

### What Ships in the Box

- Cognio™ C20 hardware unit.
- Mounting Hardware
- This Quick Start Guide

### What You Need to Provide

- Windows® PC with:
  - 1 GHz or higher processor
  - Windows 11 or higher
  - 2 GB free storage space
  - 1280x1024 graphics capability
  - 16-bit or higher colors
  - Internet connection
  - 8 GB or more of RAM as required by your operating system
  - Network (Ethernet) interface
- CAT5 (CAT6 recommended)

### Getting Help

Symetrix Cognio DesignOps, the Windows software that configures the Cognio C20 hardware, includes a help file which acts as a complete User's Guide for hardware and software configuration. For questions beyond the scope of this Quick Start Guide, contact the Integrator Support Team:

**Tel:** +1.425.778.7728 ext. 5  
**Email:** support@symetrix.co  
**Web:** https://www.symetrix.co

### Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water. This apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install only in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Ensure proper ESD control and grounding when handling exposed I/O terminals.
10. Protect the cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug cord is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



**WARNING:** TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK DO NOT EXPOSE THIS EQUIPMENT TO RAIN OR MOISTURE

**AVIS:** RISQUE DE CHOC ELECTRIQUE NE PAS OUVRIR

SEE OWNERS MANUAL. VOIR CAHIER D'INSTRUCTIONS.  
 No user serviceable parts inside. Refer servicing to qualified service personnel.  
 Il ne se trouve a l'interieur aucune piece pouvant etre reparaee l'usager.  
 S'adresser a un reparateur competent.

- **The lightning flash with arrowhead symbol** within an equilateral triangle is intended to alert the user of the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons. The exclamation point within an equilateral triangle is intended to alert the user of the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product (i.e. this Quick Start Guide).
- **User Serviceable Parts:** There are no user serviceable parts inside this Symetrix product. In case of failure, customers inside the U.S. should refer all servicing to the Symetrix factory. Customers outside the U.S. should refer all servicing to an authorized Symetrix distributor. Distributor contact information is available online at: <https://www.symetrix.co>.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.  
 Cet appareil numerique de la classe B respecte toutes les Exigences du Reglement sur le materiel brouilleur du Canada.

### Declaration of Conformity

We, **Symetrix Incorporated**,  
 12123 Harbour Reach Dr. Ste. 106 Mukilteo, WA, 98275 USA  
 declare under our sole responsibility that the product:

**Model: Cognio C20**

to which this declaration relates, is in conformity with the following standards:

**IEC 62368-1, EN 55103-1, EN 55103-2, FCC Part 15, RoHS, UKCA, EAC**

Technical construction files maintained at:  
**Symetrix, Inc.** 12123 Harbour Reach Dr. Ste. 106  
 Mukilteo, WA, 98275 USA

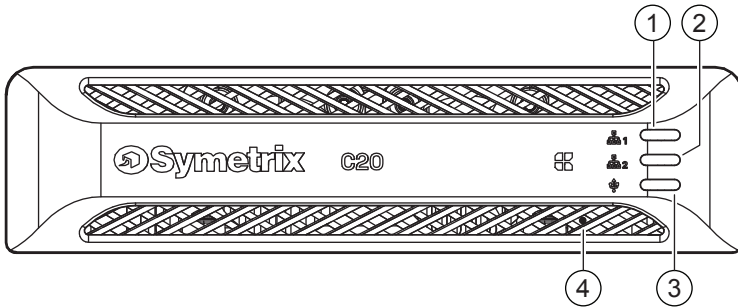
Date of issue: June 1, 2026

Place of issue: Mukilteo, Washington, USA

Authorized signature:

**Mark Graham, CEO**  
**Symetrix Incorporated.**

## Front Panel Features



### 1. Control LED (Network 1):

- Solid green — Control services running normally; device communicating with network and Cognio system.
- Solid red — Major internal error on Cognio control network (e.g. failed control services); contact tech support.
- Solid amber — Powered on; control NIC not active and not in error state.

