Matrox NRG Device Setup

Step 1 -- Connecting your devices and powering up Matrox NRG

1. Before you connect any devices to your Matrox NRG, make sure that the power switch on the front panel is in the OFF position. This ensures that no power is coming from the DIN 4-Pin 12V d.c. outputs.

2. Connect your Matrox devices to the DIN 4-Pin 12V d.c. outputs on your Matrox NRG.
   - Make sure that you insert the connectors in the correct orientation (i.e. locking latch is in the correct position). Do not use excessive force to insert the connectors.
   - Output 1 supports 12V d.c. 3A devices only. Devices requiring more than 3A may not boot or function as intended if they are on output 1. Verify the voltage and/or current requirements specified on the Matrox device(s) you intend to use with Matrox NRG.

3. Make sure that your Matrox NRG’s two field-replaceable power supply modules are fully inserted (they may have shifted or loosened during transport), then connect AC power to one or both power supply modules.

   As the Matrox NRG does not come with an IEC 60320 C13 power cable, you can use the cable included with the Matrox appliance you intend to use with Matrox NRG, or any locally sourced IEC 60320 C13 cable that meets local regulatory requirements.

4. Turn ON the Matrox NRG’s front panel power switch to power on the 12V d.c. outputs. The LED on the front will turn GREEN if both power modules are active, or blink GREEN if one module is not functioning. When the LED is green, your Matrox NRG is ready to provide power redundancy to Matrox appliance(s).
Step 2 -- Connecting Matrox NRG to your network

You do not need to connect Matrox NRG to your network for it to be fully functional as a power redundancy device, but network connectivity provides additional benefits such as remote monitoring and reboot capability.

Matrox NRG is set to DHCP protocol by default, so your DHCP-enabled network will assign an IP address to the NRG when you connect to it. You’ll need the IP address to connect to the NRG user interface via a web browser.

1. Connect your Matrox NRG to your network via the LAN connector.

2. From the Matrox website (www.matrox.com/en/video/apps/drivers/home), download the zip file NRGUtils_<release number>.zip, and extract the contents to a folder on your computer.

3. From the extracted folder, run NRGupdater.exe to find your NRG unit on the network (it must be on the same subnet). You can also use the MAC address printed on the NRG unit to find it in your router manifest.

4. Take note of your NRG unit’s IP address and update the firmware if needed.

   NOTE If you have the Matrox NRG-5-2DB model (i.e. two NRG units on the tray), each unit has its own dedicated IP address. When you connect to one of the units, you will see an “A” or “B” as a suffix to the device name. This suffix corresponds to the NRG unit’s place on the tray, which is also marked with an “A” or “B”.

5. From a web browser (Google Chrome is recommended) go to the IP address of your Matrox NRG.

6. If this is your first time logging in to Matrox NRG, you will be asked to set your password.


Your Matrox NRG is connected to the network for remote monitoring and other functions.

About the Matrox NRG rackmount

Matrox NRG comes pre-installed on a standard 1RU rackmount shelf. If you have a single unit NRG model, there is space on the shelf for another Matrox appliance next to it. For more information on how to install other devices on the shelf, go to our website at:


Get the latest firmware and other information

Go to www.matrox.com/video/downloads for the latest firmware, documentation, and utilities.