

Device not appearing in Encoder Control

Problem

Videon encoder is expected to be in the list of available encoders on the Encoder Control screen, but does not show up.

Solution

Ensure encoder is turned on in Device Settings and that the expected encoder is on the same network as the one delivering the Web UI to the browser.

Related articles

[Page:Input source is not recognized](#)

[Page>Error message in Encoder Control](#)

[Page:Device not appearing in Encoder Control](#)