### 2. Dante LED (Network 2):

- Solid green — Networking operational; audio routing functioning with valid Dante connection and proper clock sync.
- Solid red — Loss of clock sync or other major Dante network issue.

### 3. USB Connected LED:

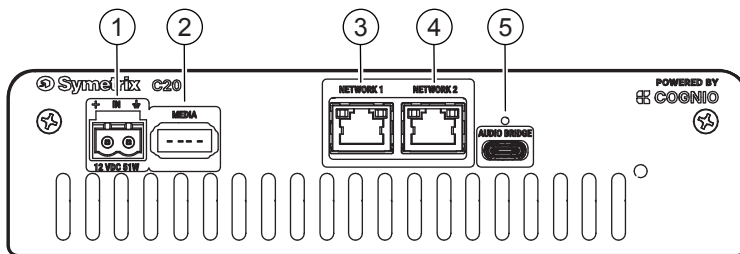
- Solid green — USB connected and streaming.
- Solid amber — USB connected (not streaming).

### MULTI-LED SYSTEM STATES (all three LEDs simultaneously):

- Solid green — Booting, rebooting, or firmware update in progress.
- Flashing green — Device in identification mode.
- Flashing red — System issue: moderate (fan failure, irregular voltage) or major (firmware error).

### 4. Factory Reset Button — Recessed button resets network configuration to factory defaults. See page 5 for more details of the factory reset procedure.

## Rear Panel Features



### 1. Power Supply Input 12 VDC 51 W

### 2. Media port — USB-A port for media playback. Connect a USB storage device to play back audio files through the Cognio signal flow. See the Cognio DesignOps help file for more information.

### 3. Network 1 — Control network port.

### 4. Network 2 — Dante audio network port.

### 5. Audio Bridge — USB-C port provides audio bridging between a connected laptop or PC and the room AV system. See the Cognio DesignOps help file for more information.

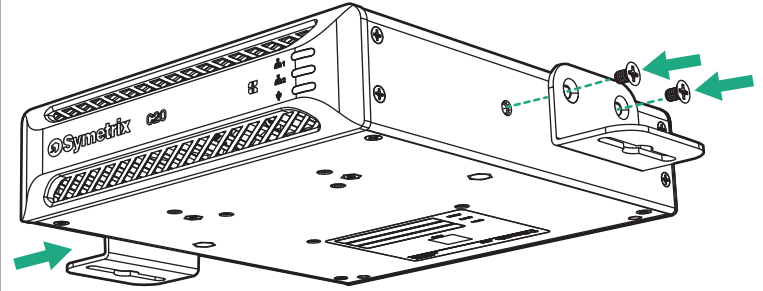
## Mounting Hardware Installation Instructions

### 1. Attach the supplied brackets to the sides of the C20 unit.

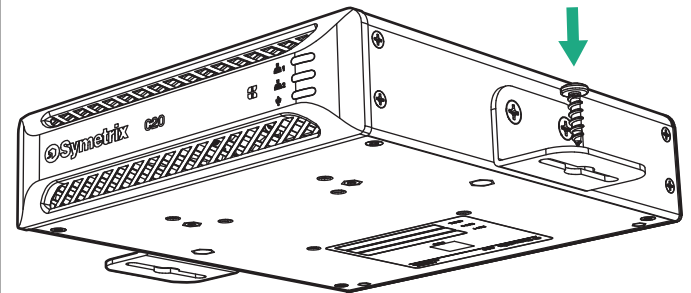
- The brackets are fitted to the sides of the C20 in two positions. The C20 may be secured on top of a flat surface, or below it.

### Mounting Option 1

- Using only the supplied cross-head screws, secure the brackets to the side of the C20 unit, in the lower position.

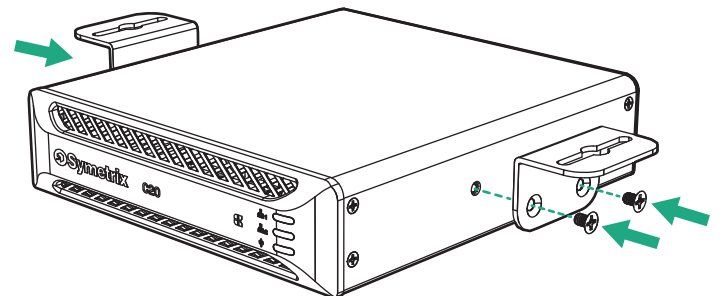


- Secure the brackets to the mounting surface using two suitable screws.

