <code>id</code> parameter can be omitted. In this case, the Network ID, by default, is 0, which is the Ethernet control port.	COMMAND #NET-MAC?id<CR> FEEDBACK ~nn@NET-MAC_id,mac_address<CR><LF>	<code>id</code> – Network ID—the device network interface (if there are more than one). Counting is 0 based, meaning the control port is '0', additional ports are 1,2,3... <code>mac_address</code> – Unique MAC address. Format: XX-XX-XX-XX-XX-XX where X is hex digit	#NET-MAC?id<CR>
NET-MASK	Set subnet mask. ① For proper settings consult your network administrator.	COMMAND #NET-MASK_net_mask<CR> FEEDBACK ~nn@NET-MASK_net_mask<CR><LF>	<code>net_mask</code> – Format: xxx.xxx.xxx.xxx	Set the subnet mask to 255.255.0.0: #NET-MASK_255.255.000.000<CR>
NET-MASK?	Get subnet mask.	COMMAND #NET-MASK?<CR> FEEDBACK ~nn@NET-MASK_net_mask<CR><LF>	<code>net_mask</code> – Format: xxx.xxx.xxx.xxx	Get the subnet mask: #NET-MASK?<CR>
PROT-VER?	Get device protocol version.	COMMAND #PROT-VER?<CR> FEEDBACK ~nn@PROT-VER_3000:version<CR><LF>	<code>version</code> – XX.XX where X is a decimal digit	Get the device protocol version: #PROT-VER?<CR>
RESET	Reset device. ① To avoid locking the port due to a USB bug in Windows, disconnect USB connections immediately after running this command. If the port was locked, disconnect and reconnect the cable to reopen the port.	COMMAND #RESET<CR> FEEDBACK ~nn@RESET_ok<CR><LF>		Reset the device: #RESET<CR>
SCLR-AS	Set auto-sync features. ① Sets the auto sync features for the selected scaler.	COMMAND #SCLR-AS_scaler_index,sync_speed<CR> FEEDBACK ~nn@SCLR-AS_scaler_index,sync_speed<CR><LF>	<code>scaler_index</code> – Scaler Number – 1 <code>sync_speed</code> – 0, 1 or 2 0 – off 1 – fast 2 – slow	Set auto-sync features: #SCLR-AS_,1<CR>
SCLR-AS?	Set auto-sync features. ① Sets the auto sync features for the selected scaler.	COMMAND #SCLR-AS_scaler_index<CR> FEEDBACK ~nn@SCLR-AS_scaler_index,sync_speed<CR><LF>	<code>scaler_index</code> – Scaler Number 1-Scaler1 <code>sync_speed</code> – 0, 1 or 2 0 – off 1 – fast 2 – slow	Get auto-sync features: #SCLR-AS?_,1<CR>
SHOW-OSD	Set the OSD of selected channel.	COMMAND #SHOW-OSD_out_index,switch<CR> FEEDBACK ~nn@SHOW-OSD_out_index,switch<CR><LF>	<code>out_index</code> – Number that indicates the specific output: 1 <code>switch</code> – On/Off 0 – Off 1 – On	Set the OSD of selected channel: #SHOW-OSD_,1,1<CR>
SHOW-OSD?	Get the OSD of selected channel.	COMMAND #SHOW-OSD?_out_index<CR> FEEDBACK ~nn@SHOW-OSD_out_index,switch<CR><LF>	<code>out_index</code> – Number that indicates the specific output: 1-N (N= the total number of outputs) <code>switch</code> – On/Off 0 – Off 1 – On	Get the OSD of selected channel: #SHOW-OSD?_,1<CR>
SIGNAL?	Get input signal status.	COMMAND #SIGNAL?_in_index<CR> FEEDBACK ~nn@SIGNAL_in_index,status<CR><LF>	<code>in_index</code> – Number that indicates the specific input: 1- <code>status</code> – Signal status according to signal validation: 0 – Off 1 – On	Get the input signal lock status of IN 1: #SIGNAL?_,1<CR>
SN?	Get device serial number.	COMMAND #SN?<CR> FEEDBACK ~nn@SN_serial_num<CR><LF>	<code>serial_num</code> – 14 decimal digits, factory assigned	Get the device serial number: #SN?<CR>

Function	Description	Syntax	Parameters/Attributes	Example
VERSION?	Get firmware version number.	COMMAND #VERSION? FEEDBACK ~nn@VERSION firmware_version<CR><LF>	firmware_version – XX.XX.XXXX where the digit groups are: major.minor.build version	Get the device firmware version number: #VERSION?<CR>
WALL-LAYOUT	Set the video wall layout.	COMMAND #WALL-LAYOUT <h_value>,v_value<CR> FEEDBACK ~nn@WALL-LAYOUT ok<CR><LF></h_value>	h_value – Number of columns: 1 to 8 v_value – Number of rows: 1 to 8	Set the video wall layout to 3x2: #WALL-LAYOUT 3,2<CR>
WALL-LAYOUT?	Get the video wall layout.	COMMAND #WALL-LAYOUT? FEEDBACK ~nn@WALL-LAYOUT h_value,v_value<CR><LF>	h_value – Number of columns: 1 to 8 v_value – Number of rows: 1 to 8	Get the video wall layout: #SHOW-OSD?<CR>

Result and Error Codes

Syntax

In case of an error, the device responds with an error message. The error message syntax:

- **~NN@ERR XXX<CR><LF>** – when general error, no specific command
- **~NN@CMD ERR XXX<CR><LF>** – for specific command
- **NN** – machine number of device, default = 01
- **XXX** – error code

Error Codes

Error Name	Error Code	Description
P3K_NO_ERROR	0	No error
ERR_PROTOCOL_SYNTAX	1	Protocol syntax
ERR_COMMAND_NOT_AVAILABLE	2	Command not available
ERR_PARAMETER_OUT_OF_RANGE	3	Parameter out of range
ERR_UNAUTHORIZED_ACCESS	4	Unauthorized access
ERR_INTERNAL_FW_ERROR	5	Internal FW error
ERR_BUSY	6	Protocol busy
ERR_WRONG_CRC	7	Wrong CRC
ERR_TIMEDOUT	8	Timeout
ERR_RESERVED	9	(Reserved)
ERR_FW_NOT_ENOUGH_SPACE	10	Not enough space for data (firmware, FPGA...)
ERR_FS_NOT_ENOUGH_SPACE	11	Not enough space – file system
ERR_FS_FILE_NOT_EXISTS	12	File does not exist
ERR_FS_FILE_CANT_CREATED	13	File can't be created
ERR_FS_FILE_CANT_OPEN	14	File can't open
ERR_FEATURE_NOT_SUPPORTED	15	Feature is not supported
ERR_RESERVED_2	16	(Reserved)
ERR_RESERVED_3	17	(Reserved)
ERR_RESERVED_4	18	(Reserved)
ERR_RESERVED_5	19	(Reserved)
ERR_RESERVED_6	20	(Reserved)
ERR_PACKET_CRC	21	Packet CRC error
ERR_PACKET_MISSED	22	Packet number isn't expected (missing packet)
ERR_PACKET_SIZE	23	Packet size is wrong
ERR_RESERVED_7	24	(Reserved)
ERR_RESERVED_8	25	(Reserved)
ERR_RESERVED_9	26	(Reserved)
ERR_RESERVED_10	27	(Reserved)
ERR_RESERVED_11	28	(Reserved)
ERR_RESERVED_12	29	(Reserved)
ERR_EDID_CORRUPTED	30	EDID corrupted
ERR_NON_LISTED	31	Device specific errors
ERR_SAME_CRC	32	File has the same CRC – not changed
ERR_WRONG_MODE	33	Wrong operation mode
ERR_NOT_CONFIGURED	34	Device/chip was not initialized