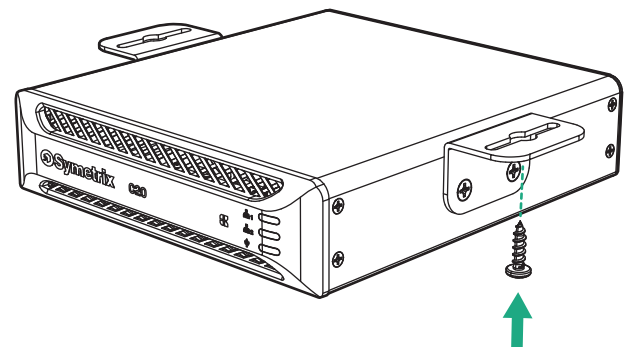


### Mounting Option 2

- Using only the supplied cross-head screws, secure the brackets to the side of the C20 unit, in the upper position.



- Secure the brackets to the mounting surface using two suitable screws.



## Software Installation

Cognio DesignOps software provides real-time set-up and control of the Cognio C20 from a Windows PC environment.

1. Download the Cognio DesignOps software installer from the Symetrix web site (<https://www.symetrix.co>).
2. Double-click on the downloaded file and follow the on-screen directions to install.

After installing the software, refer to the Help File for full connection and configuration information.

## Network Setup

### About DHCP

Cognio C20 boots with DHCP enabled by default. This means that as soon as you connect it to a network, it will look for a DHCP server in order to obtain an IP address. If a DHCP server is present, Cognio C20 will obtain an IP address from it. This process may take several minutes. With your PC attached to the same network, and thus getting its IP address from the same DHCP server, all will be ready to go.

If your network does not have a DHCP server, Cognio C20 will not be able to obtain an IP address. While waiting, Cognio C20 will default to a private IP address in the range of 169.254.x.x where x.x is the last four alphanumeric characters of Cognio C20's MAC address (MAC address hex value is converted to decimal for IP address). Cognio C20's MAC address can be found on a sticker on the bottom of the device.

When there is no DHCP server present to assign IP addresses to the Cognio C20, or your PC, you may need to configure your PC with a static IP in the range of 169.254.x.x with a Subnet Mask of 255.255.0.0 in order to communicate with Cognio C20 in a direct connect mode. However, if your PC is using the default network settings, it should also have automatically self-assigned a similar private IP address in the range of 169.254.x.x, and if this is the case, you should be able to connect to Cognio C20 directly.

Even if the PC's default settings have been changed, Cognio C20 will try to establish communications by setting up appropriate routing table entries to reach devices with 169.254.x.x addresses.

### Connecting to Device from Host Computer on Same LAN

The Symetrix device and host computer require the following:

1. IP Address – The unique address of a node on a network
2. Subnet Mask – Configuration that defines which IP addresses are included in a particular subnet.
3. Default Gateway (optional) – The IP address of a device that routes traffic from one subnet to another. (This is only needed when the PC and device are on different subnets.)

If you are putting a device on an existing network, a network administrator should provide the above information or it may have been provided automatically by a DHCP server. For security reasons, it may not be recommended to put AV system devices directly on the Internet. If you do, a network administrator or your Internet Service Provider can provide the above information.

If you are on your own private network, directly or indirectly connected to the device, you may allow it to choose an automatic IP address or you may choose to assign it a static IP address. If you are building your own separate network with static assigned addresses, you may consider using an IP address from one of the "Private-Use" networks noted in RFC-1918:

- 172.16.0.0/12 = IP addresses 172.16.0.1 through 172.31.254.254 and a subnet mask of 255.240.0.0
- 192.168.0.0/16 = IP addresses 192.168.0.1 through 192.168.254.254 and a subnet mask of 255.255.0.0
- 10.0.0.0/8 = IP addresses 10.0.0.1 through 10.254.254.254 and a subnet mask of 255.0.0.0

### Configuring IP Parameters

To configure the Smart Device with a Static IP Address, go to the IP address for the device in any web browser. Alternately, add the Smart Device to a Site in Cognio DesignOps, and from the Device's Properties in the Modifier Panel, click the "Edit" button to launch a web browser to the device's IP where it can be configured with a Static IP Address.

### Factory Reset

Resets network configuration to factory defaults. Upgrade licences are preserved. You will need a narrow, non-metallic tool or a paperclip.

1. Disconnect Power — Unplug the power cable from the rear of the C20.
2. Locate Reset Button — Find the recessed reset button at the bottom-right of the C20, behind the front grill near the three status LEDs.



Factory Reset button

3. Press and Hold — Press and hold the reset button with a narrow, non-metallic tool or a paperclip.
4. Reconnect Power — While holding the reset button, plug the power cable back in.
5. Wait 20 Seconds — Keep holding for ~20 seconds until the device begins the reset sequence. Unit reboots automatically.

By using Symetrix products, the Buyer agrees to be bound by the terms of this Symetrix Limited Warranty. Buyers should not use Symetrix products until the terms of this warranty have been read.

## What is Covered by this Warranty:

Symetrix, Inc. expressly warrants that the product will be free from defects in material and workmanship for five (5) years from the date the product is shipped from the Symetrix factory. Symetrix's obligations under this warranty will be limited to repairing, replacing, or partially crediting original purchase price at Symetrix's option, the part or parts of the product which prove defective in material or workmanship within the warranty period provided that the Buyer gives Symetrix prompt notice of any defect or failure and satisfactory proof thereof. Symetrix may, at its option, require proof of the original date of purchase (copy of original authorized Symetrix Dealer's or Distributor's invoice). Final determination of warranty coverage lies solely with Symetrix. This Symetrix product is designed and manufactured for use in professional audio systems and is not intended for other usage. With respect to products purchased by consumers for personal, family, or household use, Symetrix expressly disclaims all implied warranties, including, but not limited to, warranties of merchantability and fitness for a particular purpose. This limited warranty, with all terms, conditions and disclaimers set forth herein, shall extend to the original purchaser and anyone who purchases the product within the specified warranty period from an authorized Symetrix Dealer or Distributor. This limited warranty gives the Buyer certain rights. The Buyer may have additional rights provided by applicable law.

## What is not Covered by this Warranty:

This warranty does not apply to any non-Symetrix branded hardware products or any software even if packaged or sold with Symetrix Products. Symetrix does not authorize any third party, including any dealer or sales representative, to assume any liability or make any additional warranties or representations regarding this product information on behalf of Symetrix. This warranty also does not apply to the following:

1. Damage caused by improper use, care, or maintenance or failure to follow the instructions contained in the Quick Start Guide or Help File (In Composer: Help > Help Topics).
2. Symetrix product that has been modified. Symetrix will not perform repairs on modified units.
3. Symetrix software. Some Symetrix products contain embedded software or apps and may also be accompanied by control software intended to be run on a personal computer.
4. Damage caused by accident, abuse, misuse, exposure to liquids, fire, earthquake, acts of God, or other external causes.
5. Damage caused by improper or unauthorized repair of a unit. Only Symetrix technicians and Symetrix international distributors are authorized to repair Symetrix products.
6. Cosmetic damage, including but not limited to scratches and dents, unless failure has occurred due to a defect in materials or workmanship within the warranty period.

7. Conditions caused by normal wear and tear or otherwise due to the normal aging of Symetrix products.
8. Damage caused by use with another product.
9. Product on which any serial number has been removed, altered, or defaced.
10. Product that is not sold by an authorized Symetrix Dealer or Distributor.

## Buyer Responsibilities:

Symetrix recommends the Buyer make backup copies of Site Files before having a unit serviced. During service it is possible that the Site File will be erased. In such an event, Symetrix is not responsible for the loss or the time it takes to reprogram the Site File.

## Legal Disclaimers and Exclusion of other Warranties:

The foregoing warranties are in lieu of all other warranties, whether oral, written, express, implied or statutory. Symetrix, Inc. expressly disclaims any IMPLIED warranties, including fitness for a particular purpose or merchantability. Symetrix's warranty obligation and Buyer's remedies hereunder are SOLELY and exclusively as stated herein.

## Limitation of Liability:

The total liability of Symetrix on any claim, whether in contract, tort (including negligence) or otherwise arising out of, connected with, or resulting from the manufacture, sale, delivery, resale, repair, replacement, or use of any product will not exceed the retail price of the product or any part thereof which gives rise to the claim. In no event will Symetrix be liable for any incidental or consequential damages including but not limited to damage for loss of revenue, cost of capital, claims of Buyers for service interruptions or failure to supply, and costs and expenses incurred in connection with labor, overhead, transportation, installation or removal of products, substitute facilities or supply houses.

## Servicing a Symetrix Product:

The remedies set forth herein shall be the Buyer's sole and exclusive remedies with respect to any defective product. No repair or replacement of any product or part thereof will extend the applicable warranty period for the entire product. The specific warranty for any repair will extend for a period of 90 days following the repair or the remainder of the warranty period for the product, whichever is longer.

Residents of the United States may contact the Symetrix Technical Support Department for a Return Authorization (RA) number and additional in-warranty or out-of-warranty repair information.

If a Symetrix product outside of the United States requires repair services, please contact your regional Symetrix distributor for instructions on how to obtain service.

A product may be returned by Buyer only after a RA number has been obtained from Symetrix. Buyer will prepay all freight charges to return the product to the Symetrix factory. Symetrix reserves the right to inspect any products which may be the subject of any warranty claim before repair or replacement is carried out. Products repaired under warranty will be returned freight prepaid via commercial carrier by Symetrix, to any location within the continental United States. Outside the continental United States, products will be returned freight collect.

## Advance Replacements:

Units which are out of warranty or sold outside the United States do not qualify for Advance Replacement. In-warranty units that fail within 90 days, may be replaced or repaired depending on available service inventory at Symetrix's discretion. Customer is responsible for return shipping of equipment to Symetrix. Any repaired equipment will be shipped back to customer at Symetrix' cost. Advance replacements will be invoiced as a normal sale through authorized Symetrix dealers and distributors. The defective unit must be returned 30 days from RA issue date and will be credited against the replacement unit invoice after it has been evaluated by our service department. If no problem is found, an evaluation fee will be deducted from the credit.

Units returned without a valid Return Authorization number may be subject to significant delays in processing. Symetrix is not liable for delays due to equipment returned without a valid Return Authorization number.

## Returns and Restocking Fees

All returns are subject to approval by Symetrix. No credit will be issued for any item returned after 90 days from the invoice date.

## Return due to Symetrix Error or Defect

Units returned within 90 days will not be subject to a restocking fee and credited in full (including freight). Symetrix assumes cost of return shipping.

## Return for Credit (not due to Symetrix error):

Units in a factory sealed box and purchased within 30 days can be returned without a restock fee in exchange for a PO of greater value. Symetrix is not liable for return shipping.

## Restock Fee Schedule for Returns for Credit (not due to Symetrix error):

### Factory Seal Intact

- 0-30 days from invoice date 10% if no replacement PO of equal or greater value is placed.
- 31-90 days from invoice date 15%.
- Returns not accepted after 90 days.

### Factory Seal Broken

- May be returned up to 30 days and the restocking fee is 30%.

Symetrix is not liable for return shipping.

## Out of Warranty Repairs

Symetrix will attempt to repair units outside of warranty for up to seven years from the invoice date, but repairs are not guaranteed.

The Symetrix web site lists partners who are authorized and qualified to perform repairs on units beyond seven (7) years from invoiced date. Repair rates and turnaround times for out of warranty Symetrix equipment are set solely by these partners and are not dictated by Symetrix.